**GMHAN Meeting 23-5-2022**

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| **LEARN** | What is meant by this:   * Active listening * Authentic voices being heard and responding to what people experiencing homelessness or tough times face * Sharing (what each other are doing) * Curiosity (about what is going on) | | | |
| **What do you care most about yourself?** | | | **What do you think the world will make us care about?** | |
| * Sharing learning and acting on it * Accurate information * Specific help for people (difficult to do) * Compassion for others (vs targets) * Exploration versus set outcome * Diversity of opinion in decision making * Trauma informed engagement * Right to buy – impact of this if introduced at scale * Learning from each other:   + not working in silos   + Networking and building contacts * Value of Qualitative research and the voice of lived experience * **WHY???** (are we trying these methods/taking these decisions) * Ensuring people experiencing homelessness have access to basic numeracy, literacy, learning FOR THEMSLEVES * Learning about the community and harnessing networks to strengthen our services together * Changing the narrative of what homelessness looks like * Learning not staying in one space and filtering through into delivery and change | | | * Cost of living crisis * Ukraine & supply chain issues * Prevention of wider poverty * Wider systemic issues around care and young people * Mental health service impact when already underfunded * Applying the work modelled in GM to other locations? * GM as a microclimate of the housing crisis, e.g. short term lets/AirBnb * Lack of social housing! (and lack of **good quality** housing) * Government legislation and incentives   Themes:   * Specialist services * Accessibility of services (Equality & Diversity) * Employment and good work | |
| **What things that you learn/liked/lacked/longed for are relevant to this?** | | **What do you hope can be achieved** | | |
| **… in the next year?** | | **… in the next 5 years?** |
| * Gathering/ learning about ‘tools’ to manage challenging times and moving beyond that to flourish (e.g. mental health and wellbeing) * Longer term funding so relationships can be build and learning evolve * New ways of doing things! * Networking – lacking during covid so created digital networks (this will be impacted by cost of living affecting digital connectivity) * More joined up thinking * How services can adapt overnight, especially in crisis situations * Positive impacts, people being trusted to make their own choices and learn from them. Positive enablement.   Lacked social spaces. Service users lost a safe place to congregate and safely socialise e.g. without drugs or alcohol or judgement. | | * Better attitude to risk ( e.g. when employing someone with lived experience) * Give people time to reflect on their journeys * Apply learning from one project across to another * Learn who each other are and what we all do! * Continuation of coproduction * Better provision for refugees * Better understanding of individual rights * Better temporary accommodation – larger families * Setting real hard targets! * Better understanding of what homelessness means * Strengthening homelessness network community to better understand how we can support and deliver * People who don’t work in homelessness (business etc) to understand how to help *with* an understanding of homeless experience | | * More opportunities for people who are homeless to apply strengths and learn new skills (e.g. budgeting, looking after their mental health) * Switch to more flexible objectives and targets that can be adapted based on learning * Access to more training and development opportunities for workforce (to learn and teach) * Cost of living * Increased devolved power * People experiencing homelessness or on the brink have multiple housing options as a first step (e.g. shared, single sex, private rented) * Removing barriers to care and stigma surrounding homelessness, e.g. palliative care for people experiencing homelessness |
| **Key Points and reflections:** | | | | |
| There are things which we have learnt ABOUT:   * Short term, **stability** is possibly the most important priority, so what we have learnt can take root   + This relies on consistency of people, funding and reflection time * Longer term, **flexibility** is what could have the biggest impact to assist with learning   + This relies on changing how things are commissioned, paid for, and decided on * What works: giving people the chance to make their own decisions/mistakes; knowing rights and entitlements; chances for personal development (people experiencing homelessness & workforce)   There are ways in which we need to LEARN:   * From hearing and finding out what each other are doing * By reflecting, processing and understanding * By spending time with each other   There are different PEOPLE who need to learn:   * People experiencing homelessness gaining skills themselves * Workforce and services from each other * People in GM without a connection to GM * Places outside GM about what we’re trying here | | | | |

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| **LOBBY** | What is meant by this: | |
| **What do you care most about?** | | **What do you think the world will make us care about?** |
| * Community Mental Health A&E – to adequately address needs of those suffering mental ill health * Housing First!!! (Finnish Model) * Quality of TA – national minimum standards + regulator * Benefits – unable to work in temp accommodation * Social housing * Loopholes in Section 106 agreements (via Planning Committees and following through on their agreements) * Holding social landlords to account for housing quality * Better employment e.g. no zero hours contracts & more pathways to employment * Support to move on from temporary into social housing to make it more sustainable * Challenge perceptions – impact on health, employment, etc. * Funding:   + More nuanced and specialised   + Streamlined so easier to navigate   + Multi-year   + Transparency/clarity * Community Land Trust: who do you turn to? Who to Approach? | | * Breaking stigma by challenging negative media and teaching around use of language not using labels * Effectiveness! What really works… practical solutions for people experiencing multiple disadvantage |
| **What things that you learn/liked/lacked/longed for are relevant to this?** |
| * How to ask for what we need * Support to challenge work based cultures so more collaborations and lobbying can happen * Competition/Boundaries/Barriers: fear of speaking up prevents us uniting to affect change. * Need representation in the media to have an impact. |
| **What do you hope can be achieved…** | | |
| 1. Make it illegal to make people homeless. 2. Make it a legally requirement to house people within a fixed period of time - eg 3-6 months. 3. More social housing 4. Enforcement of housing agreements 5. Holding landlords to account for property and rent rates both social and private- is housing of a good quality and is it alleviating social need / affordable 6. Section 106 / section 21 - challenging them 7. Employed homeless people being denied help to continue work or access to temp accommodation 8. General short term funding in the sector means success projects don’t continue need to look at longterm sustainable transparent and streamlined funding for things like Housing First to be embedded across the system 9. Embedding philosophy of HF across GM 10. Lobby for LA to have the power to set rent limits on private rentals that fall in line with LA allowance for HB . Bring private rent accommodation into Social housing stock- where landlords have multiple properties or property portfolio a certain amount should be made to be given over to social housing at a fare rent . 11. LA  to have powers to deny HB payments / ban landlords  from renting properties that are not habitable and fit to live in. Have the legal right to seize property from landlords that fail to meet legal requirements for safe and habitable properties. 12. Schemes to support low income families set up home and pay lower rents with additional financial support for those unable to work due to illness, disability, caring responsibilities or other life circumstances that make maintaining employment difficult. 13. More support for people facing financial difficulties to stop them losing their homes - extended periods of time where rent/mortg  doesn’t have to be paid ( government subsidies to cover landlords rent like they do for student accommodation) plus periods of upto a year where the rent can be paid at a lower agreed amount so people have time to sort their financial situation out. 14. Better access to free legal representation for housing related needs. 15. Good landlord schemes and such need to be properly enforced and not full of loopholes. 16. Winter Everyone In needs to apply all year round not just when it’s below freezing. | | |
| **Key Points and reflections:** | | |
| Housing First: Housing as a human right / High fidelity approach   * How do we make it national policy long term? The Pilot works. How do we expand it? * Attitudes & Stigma need challenging * Brave advocacy   Need different parts of the system on different issues, working together to affect change:   * Activists within organisations to lobby from within * Clarity of what is/isn’t possible within a person’s role * Lobby UPWARDS on agreed areas… OUTWARDS to affect the delivery of strategy… ACROSS the whole GM sector | | |

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| **DELIVER** | What is meant by this:   * You’ll do it! – the plan is do-able, has tangible actions and will be followed through with * Making the HOW into the WHEN * Meeting the need * How we deliver- person centred/trauma informed- inclusivity, empathy * Implementation and use of resource - delivery is dependent on adequate resources people and finance etc. * Impact on service users – being mindful of the need for what’s being delivered being relevant and the reality matching the services advertised * Sharing training * Measuring outcomes (not just collecting data) but using outcomes as part of accountability and feedback * Longevity and sustainability * Reviewing plans * Co-production – keeping things simple and clear so that it’s easy for everyone to engage with * Identifying and acknowledging difference * Value placed on impactful relationship building- forming formal & informal networks * Good for us to know WHY we are delivering our services/ working together –it’s a commitment to preventing homelessness not just sustaining services for the sake of them – and that involves interventions that are about system’s change not ‘sticking plaster’ approaches. | |
| **What do you care most about?** | | **What things that you learn/liked/lacked/longed for are relevant to this?** |
| * Commitments to longer-term commissioning and funding * Greater awareness in the wider community about what we’re delivering – consistent standard and quality of service * Accessing purposeful activity for our people – also more work on resettlement and helping people to put their roots down in a local community * Language that is accessible in terms of our service offer * Payment for people who are involved in co-production * Communication and transparency between organisations * Flexibility/ agility in the way we work * Avoiding duplication - capacity building, not working in silo’s * People- Listen to them, understanding that communities are unique and different. Everyone is human and should be treated as an equal * Taking action * Co-design – asking what people want * Client perspective- sharing client feedback from other services * Reducing inequalities and inconsistencies * Reducing ongoing marginalisation and othering * Person centred, tailored, non-oppressive or punitive * Frustrating how hard it is to get support for people * Effective prevention- not just being reactive * Being well prepared – short term and long term * Progression * Sharing accurate and reliable data * Success stories * Access to good representation * Who can deliver? Who does what where? Who is best at what? * How people buy into equality, diversity and inclusion * PARTNERSHIPS – don’t lose what was built in the pandemic, particularly the loss of ego! | | * Connection – partnerships- working together (the pandemic encouraged far more use of on-line meetings which did work to bring people together even though not as good as meeting in person) * Resilience – crucial for work in this sector * Being brave, trusting your instincts and being ambitious * Financial resilience – access to funding * VCSE services are not free – we need more funding that is longer terms and sustainable so that we can plan for services that will be available for as long as they are needed * There are lots of issues with the contract/ tender/ bidding process which rule out smaller (local) organisations from applying for contract work, even though they might have a great track record. This leaves them dependant on grant funding. Applying for and managing grant funding can take up a lot of time that could be better spent elsewhere. Need for a restructure of commissioning services with a focus on quality over costs * Need to recognise the unique qualities of different organisations – their skills and strengths * Being aware of all the different resources available in the community * People need support to develop structure, routine, purpose * We’ve lacked an understanding of the impact of digital exclusion- who has fallen through the gaps during the pandemic as a result of the closure of face to face services. * Being kind to people and removal of old barriers- it will be a shame if this goes back to the way it was. |
| **What do you think the world will make us care about?** | | **Key Points and reflections:** | |
| 1. Listen to the people who have need of these services and interventions, and involve them in the planning of them 2. Work Together through partnership working, while playing to our skills and strengths as individual organisations 3. We need to work in a creative/ flexible and agile way so that we can Keep Learning and keep improving/ making approaches more relevant and impactful 4. Have a Shared GOAL (systems change/ preventing homelessness?) and share learning and feedback as we go on 5. Avoid Duplication – be aware of what others are doing, work with them, learn from them & collaborate 6. Be Honest and Transparent about how things are going and when you need support – don’t be afraid to fail 7. Fill The Gaps – identify missing services and approaches and seek to introduce them 8. Adopt Tried and Trusted Approaches – such as P.I.E and Trauma Informed Care 9. Resource It - service provision and solutions to homelessness need finance/ people etc. and this requires a lot of work and overcoming barriers (i.e. commissioning) 10. Using learning from the pandemic to make a positive change | |
| * How do we help people to gain alternative employment? * Work insecurity * Early interventions – which then progress to longer term work * Uncomplicated referral pathways and assessment processes (getting rid of the ‘local connection’ system) * Refer and reach NOT refer and delay * How we work and adopting helpful approaches such as P.I.E or being trauma informed * Open access to services for all people – being especially mindful of where race and identity may act as barriers * Funding (what government and others are actually willing to pay for, like fixes for people facing multiple disadvantages) * We need to work together to lobby and change what people think matters and think works * Breaking down structural barriers * We need to get out of siloes and problem solve in network events * Cost of living crisis – impact on driving up homelessness and fuel poverty * Extending the right to buy – less social housing stock * EU Settlement Scheme * Ending Section 21 – renters reform bill * Standards of property – a checking system/landlord register * Asylum seekers – ways they are being processed – NAS accommodation adding to the crisis? Nationalities and Boarders Bill. The war in Ukraine and climate impact both leading to increased numbers of refugees. * Wider cuts to local services – e.g. youth, leisure, etc. making early intervention harder * Gap in involvement of education services | |