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 things that you learn/liked/lacked/longed for are relevant to this?** | |
| * Sharing learning * Thinking of others * 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 research   + Qualitative – value of 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 | | * 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. | |
| **What do you think the world will make us care about?** | | **What do you hope can be achieved** | |
| **… in the next year?** | **… in the next 5 years?** |
| * 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 * Empathy – how easily anyone can lose stable housing * 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 | | * 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 things that you learn/liked/lacked/longed for are relevant to this?** | |
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| **What do you think the world will make us care about?** | | **What do you hope can be achieved** | |
| **… in the next year?** | **… in the next 5 years?** |
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| **Key Points and reflections:** | | | |
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| **DELIVER** | What is meant by this:   * You’ll do it! – something has happened – the plan is do-able * Making the HOW into the WHEN * 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 * Longevity and sustainability * 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 * 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 * 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 * Serving people * Taking action * Co-design – asking what people want * Client perspective * 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 | | * 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 | |
| **What do you think the world will make us care about?** | | **What do you hope can be achieved** | |
| **… in the next year?** | **… in the next 5 years?** |
| * 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 | |  |  |
| **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 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?) 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) | | | |