



Comparative approaches to homelessness and complex needs across the UK



www.aehousing.co.uk

Homelessness and Complex Needs in Glasgow A Evans et al (2014)

GHN Study (publication forthcoming)

www.aehousing.co.uk – Friday 30th January

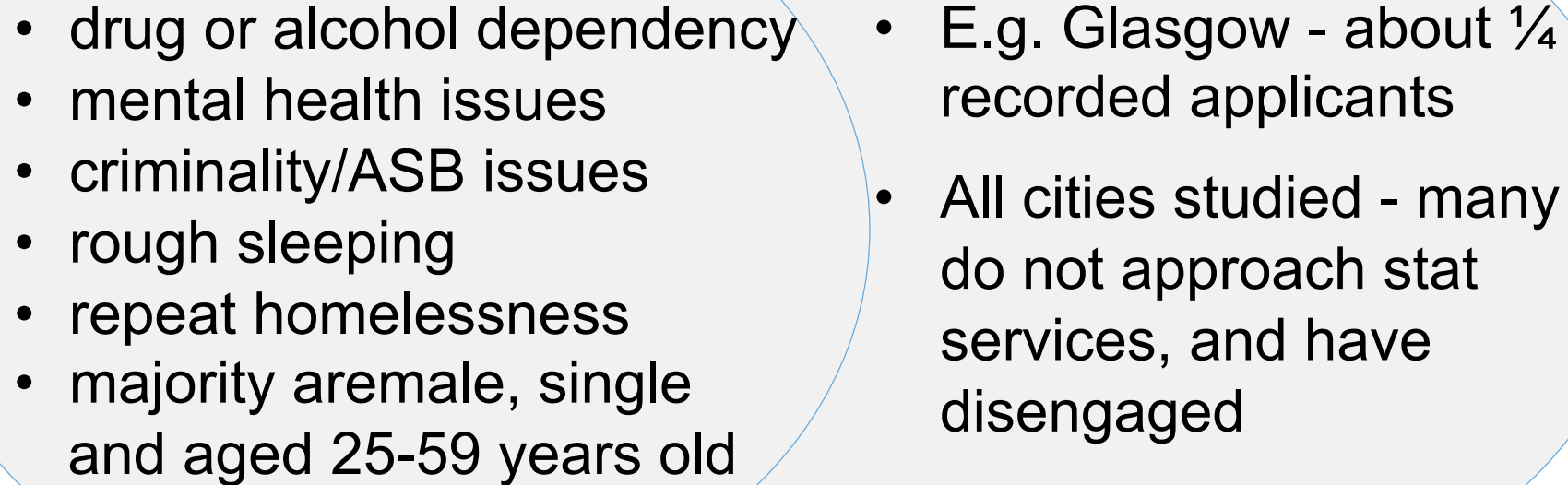
What is the 'system' for
homeless people with
complex needs?

What is the 'optimum'
system?

Comparative review of systems in 5
UK cities + Glasgow

Legislation, prevention approaches
SHR Housing Options Thematic Enquiry, new guidance
Are services person centred?

What is Homelessness and Complex needs?

- 
- drug or alcohol dependency
 - mental health issues
 - criminality/ASB issues
 - rough sleeping
 - repeat homelessness
 - majority are male, single and aged 25-59 years old
- E.g. Glasgow - about 1/4 recorded applicants
 - All cities studied - many do not approach stat services, and have disengaged

Tackling homelessness and exclusion: Understanding complex lives

September 2011

Round-up
Reviewing the evidence



An Interim Evaluation of the Making Every Adult Matter (MEAM) Coalition

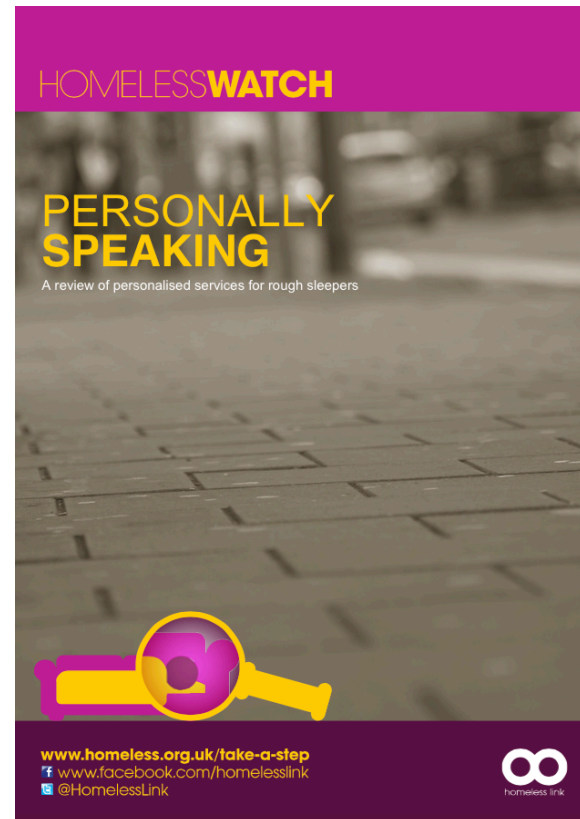
By Jean Barclay and Bridget Pettitt
March 2014



Psychologically informed services for homeless people

Good Practice Guide

February 2012



www.homeless.org.uk/take-a-step
f www.facebook.com/homelesslink
@HomelessLink



NOT MY PROBLEM

THE CARE & TREATMENT OF MR G

"Instead of responding to the person, we typically react to the behaviour"

(Herb Lovett)

"We want the facts to fit the preconceptions. When they don't, it is easier to ignore the facts than to change the preconceptions."

(Jessamyn West)



The overlap between homelessness, mental health problems, drug and alcohol dependency, street activities like begging, sex work or shoplifting, and experience of institutions such as prisons, has been an unknown quantity. What can research tell us about this overlap? How can services respond to complex lives where homelessness is one issue amongst many?

Common service user experiences across the 6 cities

The “deserving
and undeserving”

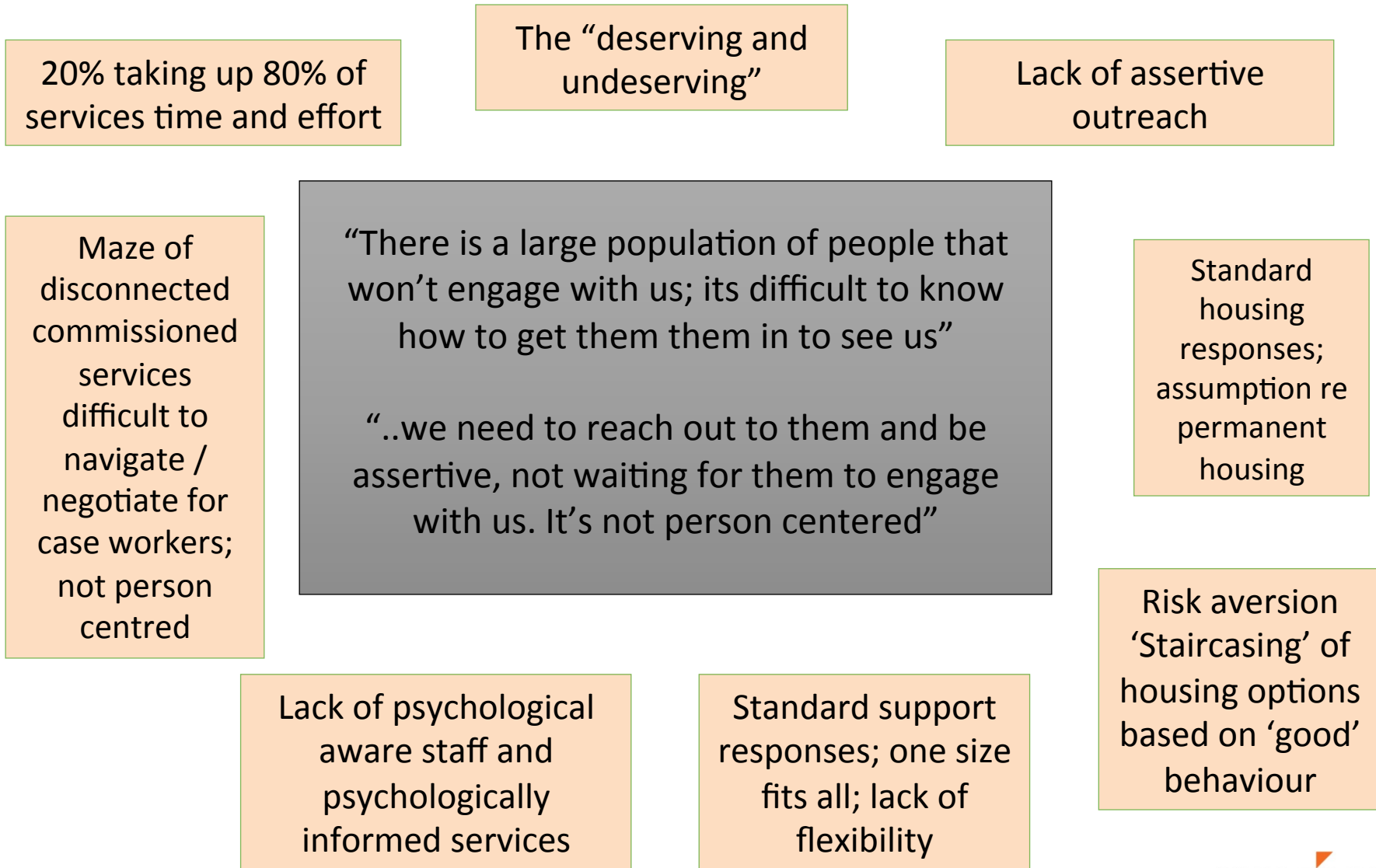
Repeated visits
and then
disengage

Many have no desire for
permanent housing;
basics first and stability

Withdrawing from support
then trigger means repeat/
cyclical homelessness

Chances for those
in B&B and
emergency are
much worse

Common 'traditional' service and commissioning approaches

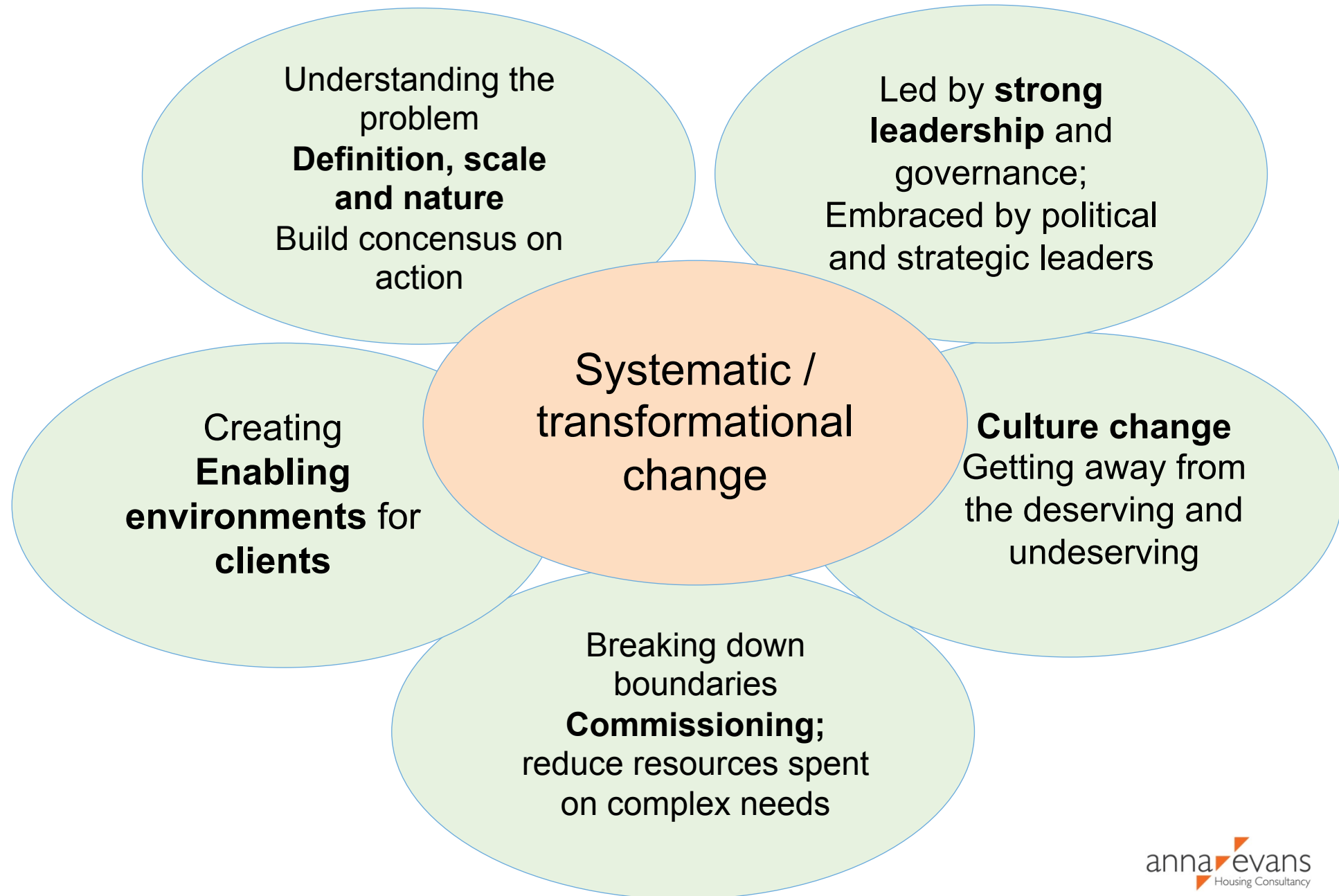


Your experience?

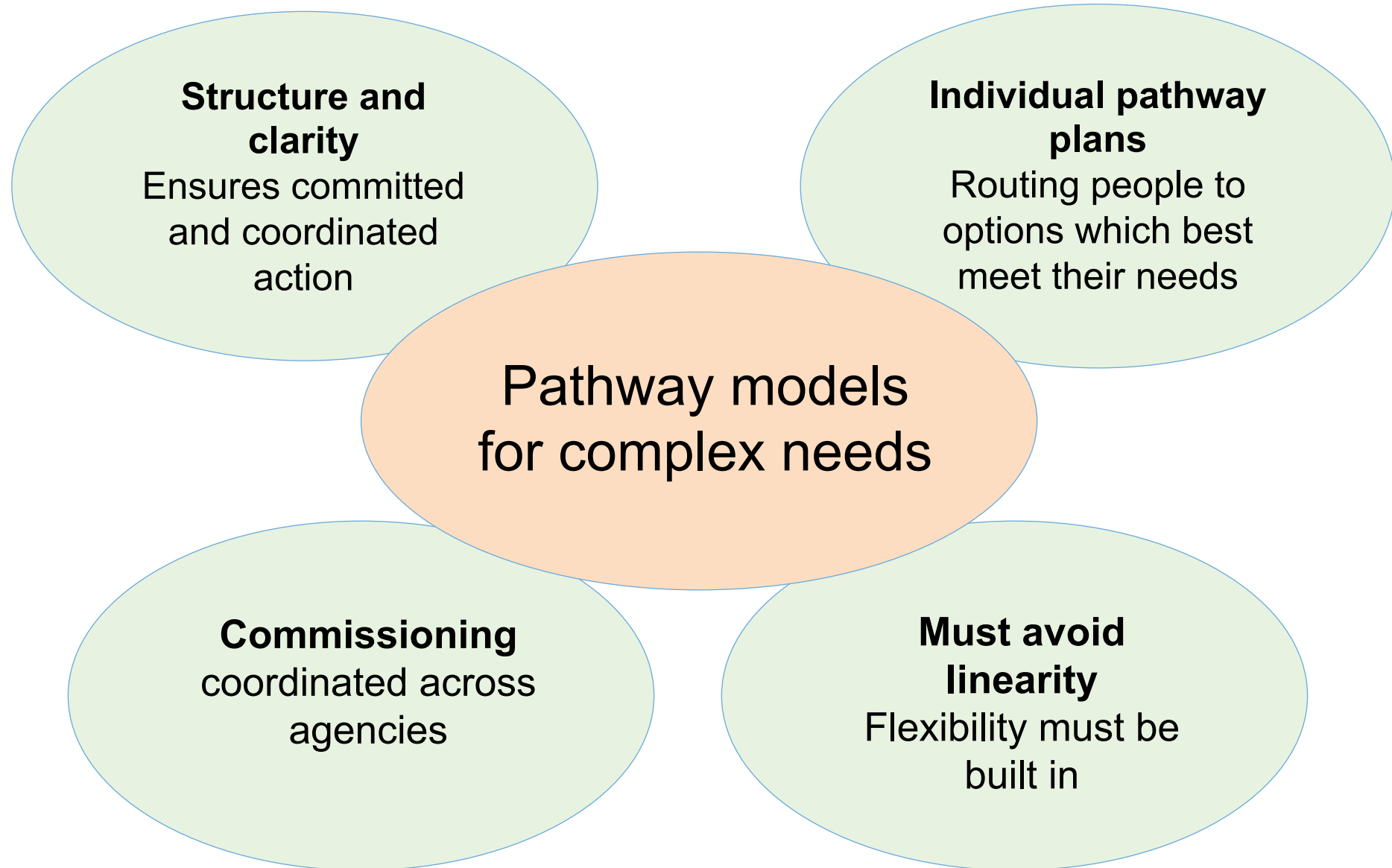
Are services person centred for people with complex needs?

What is the role of Housing Options?

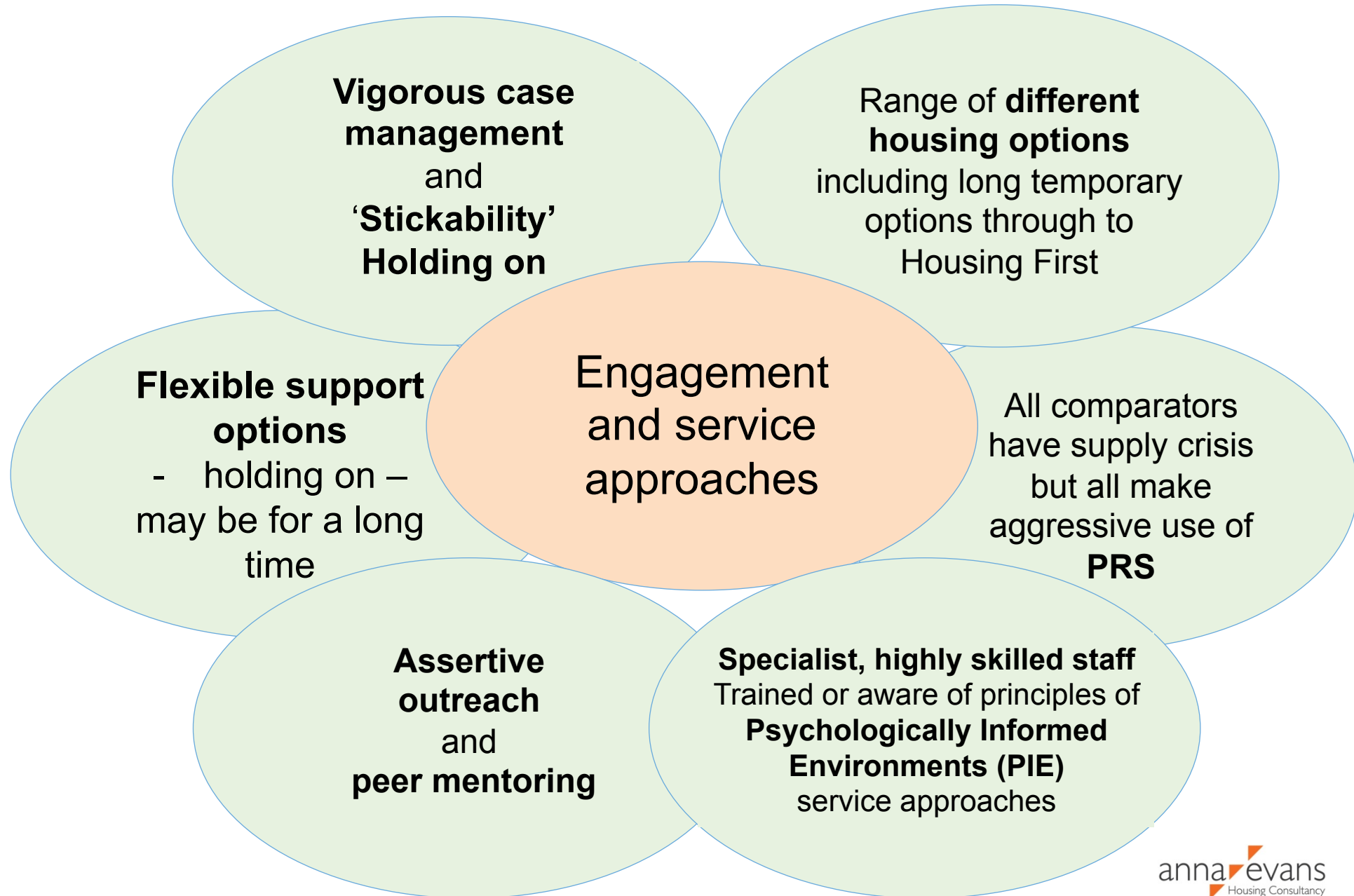
New responses and good practice



New responses and good practice



New responses and good practice



The Sunlight project

Multi-disciplinary and cross agency commissioning/ service delivery

- Wrap around services
- Varies in intensity over time
- Depends on need of service user / client led
- Stickability
- Multi-agency referral panel and governance
- Peer mentoring

Move Forward project

Engaging with chronically excluded

- How to engage?
- Outreach team entirely from ex-service users
- More trusting relationships
- Information gained through these relationships informed service change/development
- Success – daily contact and support, relationship, individual

Case studies

Housing First

Using PRS with mobile support

- Stuck in the pathway system and could never get to 'move-on'
- Dispersed accommodation, with flexibility and choice for client
- Group with high support needs
- Depends on need of service user / Intensive ratios, package of support
- Extremely skilled staff
- PRS relationship building

Facebook

Information sharing feasibility

- Client constantly repeating their stories
- Closed facebook page
- Owned by client who chooses whether to share information
- Used in Care system for older people in Canada
- Part of large multi-agency project for complex needs across the City

Questions?

Publication

Friday 30th January

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