

## Appendix 2: Selection of key visiting partner reports



### Edinburgh Access Practice

Edinburgh's homeless GP surgery were very involved in the Welcome Centre with a weekly visit from a practice nurse, video consultations with Community Psychiatric Nurse (CPN) four days a week and weekly visits from a GP for part of the season. The Covid vaccine was offered to guests towards the end of the season. This medical input was hugely beneficial to guests, and a big support for staff particularly around concern for guest's mental health.

"The Welcome Centre is a model of humility, in the sense that any guest is welcomed instantly and given the best seat in the house. Experiences of judgement, disrespect, stigma and worse, are known to be common ones for many guests, these experiences are left on the doorstep of the Welcome Centre; the inside environment is always made a safe, life-affirming space. Helpfully, it is also a life-affirming space that is well looked after, well managed (as are the staff), not risk-averse but safely aware of limits and boundaries necessary for effective caregiving. Staff are very well informed, resource conscious, potential-care journey aware (ie they practice and value partnership working), and have an understanding of the impact of mental ill health and trauma, on everyday functioning. It's a wonderful model of human kindness and professionalism that all services could learn from." Doneil MacLeod, CPN

*One person first attended the Welcome Centre after a domestic violence incident. Although she presented well and would tell staff that she was OK, trauma informed staff knew this was not the case and thought she might benefit from chatting with the CPN. She was able to access daily meetings with the CPN on the virtual consultation laptop and it was through these meeting that a clearer picture was established. Sadly, she had lost a child due to clinical negligence and was struggling very badly with trauma. Without the Welcome Centre and the experienced staff, she would not have received the support she so badly needed. She was supported to move to other accommodation and is still receiving support from the CPN.*

### Cyrenians

The Cyrenians Homeless Navigator project visited the Welcome Centre once a week, on a Tuesday morning, to assist guests with support tasks and to accompany people to appointments.

*David (not his real name) has an alcohol addiction as well as some cognitive/memory difficulties which were, at that stage, undiagnosed. The staff at the Welcome Centre asked us to assist David to attend a medical appointment at Spittal Street as part of his assessment process because the staff didn't think that David could make his own way there successfully. We accompanied David to his appointment and a taxi was arranged to return him to the Welcome Centre afterwards. It was a very simple task for us to accompany a rather nice older chap to his medical appointment, but had the Welcome Centre been running on the old model then we probably wouldn't have been able to make even that one simple intervention to help David to address some of the issues which are causing him difficulty in his life.*

### Crisis

Crisis provided a blended support offer within the Welcome Centre with a mixture of weekly drop-in appointments and phone contact appointments. The support ranged from initial engagement to provide information, advice, and guidance, to longer pieces of work such as helping people move into private accommodation. The team engaged with at least 20 individuals, though this is likely to be significantly higher (moving to a new system has made it hard to collate exact figures).

At least two people moved into and successfully sustained a private rented tenancy, three people obtained employment, one was offered technology to help with job searching, at least two were provided with mobile phones to increase accessibility to services and two people were accommodated in more suitable temporary accommodation and subsequently social housing.

*Client attended the Welcome Centre having left a property in another local authority due to traumatic experiences. They initially engaged with Crisis to get help to transfer their belongings over. Following this, the coach continued to engage with the client to explore housing and support options. The client was*

*accepted onto a PRS scheme and has been assisted to move into their tenancy, which they have continued to sustain, effectively ending their homelessness.*

### **Shelter Scotland**

Attend to support guests who had legal issues with their accommodation or unable to access accommodation.

*The person left their family home following relationship breakdown in January 2021. They spent some time sleeping rough until they found out about the Welcome Centre and accessed this. The on hand support assisted the person in making enquiries with the council about accessing temporary accommodation, however, initial feedback from the council was that the person would be required to pay the full cost of any accommodation provided. A referral was made from the Welcome Centre to Shelter Scotland for advice and the person accessed affordable temporary accommodation shortly after receiving advice from Shelter Scotland.*

### **Civil Legal Assistance Office**

We have assisted two Welcome Centre guests but also provided ad hoc advice/information to Welcome Centre staff as well as some training.

*We assisted someone who had refused to take temporary accommodation from the local authority as the charges for the accommodation were unaffordable. We negotiated with the council regarding the requirement for any charges for any accommodation provided to be "reasonable" and they agreed to provide accommodation and adjust the charge in line with the person's income.*

### **EU Settlement Scheme project worker, Streetwork**

Supporting guests with EU Settlement Scheme (EUSS) applications. 72 contacts with 25 individuals.

17 people informed of EUSS, nine went on to make applications; five people supported to replace passports or other ID documents; three people supported to return to their country of origin; five people supported to make benefit claims/Crisis Grants; four people referred for employability support; two people supported to open bank accounts; one person supported to get National Insurance Number and seven people referred to other agencies for specialist advice/support.

*M came in having spent months living in a graveyard with limited engagement with services. When he moved into the Welcome Centre he had no income, no bank account, no passport and no immigration status. He was supported to replace his stolen passport, open a bank account and apply for (and obtain) Settled Status, giving him access to welfare benefits and allowing him to take up a space at the Bethany Christian Centre where he could continue to work on his recovery.*

### **Rock Trust**

The Rock Trust came on board part-way through the season due to an increase in the number of young people attending the Welcome Centre. Everyone aged 16-25 was offered an appointment with the Rock Trust. From January onwards, 35 referrals were made for 30 different individuals. Support interventions included; accessing accommodation, onward referral for employability support, advice on where to access health and dental services.

*A young person who was known to our service and had difficulty with engagement, presented to the Welcome Centre although he was receiving support with CEC visiting support service. Duty managed to contact his Housing Officer to alert them of his presentation and a case meeting was set to look at suitable accommodation for this young person that day. His support worker was notified, and between the Welcome Centre, the Rock Trust and TAP, he was offered a one-bedroom flat that afternoon. This was a great example of the model of wrap around services available for hard to reach and chaotic service users.*