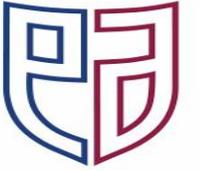


Culture of Care

East Ayrshire Council Homelessness Prevention





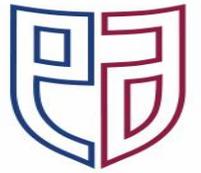
In partnership with Homeless Network Scotland,
we delivered 4 training modules to deliver to
several teams within Housing Services

Goal:

Build skills, capacity and knowledge on homelessness

Support effective housing practice





About the Programme

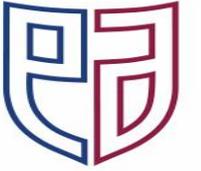
Bespoke in-person training delivered via 4 modules, led by Homeless Network Scotland's Impact Lead

Delivered to Housing Options, Housing Support and Neighbourhood Housing teams

Participants described as engaged, dedicated and eager to learn



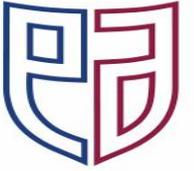
Culture of Care training modules



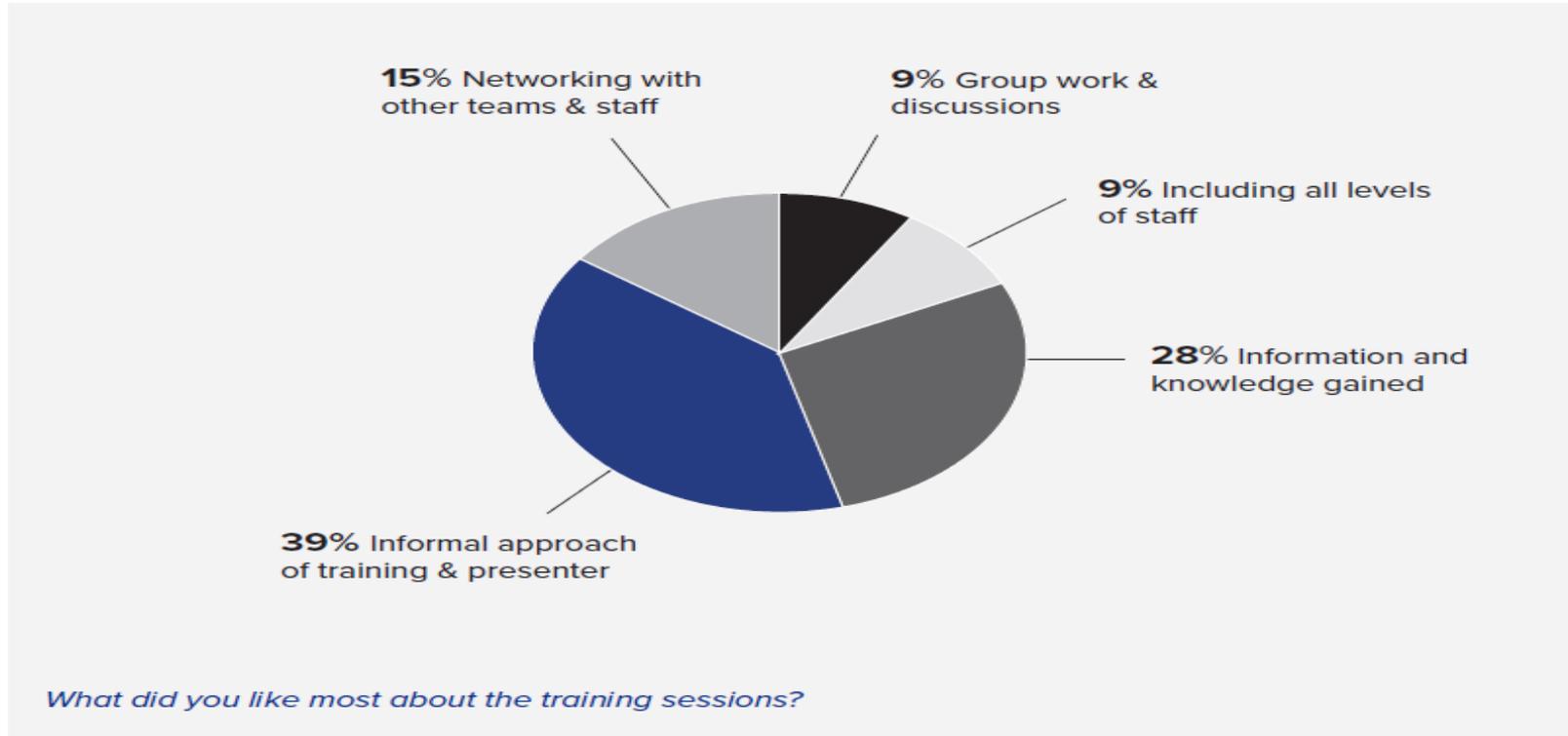
- Rough Guide to Homelessness Policy & Legislation
- Closer to Home – place-based prevention
- Trauma Informed Awareness
- Tenancy Sustainment & Relationship Building



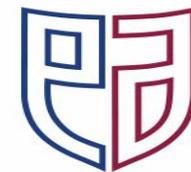
What participants liked



Participants enjoyed the informal approach of the training as well as increasing their knowledge and understanding of the topics. The opportunity to network, meet other staff teams and make new contacts was also enjoyable.



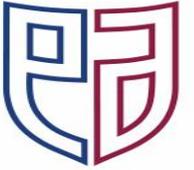
Satisfaction levels



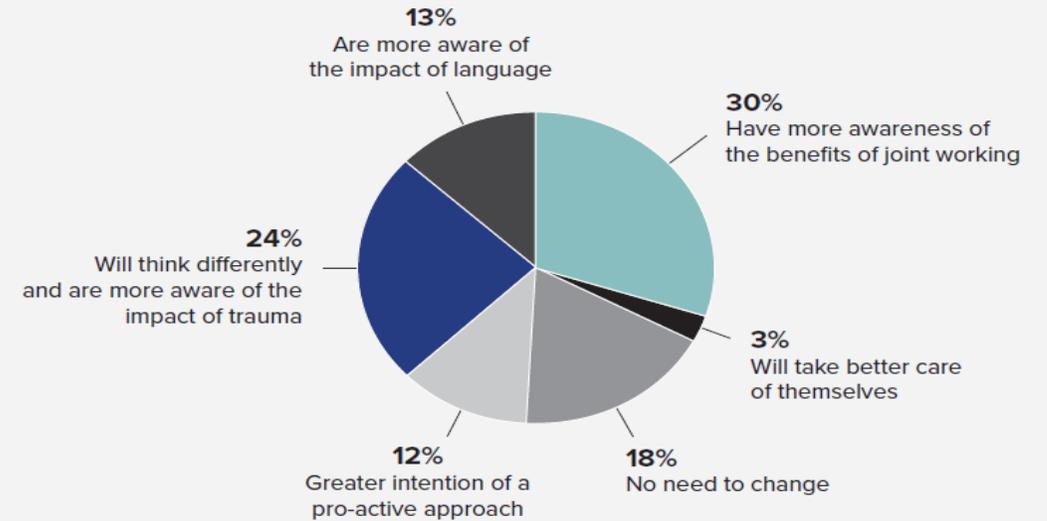
94% of staff very satisfied with Culture of Care training



Impact on practice

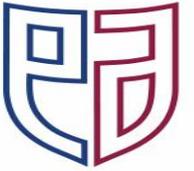


After the training sessions, participants said they would change the way they think about the impact of trauma and the language around housing and homelessness. Roughly a third felt they had more awareness of the benefits of joint working and had a greater intention of taking a proactive approach.

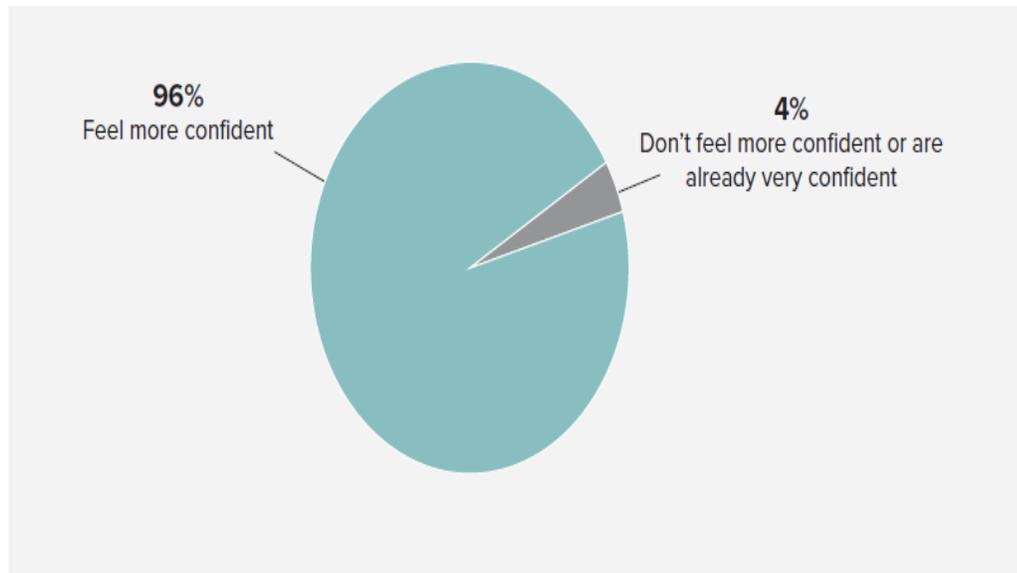


Is there anything specific you will do differently in your role after attending the sessions?

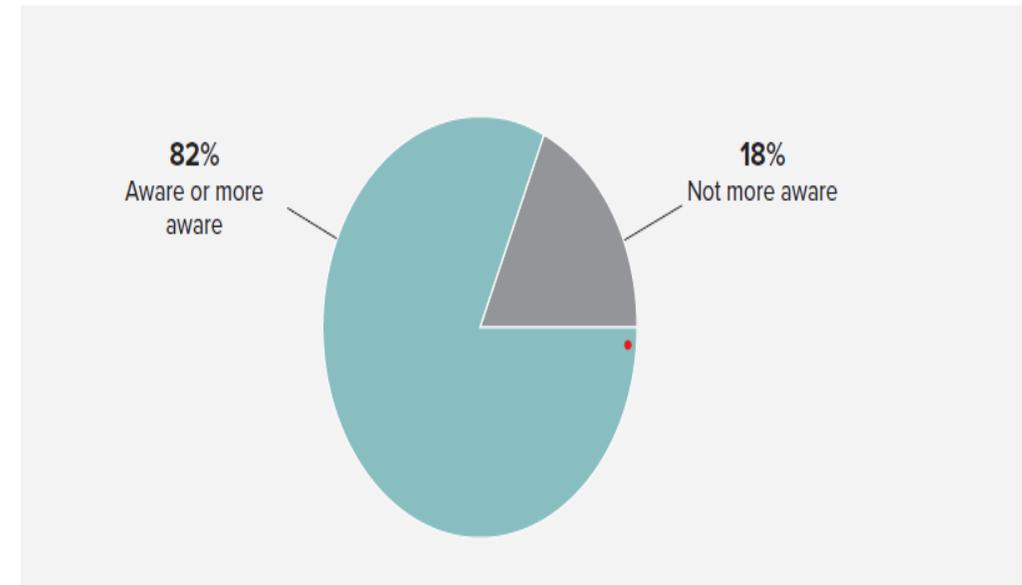
Confidence and awareness



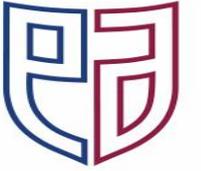
The majority of participants feel confident or more confident in their role after the training sessions. Some participants were reassured they are providing a good service.



Following the training sessions, the majority of participants are aware or more aware of useful external organisations in the local area.



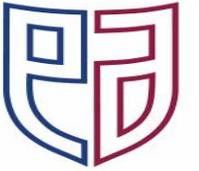
Key takeaways



- Networking was highly valued
- Interactive format praised
- Desire for more targeted sessions
- Stronger trauma-informed understanding
- Recognition of staff wellbeing needs
- Need for cross-team collaboration
- Multi-agency prevention approaches
- Community hubs for engagement



Participant feedback



“Trauma and stigma awareness was eye opening and informative.”

“The sessions have made me more reflective and drives home the importance of joint working to achieve positive outcomes and prevent homelessness.”



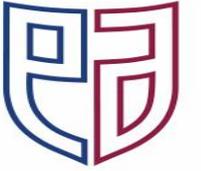
The topics made you reflect and think about how working practices can be changed for the better.

For me, it highlighted Ask and Act and how this will become a multi-agency concern – really built up confidence to be able to ask other professionals.

I feel this was a great training session and I took a lot from it. David the host was very engaging, made everyone feel at ease and he is full of knowledge and definitely has a passion for what he delivers. The sessions make you think outside the box and reflect on your own thinking process.

By seeing the facts and figures it really hit home why there is such a push on reducing homelessness and sustaining tenancies.

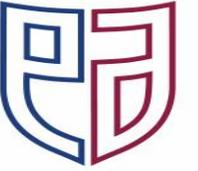
Culture of Care training success!



- Training strengthened confidence, knowledge and collaboration
- Clear appetite for continued learning and cross-service working

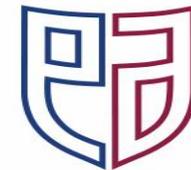


Where are we now?



- The 'Culture of Care' training set the tone prior to co-location – building on strong working relationships and better understanding and mutual respect of roles and responsibilities across the teams
- Smooth and easy transition to co-location with the teams feeling less apprehensive about change and looking forward to co-locating with a clear, shared vision
- Co-location - brought to life the benefits of working together including better communication, cross-team support, improved service delivery, streamlined processes, faster response times and increased staff morale

Measurable results



- Reduced homelessness presentations
- Lower than average repeat homelessness
- Increased tenancy sustainment
- Neighbourhood coaches and CHAT – getting into every home
- Education programme within schools
- Working with health visitors to upskill them to ‘ask and act’ about housing issues and act to prevent homelessness

Thank you!

