**What are the difficulties/blockages to accessing accommodation for the people that you were with?**

A collaborative frontline service, whose management understands the needs of **the frontline workers**, **values them & listens to them**. A management team that remembers that the clients & their workers do not care about politics, just about the service they receive/are able to provide. **Egos have no place in the perfect homelessness service.**

**Super team** – Triage Hub – working together so that people receive the right information & get referred to the most appropriate service

**Communications & Processes** alongside statutory services – NHS & PCC

**More small units of accommodation**: fewer hostels & institutions replaced by more small units – shared houses in the community – with the support to go with them

Create a **BUDDY system** – There is kind of an umbrella system – the client being at the top with all the services working with that client underneath. Case conference (with client?) to establish what the pathway is for the best outcome. Joint working/buddy system ongoing with the most appropriate workers.

Eg: GP;Livewell;drugs/alcohol;Mental Health;Housing (incl support services)

**What would the perfect frontline service look to you?**

Lower case load/More time

**More regular staff & user consultations**

**More training** made available in **collaboration** with our frontline partners – Frontline to feel valued & able to give their best to the service

**A service that is able to influence media/political, national & public opinion – We need to be Innovative**

**Look at most appropriate pathway for each client – flexibility -** Housing First/ Strength based work/ Pre-therapy treatment?

**Collaboration –** skilled workers in each service

**More Staff/More Money**

Ability to be flexible. All are clients are NOT the same

Have various stages of support with more shelters that are easier to access, so even if evicted you are less likely to be street homeless

More Outreach based work with landlords/customers/other services

Dedicated **Community Connections** member of staff in the job centres to complete Homelessness applications/Housing Plans

**Intensive support – Strength based working**

Out of City /Farm residential placements for life skills ,independence, reduce dependence on social media?

Dedicated temporary accommodation service for all care leavers/young people