



Scottish Universities Insight Institute

Knowledge Exchange Program on Young Homelessness

Helping young people feel at home in Scotland: Building Collaborative and Integrated Services for Young Homelessness through a reflexive Mapping Approach for Health and Social Care Integration



October 2019



Structure of the Program



Youth Trajectories through different stages of homelessness with the lens of the YP, front-line staff, researchers, policy makers



Challenges of health and social care integration



Experience of young people with services



Recommendations to explore the potential design of multi-agency guidance for cooperation in the provision of services

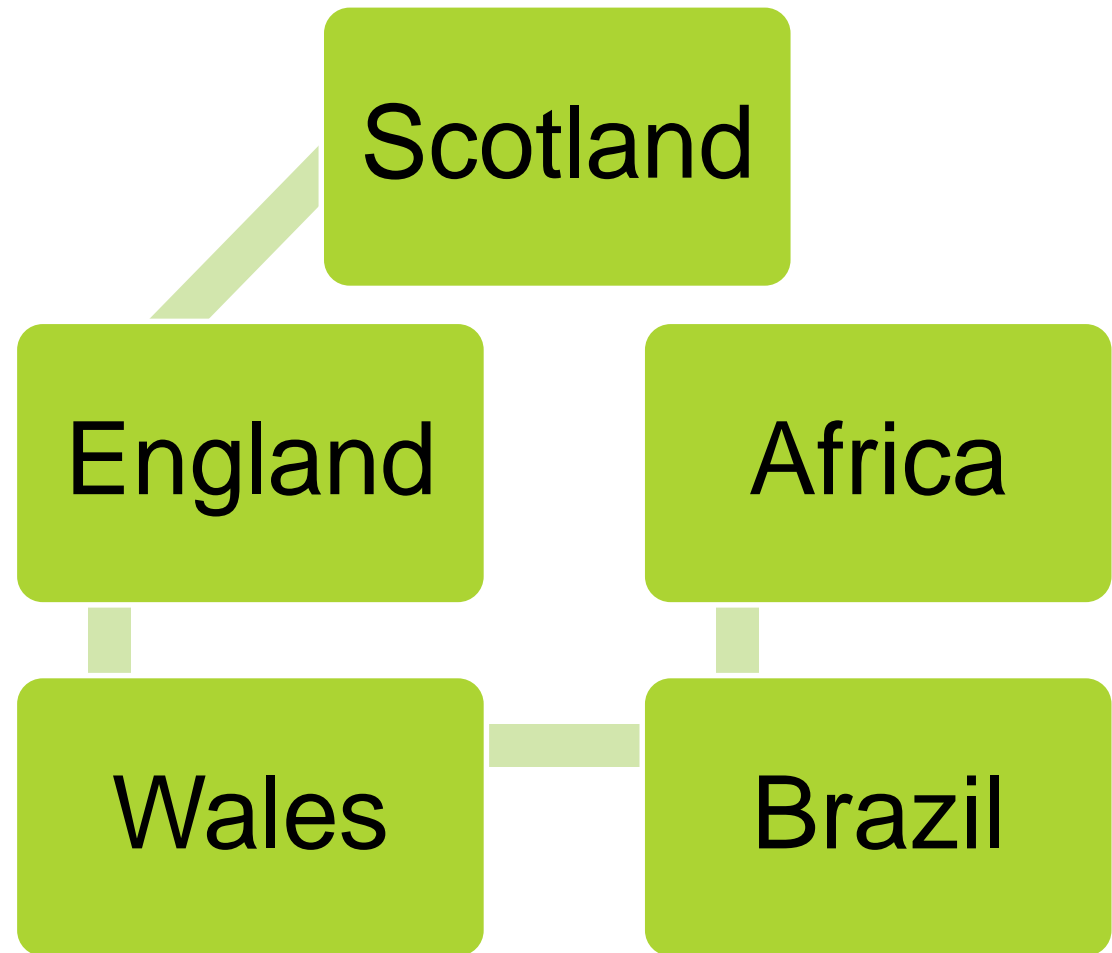
45 National and International organizations and services involved

- 1 Action for Children
- 2 Active Inquiry Arts Company
- 3 Aff the Streets
- 4 Barnardo's
- 5 Bethany Christian Trust
- 6 Cardiff University
- 7 CEDECA RJ/Brazil
- 8 Centre for Youth & Criminal Justice (CYCJ)
- 9 Cyrenians Mediation & Support
- 10 Dundee Health and Social Care Partnership
- 11 East Dunbartonshire HSCP, Glasgow
- 12 Expert Focus
- 13 Federal University of Ceará /Brazil
- 14 Frontline Fife – Homelessness Services
- 15 Glasgow Dental Initiative
- 16 Glasgow Homeless and Asylum Health Service
- 17 Glasgow Homelessness Network
- 18 Glasgow Royal Infirmary
- 19 Healthcare Improvement Scotland
- 20 Hot Chocolate
- 21 Housing First
- 22 NHS Education for Scotland
- 23 NHS Forth Valley
- 24 NHS Lanarkshire
- 25 Oral Health Improvement Team NHS Tayside
- 26 Norwegian Centre for Child Research
- 27 Oswaldo Cruz Foundation/Brazil
- 28 Pathway England
- 29 PUC RJ/Brazil
- 30 Recover Dundee Network
- 31 Rock Trust
- 32 Scottish Youth Parliament
- 33 Shelter Scotland
- 34 Simon Community Scotland
- 35 South Lanarkshire Council
- 36 The Corner
- 37 Trinity College Dublin
- 38 University of Aberdeen
- 39 University of Dundee
- 40 University of St Andrews
- 41 University of Stirling
- 42 University of Strathclyde
- 43 University of Wolverhampton
- 44 Way Home Scotland
- 45 Youth LGBT Scotland





International
Experiences of
Homelessness
in diverse
contexts



Consultation with Young People



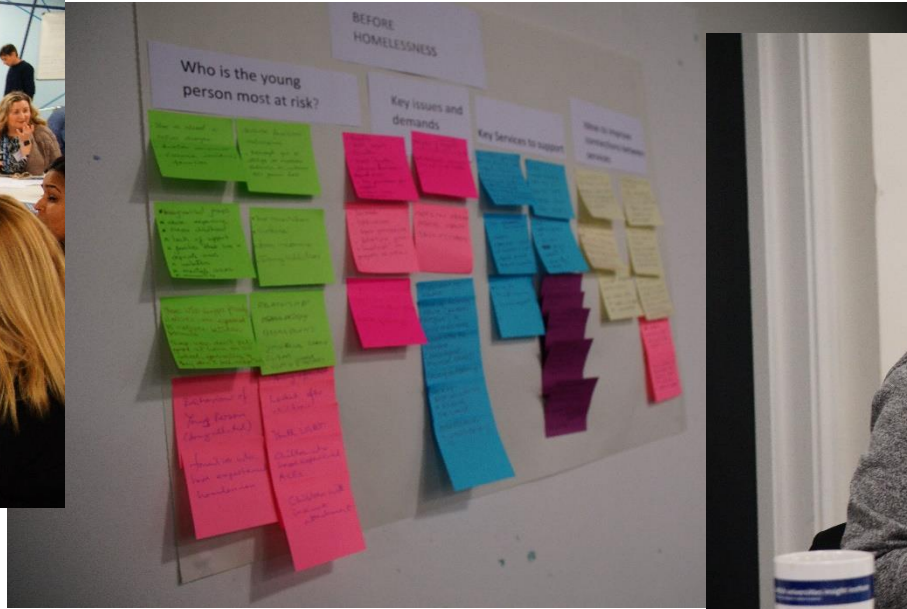
	Activities	Services	Location	Target Group
October 2018	Group Consultation	Rock Trust	Edinburgh	Young People
April 2019	Consultation	Action for Children	Dundee	Young people and staff
May 2019	Consultation	Action for Children	Dundee	Young people and staff
August 2019	Consultation	Hot Chocolate	Dundee	Young people and staff
September 2019	Consultation	Hot Chocolate	Dundee	Young people
October 2019	Consultation	Hot Chocolate	Dundee	Young people

Previous Event - methodology

- ▶ Key speakers
- ▶ Groups discussions
- ▶ Theatre of Oppressed
- ▶ Music
- ▶ Capoeira
- ▶ Graffiti















Key Findings

Focus on Youth Experience



Experience with Services

Negative Experiences

- Waiting rooms
- Services are full of temporary people
- Adult homeless accommodations
- Lack of knowledge on LGBT+
- GPs do not address homelessness
- No flexibility
- Failing on meeting young people's needs

- Lack of mental health services
- Wrong referrals
- Long waiting lists for key services
- Support groups (therapeutic groups)
- Not person-centred
- Do not reserve enough time to talk with them

Experience with Services

Positive Experience

- * Offer individual, tailored and holistic support
- * Offer professional consistency
- * Ability to adapt the support to the individual needs
 - Offer learning opportunities on life and social skills
 - Participatory Activities
 - Fun activities combined with talk on sensitive issues
 - Health education

Experience with Practitioners

Negative Experience

- “Robotic”, “cold” and judgmental practice
- Lack of empathy
- Blaming YP for the situation
- Don’t know what to do with them and their stories
- Social Workers

- Teachers avoid approaching potential homelessness cases at school
- Lack of knowledge on youth context
- Do not understand change as a process
- Make assumptions about their lives and feelings

Experience with Practitioners

Positive Experience

- Practitioners with good knowledge
- Practitioners that listen to them
- Show care and emotions
- Know other services
- Know how to find a balance between being a human being X professional

- Do not treat them as a child
- Make them feel welcome, safe, accepted, have a good sense of humour, think beyond professional boundaries
- Give them time to build trust

Experience before, during and after homelessness: key issues

Before

- Relationship breakdown
- Domestic violence
- Financial problems
- Mental Health Issues
- Non-acceptance, social isolation, loneliness
- LGBT +
- Drugs and alcohol abuse
- Death and Illness of parents and relatives
- Being at prison

During

- Homeless accommodation – not suitable for young people
- Feeling of being unsettled and unsafe
- Don't have a place to call home
- Do not know who to trust
- Starting using drugs
- Trauma
- Stigma
- Loneliness
- Financial Issues
- Mental health issues
- De-skilling and de-humanized
- No permanent address as a barrier to access services and benefits

After

- Financial Instability
- Employment (lack of confidence and motivation to search)
- Lack of skills to have an independent life
- Extreme worry with future
- Lack of Support from services
- Risk of eviction
- Stigma
- Poverty

Young People' s voices

“One person can make all the **difference** in your life”

“The problem and the solution are based on the **professional's** approach”

“Engaged young people begins with **engaged** practitioners”

“Don't give up of us!”



Thank you!

Dr Andrea Rodriguez

Senior Research Fellow – Homelessness

Scottish Oral Health Improvement Programme for People Experiencing Homelessness /
Smile4life

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