

# Groundswell: A journey towards inclusiveness

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**groundswell**  
inclusive solutions to homelessness



# Groundswell's Journey

1. **Campaigning**
2. **Consultancy  
Peer Research &  
Client Involvement**
3. **Service Delivery - HHPA**
4. **Insight & Action**

groundswell  
inclusive solutions



Core Beliefs

# Groundswell Core Beliefs

- Involvement works!
- There is no Them & Us – only Us!
- We believe in people!
- The whole community benefits when we effectively tackle homelessness.



# Stage 1 - Campaigning



# Speakout Not Sleepout!





GROUNDS WELL

Carb...



# Super Speakouts 2000!



# Things Changed

- **2002 Homelessness Act**

- Duty for Local Authorities to create Homelessness Strategies

Obligated to consult homeless people

- **2003 Supporting People**

- Quality Assurance Framework (QAF) - client involvement obligations for homelessness services





# Groundswell Stage 2

Stopped telling people what to do

Start helping them do it!

Campaigning



**Consultancy**

# Peer Research



East Midlands Homelessness Forum  
Service User Consultation

February 2007

Groundswell UK

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The Passage is redeveloping it's site and services

# HAVE YOUR SAY!

What should The Passage be in the future?  
Who should be able to use the Passage?  
What services should they provide?

Could you spend an hour giving your opinions?

Your views will help shape and the  
vision and future of the Passage.

Confidential interviews will be with researchers who  
have experience of homelessness.

You will receive a cash incentive for your participation.

Limited places available -  
book your place with any staff member

Interviews here:  
Tuesday 11th Sept.  
Time: from 9am  
Wednesday, 12th Sept.  
Time: 9am

Interviews out  
and about:  
Thursday 13th  
Sept  
from 8pm



A Participation Strategy with St Mungo's

## Taking us seriously

Groundswell, July 2005



A Participation Strategy with St Mungo's

In October 2004 Groundswell and St Mungo's began a project to increase the level of resident involvement in all aspects of the organisation. Groundswell's mission is to support homeless people in finding their own solutions, supporting a network of self-help groups around the country that are run by and involve homeless people.

This report brings together the findings of the project and identifies the next steps needed to increase homeless people's meaningful involvement in the services they use.

All the photos in this report are © St Mungo's, and show a range of residents' activities.



Groundswell, July 2005

# Client Involvement



# Homeless People's Commission

- The commission was made up of 18 people from the 9 regions who had and experience of homelessness and involvement
- Funded by the Joseph Rowntree Foundation and organised by Groundswell and policy expert Geoffrey Randall of Research and Information Services.
- Used citizens jury approach to enable conversation between policy makers and people with experience of homelessness
- Commissioners from around England continue to campaign for the recommendations armed with skills, experience and knowledge gained from their involvement in the HPC.



# The Homeless People's Commission

Looked at seven areas:

1. Prevention of homelessness
2. Street outreach
3. Temporary Accommodation
4. Resettlement work
5. Settled Housing
6. Self Help
7. Welfare Benefits

# Recommendations

- There were 93 recommendations
- The full report can be downloaded from groundswell website [www.groundswell.org.uk](http://www.groundswell.org.uk)



# Prevention Homelessness

## **Recommendation 1:**

**Councils and homelessness agencies should provide better publicity and information on what help is available, so that people can access services before they reach the point of homelessness LA, HSP**

# Resettlement Work

- Recommendation 44:

Support plans should start at least six weeks before people move into a tenancy LA, HSP

- Recommendation 45:

Vulnerable people should have access to floating support before they move into private rented accommodation LA, HSP



# The Escape Plan

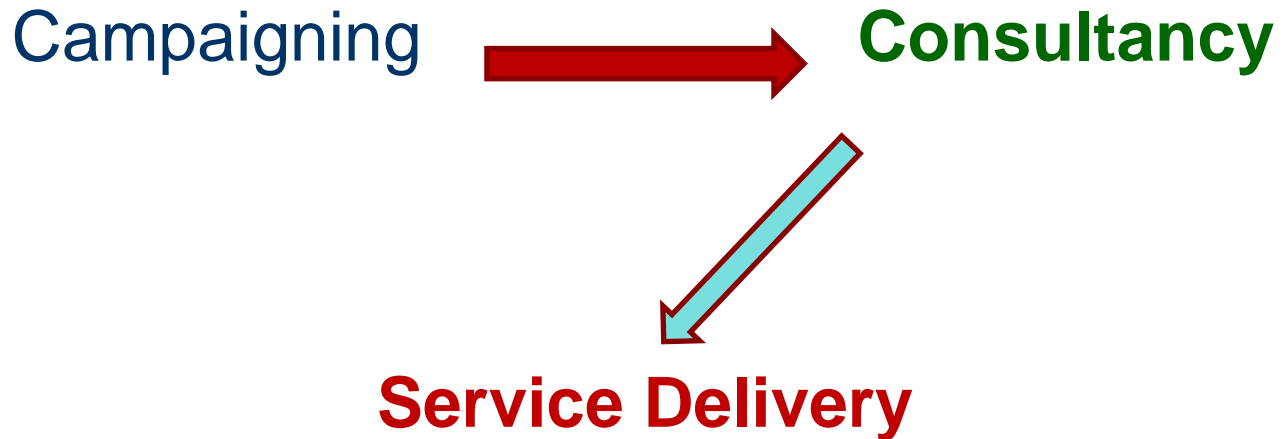


What did we learn?

Health First!



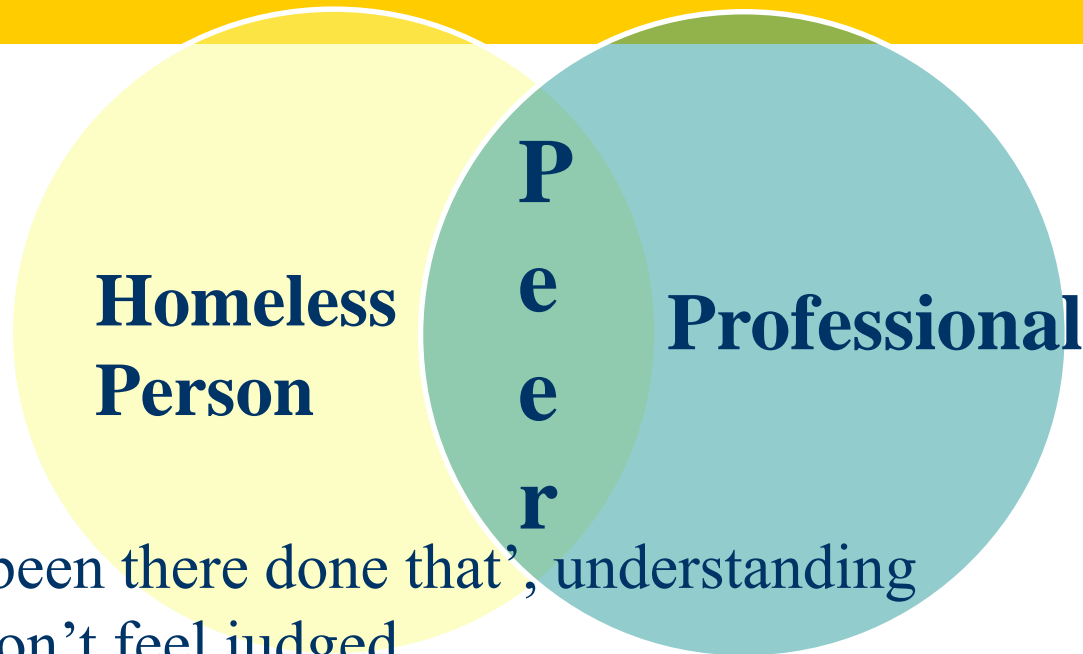
# Stage 3: Service Delivery



## Homeless Health Peer Advocacy - HHPA

- Address Health needs
- Practical support
- Volunteering opportunities

# Peers are best at reaching 'hard to reach'



- **Trust** – ‘been there done that’, understanding
- **Trust** – don’t feel judged
- **Trust** - want to trust someone, but not ‘authority figure’
- **Trust** – not your job, but because you care
- **Trust** – through word of mouth
- **Inspiration** – you can escape





# Homeless Health Peer Advocacy

It's come from...

- One year pilot in Westminster in 2010
- 100 appointments

Where it's at:

- 8 boroughs
- 2,500 engagements last year

Where its going:

- National? Beyond physical health?



# HHPA is people powered

*“A give a lot – get a lot ethos”*

## **Give**

- Experience
- Time
- Commitment
- Invest in group

## **Get**

- Expenses
- Progression fund
- Support – 1:1, group
- Clinical supervision
- Progression: To Jobs?!

# Insight and Action

Background:

Groundswell has become a service provider rather than a ‘shouty organisation’

Our Peer advocates are on the frontline – seeing the issues that face people who are experiencing homelessness from a unique perspective

This is incredible insight!



# Insight and Action

1. **Gain new insight** into the current experience of homelessness and the key obstacles that people experiencing homelessness face and how they are successfully overcome.
2. **Capture the impact** of our work.
3. **Improve the delivery** of our work.
4. Ensure any clients of Groundswell's services have the opportunity to be **contributors** rather than service users.
5. Have people's own **experiences of homelessness at the centre of the work** – in collection, analysis and follow up action.
6. **Action!** Ensure positive social change is achieved as a result of the insight gained.

# Insight and Action

- Using **participatory action research** – empowering socially excluded people through the discovery process; backed up by systematic quantitative methods of data generation.
- That we bring people together to generate and deliver solutions – **ensuring people with experience of homelessness** have a full role to play in **‘Action’** work.



# Case Study - Groundswell achieving a simple solution:

- Our Peers began working at a hostel helping clients identify 'teeth' as their priority health issue, but clients were banned from attending the dentist surgery opposite.
- Groundswell carried out research with clients, hostel and dentist staff.
- Discovered the surgery was paid per appointment. Client group particularly chaotic - challenging to keep appointments booked weeks ahead. Attendance rate of 40% was basis for dentist's ban.
- We arranged regular 'unnamed appointments' – attending the hostel just before appointments offering any available clients immediate access to the dentist.
- Clients accompanied straight to dentist, achieving a 100% attendance rate over a six month period.
- Solving 'tooth pain' was instrumental in stopping one client drinking – now resettled and in work.
- Groundswell now disseminate good practice to other services.

# Some things we've learned along the way...

**“People experiencing homelessness are not the problem – they are the solution to homelessness” (Groundswell 1997)**

*Seeing capacity and skills instead of problems*

# Conclusion