

Changing Homelessness Practice

***How do you pay more than lip
service to service user
involvement?***

Jo Phillips & Alistair Sharp

Glasgow Homelessness Network

4th September 2003

“Glasgow Homelessness Network strives to prevent, alleviate and ultimately eradicate homelessness by raising awareness of the issue, facilitating a joint working approach, influencing policy and provision at all levels and empowering homeless people to contribute to this process.”

What is GHN?

- Glasgow Homelessness Network is the voluntary sector organisation, which acts as the umbrella and coordinating body for homelessness in Glasgow
- Membership is drawn from a wide variety of organisations
- GHN has a value base of quality, equality and participation from which we work to raise awareness about homelessness and influence provision, policy and practice at all levels
- Through our networks we also contribute to the developments of homelessness strategies and the wider policy environment
- Through capacity building, joint work, networking and education, GHN works to alleviate the impact of homelessness, to ensure solutions to homelessness are sustainable, and to prevent and ultimately eradicate homelessness
- None of this can be achieved effectively without input from homeless people, and GHN works to ensure that people who experience homelessness directly influence homelessness planning, provision and practice



We work in the areas of:

- Service User involvement
- Support, Care & Health
- Employment & Opportunities
- Young People
- Training
- Adult Literacy
- Homelessness
- National Monitoring of Rough Sleeping
- Homeless Information Pages
- Communications / Publications
- Capacity Building
- Training
- Policy work – consultation responses
- Joint commissioning involvement
- Research
- Funding Proposals / flagging up gaps
- Information
- Link working!!

GHN Service User Involvement Team

- Began in June 2003 – funded for three years by Glasgow Homelessness Partnership
- 1 Coordinator, 2 Development Workers, 1 p/t Admin Worker and pool of Sessional Workers

Role & Remit

- To map involvement activity within the homelessness network
- To promote and facilitate the involvement of homeless people within planning and provision
- To promote good practice within service user involvement
- To support homelessness providers to engage in involvement activity e.g. providing training and good practice ideas and practical support
- To support and sustain the involvement of homeless people by providing training and access to personal development opportunities

Role & Remit

- To support representatives of the Glasgow Homelessness Partnership to create opportunities for the meaningful involvement of homeless people
- To develop a networks / a network for homeless people to come together to share experiences, exchange ideas etc
- To ensure that homeless people can be linked into relevant national and local for a e.g. SUN, TPAS, SCCF and locally based groups



Principles of Service User Involvement

All Service Users have the right to –

- *Be involved at a level that they feel is appropriate to them and their circumstances at the time*
- *To choose not to be involved and to change their mind if things change for them*
- *The appropriate support to become involved and sustain, develop or withdraw their participation, as they choose*
- *Expect respect for their contribution*



What is Service User Involvement? (cont ..)

Service User Involvement is a process that operates on a continuum (e.g. Arnstein's Ladder of Participation' / Groundswell's 'Continuum of Involvement')

- *Manipulation*
- *Therapy*
- *Informing*
- *Consultation*
- *Placation*
- *Partnership*
- *Delegated Power*
- *Citizen Control*

How do you pay more than lip service to user involvement?

- Be clear (and honest) about why you are doing it
- Mean it
- Plan properly
- Resource it (people and money)
- Be prepared to change things
- Feedback
- Think of the next step
- Create a culture