

# staying in

## Report on learning from a test-of-change programme

October 2022



# Contents


1. Introduction ..... 3
2. About 'Staying in' ..... 3
3. About this Report ..... 3
4. Context ..... 4
5. Getting Started ..... 6
6. Local Partners ..... 8
7. Learning Methods ..... 10
8. Local Learning ..... 11
   - 8a About people connecting with Staying In ..... 11
   - 8b Six emerging themes from Staying In ..... 13
9. Programme Learning ..... 16
10. What needs to happen now ..... 18

Appendix 1: Local Partners ..... 20
Appendix 2: Panel Members ..... 21
Appendix 3: Evaluation Timeline ..... 22
Appendix 4: Survey for Local Partners ..... 23
Appendix 5: Survey for Local People ..... 24
Appendix 6: Data Form ..... 26



## Acknowledgements

We would like to warmly thank every person and organisation involved in this learning.
And we would especially thank those being supported by the Staying In projects for their reflections and insights.




# 1. Introduction

**All homelessness starts in a community.**

**But not all communities are at equal risk.**

Homeless Network Scotland wanted to test a new approach to tackle the uneven distribution of homelessness risk, at the heart of the places most affected by it.

A coordinating and learning partnership was established with highly regarded community enterprise Unity, supported by the Scottish Community Development Centre's expertise on taking place-based approaches to big social challenges.

Together, we set about to test what happens when 'subject experts' collaborate with 'local experts' and 'lived experience' experts to combine knowledge, insight and problem solving at a local level. And, with thanks to the National Lottery Community fund, to understand how local investment would be targeted too.

This is what we designed and discovered.

# 2. About 'Staying in'

Staying In is a test-of-change programme enabled by the National Lottery Community Fund, to understand what works to prevent homelessness using a place-based approach. It was centred in the Greater Pollok and Gorbals areas of Glasgow, with learning captured over a 2-year period

6 local partners and anchor organisations led the design and delivery of new local initiatives to prevent homelessness – Bridging the Gap, Dawsun, Glen Oaks Housing Association, New Gorbals Housing Association, Spider Arts and SWAMP (see appendix 1).

Staying In was facilitated and supported by Homeless Network Scotland, Scottish Community Development Centre (SCDC), and Unity.

# 3. About this Report

This report focuses on 'what worked' when using a place-based approach to preventing homelessness and what did not, so that it can be considered by local partnership in other areas.

This report describes the motivation and approach, the capacity building and project selection process and the development of the overall outcomes for the programme itself, which was delivered on the ground by six grant recipient organisations in Pollok and Gorbals.

This report will highlight the learning from local partners, their approach to addressing homelessness locally and the impact that the support has had on local people who were either homeless or at risk of homelessness..

The report will also explore the direction of change for each of the local partners as they adapt their services and what a place-based approach might mean for policy makers going forward.

# 4. Context

***About homelessness***

Over recent years in all UK nations there's been a growing awareness that the best way to tackle homelessness is to prevent people from losing their homes in the first place. The national strategy[1] to end homelessness in Scotland has placed significant emphasis on prevention since it was first published.

Scotland already has strong housing rights for those experiencing homelessness [2], but experiences of homelessness can go beyond the need for housing and can involve a range of unmet needs. We know that earlier intervention by public bodies, landlords and local authorities and by the wider community, can help prevent people being forced to experience the trauma of homelessness.

As well as protecting people from this experience and promoting better outcomes for individuals and families, homelessness prevention makes economic sense, with public bodies, landlords, local authorities and the wider community no longer facing the cost of homelessness and repeat homelessness, and increased use of temporary accommodation.

New homelessness prevention duties are being developed by the Scottish Government, which will require all public bodies in Scotland to "ask" people accessing their services about their housing situation and commit to "act" on the information provided. The detail is still being worked through, but the new law will highlight that homelessness is not only a housing issue, and that everyone has a role in helping prevent homelessness.

***About place-based approaches***

A place-based approach is about understanding the issues, interconnections and relationships in a place and coordinating action and investment to improve the quality of life for that community[3]. A place-based approach is described by the Improvement Service as an approach that requires us to "work together and coordinate our actions to ensure they contribute to a 'triple win' of enhancing the wellbeing of our planet and our people and creating greater equity"[4].

Many communities across Scotland face common challenges and issues such as homelessness, systemic poverty, ill health, poor environmental quality, or cycles of disinvestment. However, the way in which these challenges are experienced, their impacts and the eventual outcomes for individuals in that area, will be influenced by the specifics of the local context, as well as the personal circumstances of individuals.

Place-based approaches in Scotland are not new, but recent policy changes around empowerment, community planning and public service reform, alongside the complex challenges of the climate emergency and public health, mean that there is renewed energy and focus on the approach. A place-based approach focuses all the action, effort and investment in a place to maximise the opportunity for positive consequences and minimise negative ones. Place-based working aims to:

- Address complex problems that no one service working alone can solve.
- Introduce preventative measures as part of any new approach.
- Break down organisational silos and bring sectors together around a shared ambition when designing and delivering services[5].

1 https://www.gov.scot/publications/ending-homelessness-together-updated-action-plan-october-2020/pages/1/
2 For information about homelessness legislation and how homelessness is defined in Scotland please see: https://www.gov.scot/policies/homelessness
3 Place Based Approaches | Our Place https://www.ourplace.scot/about-place/place-based-approaches
4 Improvement Service Briefing: *Place and Wellbeing Outcomes* (2022) https://www.improvementservice.org.uk/__data/assets/pdf_file/0020/30719/PWO-briefing-paper.pdf
5 Briefing Places and Wellbeing Outcomes, Improvement Service: https://www.improvementservice.org.uk/__data/assets/pdf_file/0020/30719/PWO-briefing-paper.pdf

Place-based working has many parallels with Community Development theory and practice, which says that local groups can use their skills and experiences to make positive change. Some specific Community Development approaches which fit with a place-based approach are:

- **Coproduction** - a way for those who run public services and those who use them, to come together to make the most their own skills and ideas to improve how services work. Coproduction enables professionals and decisions makers to work with people and communities, not just to influence how decisions are made, but to have a say in what's needed, how it's developed and how it can be delivered[6].
- **Community led Action Research** - community groups decide on the issue to be researched, design and carry out the research, and make use of the results. This makes community-led action research different from traditional research which tends to be conducted in the community by researchers from outside the community[7].
- **Local Place Planning (LPP)** - Community-led LPPs are part of a broader suite of mechanisms designed to reform public services in Scotland and support greater community empowerment at the local level. They can help to align community and spatial planning, ensuring that decisions that are made on behalf of communities accurately reflect their issues, interests and aspirations, and that resources are targeted effectively. LPPs can also support implementation of the Scottish Government's Place Principle[8].

The Staying In programme was developed to create community-led solutions to homelessness prevention and learn about what works and why in the different areas.

***About the Pandemic***

It must be noted that the Covid-19 pandemic impacted significantly on the start-up and implementation of the Staying In programme and especially in year one. While the design and development work continued, as a result of lockdowns and social distancing measures it was one-year-on, in November 2021, before local partners were able to begin delivery and even then, in circumstances more limited and uncertain than the pre-pandemic environment.




6 Scottish Co-production Network | SCDC - We believe communities matter https://www.scdc.org.uk/what/co-production-scotland
7 Knowledge is Power | SCDC - We believe communities matter https://www.scdc.org.uk/what/knowledge-is-power-programme
8 Local Place Plans – Challenges and Opportunities 2020 - Local+Place+Plans++Challenges+and+opportunities+-+January+2020_.pdf (squarespace.com)

# 5. Getting Started

The National Lottery Community Fund agreed that the Staying In programme should focus on the Gorbals and Pollok areas of Glasgow.

Building on the experience of Homeless Network Scotland's previous work in both areas, it was recognised that organisations and residents had a strong track record of being involved in new initiatives and the programme partners were keen to use this to maximum effect.

The Glasgow Community Plan takes a 'Thriving Places' approach to area focused regeneration in Glasgow. The numbers of homeless applications are very similar across the two areas, though the housing stock is different - Greater Pollok is larger than Gorbals with more housing choice in the area. The two areas would, therefore, be able to test the place-based approach in areas of different size and housing availability.

Traditionally, local authorities and Scottish Government have led many of the homelessness prevention developments. However, the Staying In programme partners believe that the community, where homelessness starts, would also have answers to tackling this issue.

The Staying In programme was designed as a collaboration with a range of people in each community to select a number of interventions that would be funded to support homelessness prevention in that area. £200,000 'community chest' funding from the National Lottery Community Fund was available to target those interventions (£100k in each area).

***Getting started meant taking three steps as follows:***

**A**. A Local Area Funding Panel was set up in each area. Membership was needed to be as wide as possible so that it could drive knowledge transfer and culture change about preventing homelessness in the area. The panels included people with experience of homelessness, frontline workers, anchor organisations, local housing associations, health care providers, local authority representatives and programme partners. Recruitment to the panels was via:

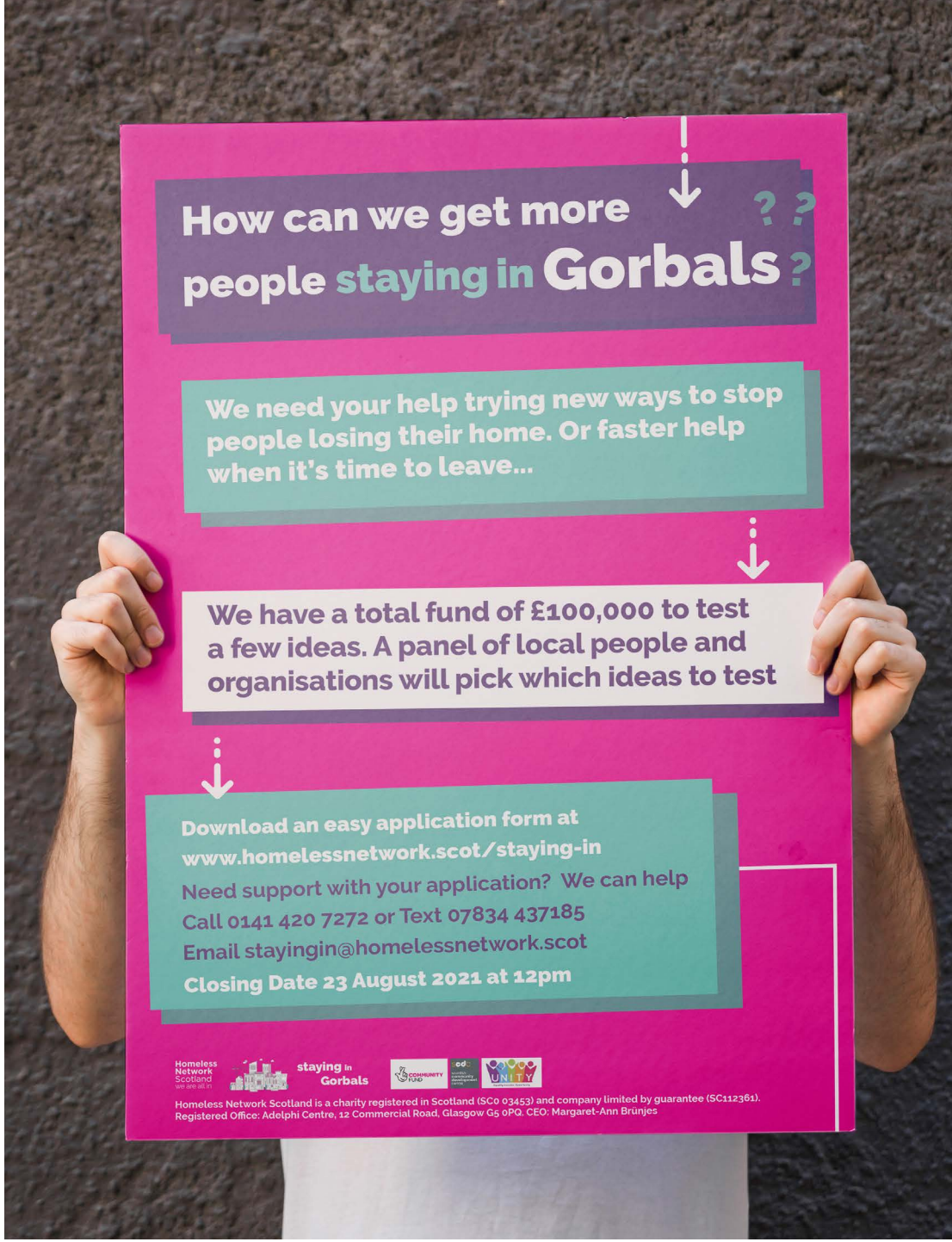
- Advertising opportunities through local community networks
- Running a workshop outlining the role of the panels
- Hosting community events, delivering presentations at the local community forums, community breakfasts and housing association events.

The key message throughout the recruitment processes was that homelessness is a housing issue — but often needs more than a housing solution. See appendix 2 for the membership of each Local Area Funding Panel.

**B**. The Staying In programme partners learned much more about the local area directly from local panel and partners. Partners also planned and organised workshops for panel members and partners at a local level to brief on Staying In and what the programme was aiming to achieve. This mutual learning helped to build understanding, trust and cohesion between the partners and panel members and encouraged them to consider the issues and potential solutions. The workshop sessions explored the structural drivers, causes and consequences of homelessness, and the concept of a place-based approach to preventing homelessness. Partners and panel members were involved in designing an accessible application process for community organisations to apply for funding from the £100,000 funding pot in each area.

**C**. Panel members promoted the aims of the Staying In Programme and the funding opportunity to the wider community. The panel assessed the applications received and made decisions about which organisations had the best opportunity for success and should receive the funding. The panels approved funding for 6 local projects in total; 3 in Pollok and 3 in the Gorbals to enable local partnerships and people to test a variety of approaches to mitigate the causes of homelessness, and support tenants at risk of homelessness to stay in their homes.

One of the most important legacies of Staying In reported by local panel members is that there is an increased recognition that large issues like homelessness require a joined-up approach at local level, and that basic enquiries can reveal often hidden tenancy issues which, if acted on in a timely way, can mitigate the risk of homelessness.



# 6. Local Partners[9]

The 6 partner organisations were 4 diverse third sector organisations and two community-based housing associations. Each organisation has deep roots in the community and has, over many years, developed reciprocal relationships with the people who connect with their resources, activities, and services. Each has expertise in delivering on the priorities important to their communities, including: providing accommodation, IT resources and skills development, language classes, housing support, energy and food support, employability services, white goods and furnishing provision, advocacy and signposting. And as a result of the funding, each organisation has built on their existing relationships and amended their services to target causes of homelessness in their area.

The local partners are:

**Gorbals:**

- **New Gorbals Housing Association** – a registered social landlord and community anchor organisation.
- **DAWSUN** – a community organisation which supports migrants, people seeking asylum and those for whom English is not their first language.
- **Bridging the Gap** – a charity building community and relationships with young people, families and people from different backgrounds and culture.

**Pollok:**

- **SWAMP** – a community trust which aims to eradicate poverty and create positive change in Pollok.
- **Glen Oaks Housing Association** – a registered social landlord and anchor organisation
- **Spider Arts** – a community organisation that aims to inspire individuals and empower communities through the arts.

***Three Approaches***

The support in both areas is provided through three different but interrelated approaches, these are:

- **Providing housing** directly to people in the area; exclusively the housing associations who have access to housing stock. It should be noted that each housing association reports that available housing is severely limited in both geographical areas.
- Focused on people **maintaining their tenancy**, largely by helping with energy and food bills initially so that the tenant can use their existing income for other expenses. As well as financial support, some projects are providing capacity-building support e.g. learning English, skills or signposting to support locally and at a citywide level.
- Creating opportunities for people to **upgrade their home** with support to decorate and improve their space and use creative skills. A better home through decoration or supply of beds, carpets and white goods may encourage people to stay longer in their homes and feel that it is a safe space. Local partners know that the personal process of learning skills and decorating a home can also create a positive environment for people to open up about broader concerns or issues.

There were also hugely beneficial local developments that flowed organically from the main programme. For example, Homeless Network Scotland were invited by Glasgow City Council and the Centre for Civic Innovation to deliver their placed-based and prevention training across the Greater Pollok area. The first learning session was delivered with health care professionals working in the area, and the second session was delivered with local people and colleagues from local housing associations, charities and community groups. The Centre for Civic Innovation are a team within GCC who are piloting place-based approaches to key issues including climate, child poverty and homelessness in selected neighbourhoods in Glasgow.

9 More information about each organisation can be found in Appendix 1




**“The Staying in the Gorbals funding has allowed us to provide wrap-around support”**

**Dr Chioma Nwafor**

Diaspora African Women Support Network (DAWSON)

# 7. Learning Methods

A monitoring and evaluation framework was developed to better understand if there were benefits of taking a place-based approach to the causes of homelessness. It was important that the evaluation framework was in line with the objectives agreed with the National Lottery Community Fund, including increasing the knowledge, confidence and skills of local partners to identify and respond to homelessness.

A key feature of Staying In is the contact and collaboration between local partners through learning events and formative evaluation facilitated by SCDC. This shared evidence and information to enable the delivery organisations to assess how well they are meeting the outcomes of the programme and shift direction in response to local needs. The evaluation process contained a number of elements set out in the table below:

Table 1: Evaluation methods

| | |
|---|---|
| **Learning Events** | 3 online learning events were held between December 2021 and the end of May 2022:<br>• The first learning event in December involved the programme partners and grant recipients and enabled local partners to meet each other, share their approach to Staying In, explore the programme outcomes and to codesign the monitoring and evaluation process.<br>• The second learning event in January 2022 involved the programme and local partners, where information was shared about the work being developed at a local level and some of the early opportunities and challenges.<br>• The third learning event in May 2022 involved wider stakeholders at a national and local level to share the learning from the 6 local partners and their experience of delivering a place-based approach to preventing homelessness. |
| **Local partner interviews** | Twelve interviews were conducted. The initial 6 interviews focused on the local partners; the survey can be viewed in appendix 4. Follow-up interviews were conducted in February and March 2022 using the same topic guide. |
| **Local people interviews** | 7 interviews were carried out with people being supported by the Staying In projects between February and March 2022. These were either online or face to face, depending on personal preference. This survey can be viewed in appendix 5. |
| **Data analysis** | Data was collected by each of the local partners using an agreed monitoring form (appendix 6). The programme to date has supported 160 individuals. For more information on the monitoring and evaluation plan and research tools please see appendix. |

# 8. Local Learning

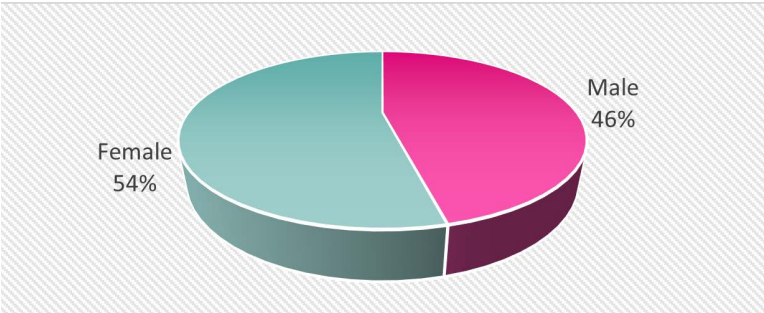
The Staying In programme is focused on the benefits of creating and nurturing local relationships and developing understanding of what actions can contribute to preventing or minimising housing crisis. From this approach, we can learn about the quality and nature of support and what works well for who - the programme partners anticipated that results would vary depending on the organisation, support on offer, the place itself and individual circumstances of beneficiaries. Although the focus of the programme was not on numbers and scale, the projects did provide a range of information about the people they were supporting which is presented below.

## 8a About people connecting with Staying In

Each local partner provided summary data about the number and profile of people accessing their services. The total number of people supported across all projects and both areas to date is 160. These numbers relate to adults receiving support and do not account for wider family members e.g. children who are benefiting from the programme.




***Gender***

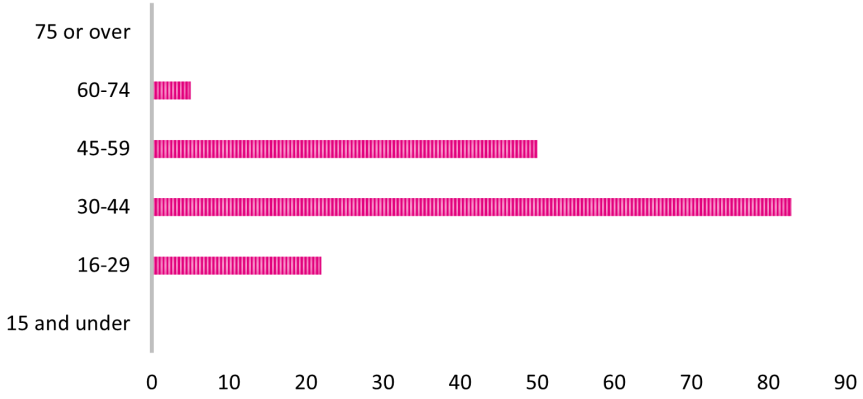



There have been slightly higher numbers of women (86, which is 54%) taking up the offers of support than men (74). This is a higher proportion of women than the pattern in official homelessness monitoring data, where the main applicant in only 44% of homeless applications was made by a woman.

Programme partners are curious whether a place-based approach to preventing homelessness is more accessible for women, who may be reluctant to escalate their risk of homelessness to a local authority.

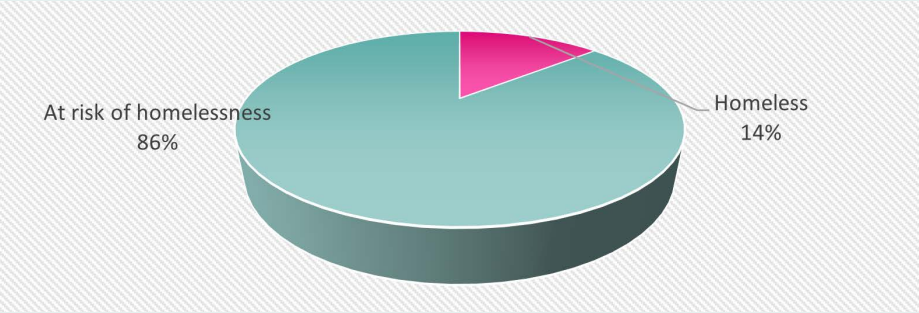
***Age***

Most people receiving support are aged between **30 and 59** years old (83%, 133 people) and are either homeless or at risk of homelessness.



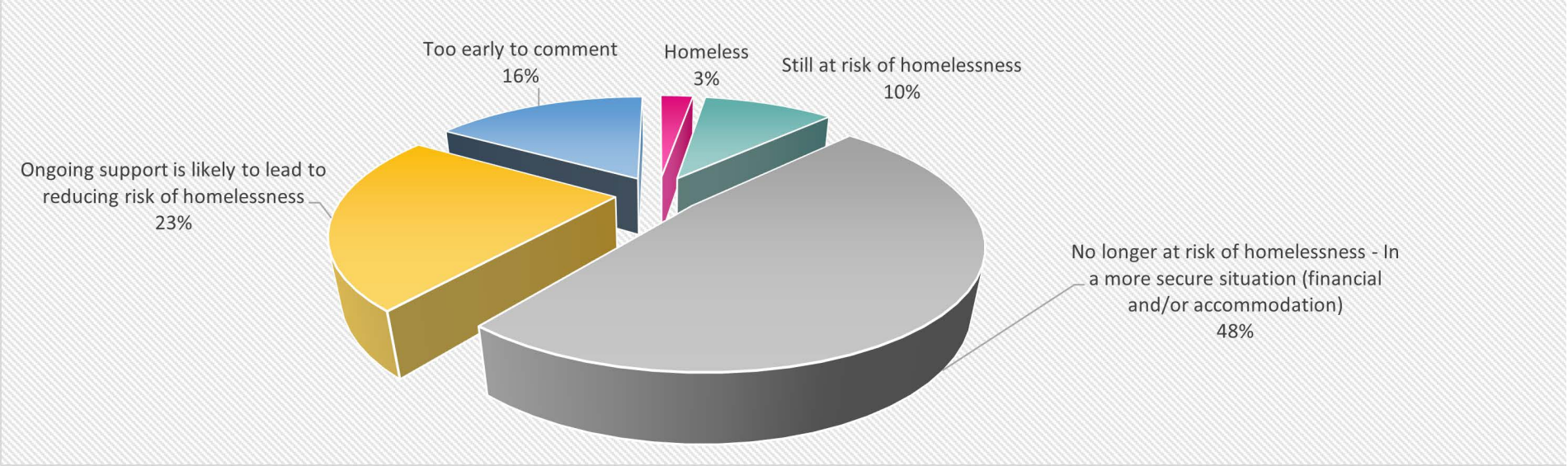
***Housing Status – at point of first contact***

The majority of people taking up support from the 6 local partners said that they are at risk of homelessness (138 people). The reasons behind this are varied and include rent arears, anti-social behaviour, accumulated debt and insecure private tenancies.




***Housing status – during contact***

Local partners report that 71% (114) are no longer at risk of homelessness or that ongoing support is likely to lead to reduced risk of homelessness.



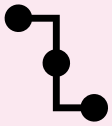

These figures indicate that intervening earlier can work in a preventative way to reduce homelessness, the risk of homelessness and in applications to the local authority.

## 8b Six emerging themes from Staying In

There are six emerging themes from this programme that partners believe could (i) be of interest to other place-based initiatives; (ii) inform local responses to homelessness and (iii) merit further research or development.

| | |
|---|---|
| **1. Relationships**  | • **Trusted relationships** are key to encourage and enable people to open up about their circumstances and issues which can contribute to housing risk – including mental health or wellbeing issues, safety concerns and accumulated debt, all of which can increase the chances of becoming homeless.<br>• **Personal insight and lived experience** can be an important lever to creating trust. One local partner reported that the service that they are providing can create trusted relationships because their organisation and staff understand the journey and psychology of immigration.<br>• **People able to connect with ordinary community life**. Getting support from local people was a big influence in people integrating into community life as there was a trust and familiarity around the relationship.<br>• **Gendered approach.** Due to the higher number of women that connected with Staying In services, partners are curious about whether a place-based approach to preventing homelessness is more accessible for women, who may be reluctant to escalate their risk of homelessness to a local authority. |
| **2. Material Disadvantage**  | • Many local partners are supporting people to access food and energy to settle into a new home or supporting people to stay in their current accommodation. This has always been a key factor to sustaining tenancies, but now critically important due to the **cost-of-living crisis** including rising energy costs. Tackling material disadvantage by providing practical support is helping wider family members, for example, children will feel that they are in a safe place and in a warm environment with enough food to eat. Local partners continue to develop relationships with energy providers and local shops so that they can provide vouchers and other assistance to local families.<br>• The risk of homelessness is not always just about housing. Local people experiencing issues with debt, benefits or overcrowding need additional support which can increase the risk of homelessness. A stronger **listening culture** where more local groups and services **ask about housing** can help to prevent it earlier and closer to home. |

| | |
|---|---|
| **3. Locations**<br> | • Successful outcomes for people were achieved outwith the local area, for example supporting people to take up a tenancy in other communities, as a result of combined factors of choice and availability. Place-based approaches that retain a **cross-community connection** can support successful outcomes.<br>• The **hub model** (a central location for people to drop in) is supporting people to establish longer term relationships and encouraging an environment where people can have confidential conversations. This has led to people being signposted to other support organisations either locally or citywide. Local partners highlight that the more that can happen at one place or with the same person locally, the less someone is obligated to keep telling and re-telling their story. This can be traumatising and can create a perception that a person must continuously prove their eligibility for help.<br>• Place based approaches can reach people **earlier and closer to home**. Staying In is reaching a wide range of people deep into the community who are in housing but at risk of becoming homeless. This includes people who have just been released from prison who might be 'sofa surfing'; people who have just lost their job and are now in rent arrears; people struggling with antisocial neighbours; private renters facing eviction by landlords; families with rent arrears and accumulated debt; people with addiction and mental health issues and people who struggle to put food on the table. |
| **4. Using Data Differently**<br> | • Using **local data and intelligence** to target resources and support to those in greatest need. Local partners were able to identify those who are homeless or at risk of homelessness in a number of ways that is not usually coordinated to such effect. For example, housing associations used their datasets to inform decision and local partners have been using their links to local networks and through 'WhatsApp' groups and local advertising like leaflets and posters to encourage people to come forward to take up support.<br>• Local partners are able to support people quickly without too much 'red tape'. Local partners have been **able to 'pivot' quickly**, and put specific learning and support in place, which has prevented homelessness. |

| | |
|---|---|
| **5. Cost Neutral or Better**<br> | • Local partners **combined funding streams** at service and local level, which ensures that the programme is having maximum impact.<br>• Place-based approaches can also **deliver efficiencies** in local service systems. For example, without furnishings or carpets, sometimes people will stay for a while and then abandon the flat because it doesn't feel like a home. Abandoned houses can be very costly for housing associations; the Staying In programme is contributing to reducing the number of abandoned flats by helping tenants make their house a home. |
| **6. Joining the Dots**<br> | • The **common goal** that is initiated by place-based approaches has encouraged local partners to work together to support people in new ways. For example, Glenoaks Housing Association has been drawing on the support of Spider Arts to work with some of their tenants. And New Gorbals Housing Association has been working with DAWSUN to address issues with tenancies to help ensure that people can retain their house/flat or secure new accommodation.<br>• While the focus can be one thing (in this case, protecting homes), a place-based approach can create the conditions for a more rounded **whole-person and whole family approach**. For example, local Staying In partners may start by decorating a home, provide access to food and energy vouchers - but end up learning about the whole person and their wider family, which often leads to additional support measures or signposting. |

# 9. Programme Learning

Programme and local partners agreed a set of outcomes that they wanted the Staying In approach to achieve. This is an outline of the progress made against each of those priorities:

| Outcomes | Progress |
|---|---|
| **We will better understand the benefits of a place-based approach to reducing the causes of homelessness** | • We learned from Staying In about how different types of organisations can reduce the risk of homelessness by providing different kinds of support e.g. providing a flat/house, debt relief, support for energy and food costs, support to make accommodation feel like a home and signposting for specialist support around mental health and wellbeing. The impact of these different approaches will continue to be disseminated to different stakeholders through learning resources and learning events. |
| **Local partners and people will have a better understanding of the causes and consequences of homelessness.** | • All partners have reported that they have a greater understanding of homelessness as a result of the Staying In programme. The Staying In learning events have enabled stakeholders to understand how homelessness manifests in a community and the ways to successfully intervene through a place-based approach. |
| **Local partners and people have a greater sense of control over ongoing actions to prevent homelessness.** | • Local partners indicate that they feel that they are making a difference through the programme funding and have been modifying the support to prevent homelessness. The funding has enabled local organisations to try out different approaches and review impact.<br>• As a result of their involvement in the Staying In programme, panel members report a better understanding that homelessness is not only a housing issue and are able to share this knowledge more widely. Panel members have reported they are now looking to add a place-based approach to locality planning meetings. |
| **Gorbals and Greater Pollok beneficiaries will be less at risk of experiencing homelessness as a result of Staying In.** | • Interviews with people who connected with Staying In indicate that people feel more secure in their homes.<br>• Local partners report that 71% (114) of those individuals that have benefited from their support are no longer at risk of homelessness, or that current support is likely to lead to reduced risk of homelessness. A significant proportion of this number might otherwise have presented to the local authority for homelessness assistance. |

**Direction Change**

In the programme's relatively short timescale, there has also been interesting changes instigated at service level that have the potential to lead to larger service or even local system changes. These include:

- Bridging the Gap (Gorbals) has reviewed its Community Cupboard scheme and will now be looking at supporting beneficiaries to access the 'Community Grocery Store' (a national programme) where members can access inexpensive food from a local supermarket e.g. paying £3 for 20 items of food. They are also exploring how they can provide beneficiaries with energy prepayment cards.
- In response to increasing demands for their service, Spider Arts has developed their programme to give each beneficiary four hours of physical work (and capacity building time) and £300 on materials beyond the planning stages.
- In addition, the two housing associations explored the option of using the Staying In funding to help tenants with rent arrears or other debts (reducing these by up to £800), which would free up their monthly income for other expenses including food and energy. This approach was not adopted at this stage as it fell outside the funding criteria established by the National Lottery Community Fund but indicates a will to look at things differently if future funding criteria allows.



# 10. What needs to happen now

Programme and local partners tested a new approach to tackle the uneven distribution of homelessness risk, at the heart of two thriving places. Together, we set about to understand what happens when 'subject experts' collaborate with 'local experts' and 'lived experience' experts to combine knowledge, insight, investment and problem solving at a local level.

**We discovered that great things happen.**

For policy makers, local authorities and local partnerships – this is what needs to happen next, and why:

| What needs to happen? | Why? |
|---|---|
| Community Planning Partnerships should include 'preventing homelessness' as a priority outcome in Local Outcomes Improvement Plans and Locality Plans. | These emerging findings indicate that focused place-based approaches can work in a preventative way to reduce homelessness and the risk of homelessness.<br><br>One of the most important legacies of Staying In reported by local panel members is that there is an increased recognition that large issues like homelessness require a joined-up approach at local level, and that basic enquiries can reveal often hidden tenancy issues which, if acted on in a timely way, can mitigate the risk of homelessness. |
| Specific actions should include to harness the position and expertise of community groups and structures to:<br>• **Ask** about housing and to<br>• **Act** to protect homes and prevent homelessness.<br><br>This means elected members, community planning partnerships, community councils, other local governance and decision-making structures — along with the wealth of local services, groups and networks | Local Outcomes Improvement Plans are the mechanism by which Community Planning Partnerships deliver improved outcomes for their communities, based on local needs that reflect agreed local priorities.<br><br>This would give the best lever to local services and networks to adapt and align what they do to help protect homes and prevent homelessness closer to home. |
| A Community Planning statement in Local Housing Strategies on the role of communities to protect homes and prevent homelessness. | This would give the best lever to connect community aspirations with the local authority's housing and investment strategies. |

| | |
|---|---|
| There needs to be greater interagency support at a local level to tackle the issues which lead to increased risk of homelessness and a greater awareness of poverty as the main driver of homelessness which affects some groups of people, and some places, more than others. | Small adjustments have been shown to have big impact on preventing homelessness. The involvement of local funding panels and training around the issue of homelessness has helped to identify, connect and evolve a number of effective projects and interventions locally. |
| Specific actions should include to make available training and awareness raising on homelessness and what causes it, and the contribution that diverse local partnerships can play to help prevent it. | The programme has demonstrated, on a number of occasions, that acting quickly with practical solutions, without too much 'red tape', is important in supporting people at risk of homelessness. |
| Scottish Government to include 'preventing homelessness' in the Communities Outcome of the National Performance Framework. Scotland's National Performance Framework tracks performance towards 11 agreed outcomes and indicators of national importance. | This would give the best lever to Community Planning Partnerships to include protecting homes and preventing homelessness as a priority outcome in Local Outcomes Improvement Plans and Locality Plans. |
| People who fund services (local authority commissioners, grant making bodies) should shift their approach to enable services to focus on building the positive relationships needed to protect homes and prevent homelessness in communities. A place-based approach often needs supported and resourced but is likely to deliver efficiencies across a range of budgets in the short and longer term. | The importance of recognising and trusting emerging outcomes, rather than hard outcomes set at the start, is especially important for place-based approaches to preventing homelessness. |
| The local hub model (a central location for people to drop in) of support is helping people to establish longer term relationships and encouraging an environment where people can have confidential conversations. The hub approach helps to direct people to the right support either locally or citywide. | The more that can happen at one place or with the same person locally, the less someone is obligated to keep telling and re-telling their story, which can be traumatising. |

# Appendices

## Appendix 1: Local Partners

The organisations that received funding are introduced below. Each organisation provides support to their community in different ways and agreed to pilot Staying In, in addition to the programmes and activities that they provide on a daily basis. Each partner is introduced by their geography, an outline of their organisational purpose; all were awarded in Autumn 2021 and continued to September or October 2022, with 2 completing their project in summer 2022.

### Greater Pollok

- **Glen Oaks Housing Association** is a registered social landlord. They rent 1400 properties in 6 communities in the Greater Pollok area of Southwest Glasgow - Arden, Darnley, Pollok, Old Darnley, Regents Park and Southpark Village. Glen Oaks Housing Association aims to provide good quality, affordable housing as well as supporting tenants to be able to live more fulfilling lives and be a part of their community.
- **Spider Arts** is a community organisation that aims to inspire individuals and empower communities through the arts. Spider Arts believe in the healing and transformative power of creativity. They aim to deliver exciting and innovative creative projects that will improve the wellbeing and quality of life for participants and enhance their communities.
- **SWAMP** is a Community Trust which aims to eradicate poverty and establish a vehicle that will act as the catalyst for positive change within the locality - hence the development of the Community Learning Hub and the establishment of G53Together, which they hope will contribute directly to the social, economic and cultural recovery of the community.

### Gorbals

- **Bridging the Gap** is a place-based organisation delivering community led solutions to tackle community issues and promoting integration since 1998. Bridging the Gap has three strands: Community Inclusion, Supporting Families and Developing Young People.
- **Diaspora African Women Support Network CIC (DAWSUN)** is an organisation that supports social and economic regeneration through up-skilling, life-long learning, employment, enterprise initiatives and mentoring in Glasgow. They support migrants, asylum seekers, and individuals for whom English is not their first language.
- **New Gorbals Housing Association** was set up by local people who had a strong vision of how they wanted the association to operate. The vision is: (i) to provide the highest possible quality housing, environment and services to all of our customers, and (ii) to maximise the contribution to the overall regeneration of the Gorbals, addressing wherever possible the needs of those in the community who are disadvantaged.

# Appendix 2: Panel Members

*Local panels hosted by:*

**Paul Nelis,** Scottish Community Development Centre
**David Ramsay,** Homeless Network Scotland
**Emma Soanes,** Unity

## Pollok panel led by:

- **Patricia Boyce,** Glasgow City Council
- **Kevin Carr,** Sanctuary Housing Association
- **Jason Conner,** Turning Point Scotland
- **Ann Duffy,** NHS
- **Marie McClelland,** local resident and Glasgow City Council
- **Nicola McGill,** NHS
- **Helen Mill,** Village Storytelling
- **Geri Morgan,** Rosehill Housing Association
- **Andy Peline,** local resident and SWAMP
- **Alison Watson,** Glasgow City Council

## Gorbals panel led by:

- **Louise Dobbie,** Glasgow City Council
- **John Edmiston,** New Gorbals Housing Association
- **Michael Fullerton,** New Gorbals Housing Association
- **John Harkins,** NHS
- **Denise Hislop,** local resident
- **Kirsty McDonald,** Health & Social Care Alliance
- **Stevie McGowan,** Centre for Civic Innovation
- **Gary Quinn,** Glasgow City Council
- **Elsie Reid,** local resident and Bridging the Gap

## Appendix 3: Evaluation timeline

| Evaluation descriptor | Sept 2021 | Oct 2021 | Nov 2021 | Dec 2021 | Jan 2022 | Feb 2022 | Mar 2022 | Apr 2022 | May 2022 | Jun 2022 | Jul 2022 | Aug 2022 | Sep 2022 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Local partners research coproduction workshops. | | | | | | | | | | | | | |
| Coproduced evaluation resources and plan for data gathering approach: topics, methods and timescales. | | | | | | | | | | | | | |
| Steering group Initial survey & Interview | | | | | | | | | | | | | |
| Interim evaluation report (3 months) – based on local partner data analysis, feedback from local people and partners interviews. | | | | | | | | | | | | | |
| Learning events (Gorbals & Pollok) evaluation feedback event. | | | | | | | | | | | | | |
| 2nd phase of evaluation with grant recipients/beneficiary data and interviews. | | | | | | | | | | | | | |
| Draft report – steering group/grantee/ partner feedback. | | | | | | | | | | | | | |
| Staying In learning event. | | | | | | | | | | | | | |
| Draft and finalise learning report for publication and promotion. | | | | | | | | | | | | | |

## Appendix 4: Survey for Local Partners

| Local Partner Questions |
| --- |
| How many individuals at risk of homelessness have been supported? |
| What type of solutions were developed for individuals at risk of homelessness? |
| Have you had to amend your service/programme or adjust your offer to people at risk of homelessness over the last 3 months? (This may differ from the programme described in your application for 'Staying In') |
| How were local/city wide partners involved in the process? |
| What in your opinion are the benefits of a place-based approach to reducing the risk of homelessness? |
| How can the benefits of the programme be sustained? |

## Appendix 5: Survey for Local People

| People who engaged in the process | |
|---|---|
| Are you at risk of becoming homeless now or in the next 3 months? | Yes/No |
| How would you describe your housing security at the moment? | ☐ 1 – Secure<br>☐ 2 – I need to consider my housing options<br>☐ 3 – I don't feel that I have secure housing<br>☐ 4 – I will be homeless within 2 months<br>☐ 5 – I'm currently homeless |
| Do you have enough money to cover your housing costs over the next year? | Yes/No |
| If you needed to leave your current home, could you find somewhere safe, secure, and affordable to move into? | Yes/No |
| Are you aware of other local services that can support you if you need safe, secure, and affordable housing? | Yes/No |
| What support do you need? | Text |

**follow-up interview (3 months)**

| People who engaged in the process | |
|---|---|
| Do you feel a greater sense of control over your housing needs? | Yes/No |
| How would you describe your housing security at the moment? | ☐ 1 – Secure<br>☐ 2 – I need to consider my housing options<br>☐ 3 – I don't feel that I have secure housing<br>☐ 4 – I will be homeless within 2 months<br>☐ 5 – I'm currently homeless |
| What impact has [grant recipient organisation] had in addressing your housing needs? | Text |

## Appendix 6: Data form

Summary information (numbers) on 'Staying In' participants so far.
Just count adults supported up to 30 April 22 – please don't count kids

**1. Number of adults supported through 'Staying In'**

| Sex | Number |
|---|---|
| Male | |
| Female | |
| Not given/Other | |

**3. Age Range (approx. if you don't have the specific age):**

| Age | Number |
|---|---|
| 15 and under | |
| 16-29 | |
| 30-44 | |
| 45-59 | |
| 60-74 | |
| 75 or over | |

**4. Status when engaging with Staying In:**

| Sex | Number |
|---|---|
| Housing Status | |
| Homeless | |
| At risk of homelessness | |

**5. Current Status following support –**
(some of the options below may involve your opinion):

| Current Status | Number |
|---|---|
| Homeless | |
| At risk of homelessness | |
| No longer at risk of homelessness - In a more secure situation (financial and/or accommodation) | |
| Ongoing support is likely to lead to reducing risk of homelessness | |
| Too early to comment | |

Homeless Network Scotland is a registered charity and company limited by guarantee. Charity registered in Scotland SCO03453. Company registered in Scotland SC112361.
Registered office: Unit 16a, Adelphi Centre, 12 Commercial Road, Glasgow, G5 0PQ