

Pioneer Scheme Day-release programme

Wednesday 1st August 2018

Horselethill Road, Glasgow

Psychologically-informed environments (PIE)

With Jeanann Webster and Ashley Young, Simon Community Scotland

Homelessness demographics in Scotland and Glasgow

<http://www.scotpho.org.uk/life-circumstances/homelessness/data/demographics/>

34,100 applications to Scottish councils under statutory **homelessness** legislation in 2016/17. **1/3 of these were from young people under 25**. Scottish Household Survey data suggests ~ **5,000 adults are roofless or sleeping rough** at least once in a year in Scotland: ie~ 660 people on a typical night. Rough sleeping concentrates mainly in cities.

According to council reports, **rough sleeping has fallen in recent years**. In 2016-17, 8% of applicants slept rough at least once in the three months before applying for assistance, compared to 13% in 2002/3. However, some of the highest head counts ever were in **Winter 2016/17** eg. from **Glasgow shelters ~602 unique users; Edinburgh, ~706**.

Roots and Growth of Simon Community Scotland

<https://www.simonscotland.org> 472 Ballater Street, Glasgow G5 0QW

Mission: To combat the causes and effects of homelessness and help everyone in need have a safe place to live and access the support they need.

- Part of the **City Ambition Network (CAN)** ie Simon Community, Glasgow City Mission, The Marie Trust, Turning Point Scotland and Glasgow Health and Social Care Partnership
- Roots in London 1963 originally volunteers only – now 52 years old.
- Glasgow outpost set up in 1966 to support a service user who relocated to Glasgow.
- 1989 Local Authority funds - first paid staff
- Funding via local authority, fundraising, donations and partnerships
- ~ 150 paid employees. Chief Exec Lorraine McGrath – deeply rooted in original values.
- Originally based in Glasgow – Now **Glasgow + across Scotland** (renamed accordingly)
- Wider work with agencies in Edinburgh, www.streetwork.org.uk/, Saltcoats N Ayrshire, SeAscape in N Ayrshire, Lanarkshire, etc

Simon Community Scotland Services and User journeys

People come to the service via the Street team, as Drop-ins or self referrals at the Hub, Referrals via Police, Social services Hunter Street, GHA etc.

CRISES

- ✓ Advice and information
- ✓ Help to find accommodation in a crisis or something more long-term
- ✓ Help with keeping your accommodation/tenancy
- ✓ Company and/or advocacy when you need to visit or call a service
- ✓ Life skills learning group (e.g. allotments, literacy, healthy eating)

Rough Sleeping and Vulnerable People RSVP Service has 4 distinct but interconnected services

1. **24 hr Freephone Glasgow Helpline: 0800 027 7466**
2. **The Street Team**, including the new, volunteer-led **Street Cycles 2** → + case worker in social services
3. **The Complex Needs** team
4. **The Hub 9am -5pm 7/7**
72 London Road Trongate + Vet clinic Trusty Paws (Multiagency Hub opening 2018/19)
0141 552 4164

NIGHT STOP

A service supported by UK wide <https://www.nightstop.org.uk> and Depaul which aims to place young people in a safe warm home for up to 3 nights, with a vetted and approved volunteer and the offer of a hot meal, shower and a safe space.

RESIDENTIAL ACCOMMODATION @

- Govanhill Service
- Parkhead Service
- Kent Road Service
- Maxwell Drive Service
- Newlands Service (Male and Female)
- Lenzie Gate Service
- Tollcross Service
- North Ayrshire Service
- Black Street Service
- Bridgework Service
- Houldsworth Court Service
- Mason Street Service

HOUSING SUPPORT

Outreach workers provide practical and emotional support to people who have tenancies and accompany people to appointments and provide advocacy support.

- Newlands Community Support Service
- North Lanarkshire Intensive Housing Support Service

GROUP WORK

Different life skills groups to help with practical and personal development

TACKLING PERIOD POVERTY

Period Friendly Points are locations where women experiencing homelessness can access free sanitary and other products to use during their period and arrange a pregnancy test where they see the 28 day calendar logo for a **Period Friendly Point (PFP)**. Also they can chat and learn about periods and feminine healthcare.

Psychologically Informed Environments (PIE)

Academic research by Robin Johnson et al identified people were doing better in homelessness services than mental health team → leading to the concept of **PIE**

PIPE = PI Prison Environment. Used in Barlinnie. Folk who leave prison call themselves Peters (why?)

Why build PIE? To Care Well For The Patient And To Care For Ourselves in Work and Beyond

Core PIE factors

'**PETER**' – Psychological knowledge, Environment, Training, Evaluate, Relationships.

Psychological Knowledge *Maya Angelou "There's no more agony to bear in your heart than an untold story"*

PIE Environment: safe, co-owned, shared spaces: quiet spaces for patients and staff, positive messages and signs and rebalance power towards the patient

Staff Training: Consider mindfulness, de-escalation, nurture confidence and a feeling of safety.

Attend to your **active needs** like hunger, thirst, Watch for **triggers** in the day that make you **defensive**, take control of the defensive slump through actively acting out good habits eg walk/ deep breath/ quench thirst [Kahneman] and restore a **positive mind-body loop** and a sense of **discovery to be your best**

Help productivity by **working off each other's strengths**

Evaluate: Is the approach working? Reflections and makes changes happen eg service user finding lack of facial expressions 'robotic' prompted Simon Community to revisit staff training techniques.

Relationships matter: Discuss and set the right scene early, define roles and authority in teams, try to rebalance power towards service user

Knowledge frameworks and Interventions to tackle Homelessness

Holding a belief in **Psychodynamism – People CAN change!**

Working on individual relationships, working on oneself and re-learning interactions with surroundings

Attachment theory

Attunement, co-regulation and Trauma

Still face experiment [Richard Cohen /Ed Tronick youtube videos]

Make Safe spaces eg Simon Community Street Team (24hr), Emergency housing, Night Stop for young people to arrange emergency housing and early reunion with family

Emotional dysregulation

Maladaptations

- Insecure Avoidant: 'hard to engage' 'I don't need you doc, just my line.'
Somatising etc

- Insecure Ambivalent: Disruptive, seesaw charm and hostility, unregulated emotions
- Disorganised

Transforming Psychological Trauma 2017 NES/NHS report

<https://www.nes.scot.nhs.uk/media/3983113/NationalTraumaTrainingFramework-execsummary-web.pdf>

Mindfulness in thinking and Cognitive Behavioural Therapy

- Open up to Another Point of View
- Events → Thoughts → Feelings (Gut reactions can be modified)
- Own your Unique Characteristic view - Know ourselves : Core beliefs/schema/automatic thinking
- Recognise how thoughts and behaviours and mood interact
- Be a scientist and Be curious about own thoughts and sense of self

Tackling Thinking Errors 'Lost my bank card'

- Catastrophising, 'I'll lose my house'
- Generalising 'it always happens to me'
- Mindreading 'They all think I'm stupid'
- Polarised Rigid Thinking 'only fools lose their card like this, serves me right!'
- Emotional reasoning 'I feel so guilty..'
- Blaming 'Hole in pocket, not my fault'
- Filtering /Magnify 'I'm an idiot'
- Emotive language 'Just shoot me!'

Listening: Our Stories and the Lies

we / patients tell

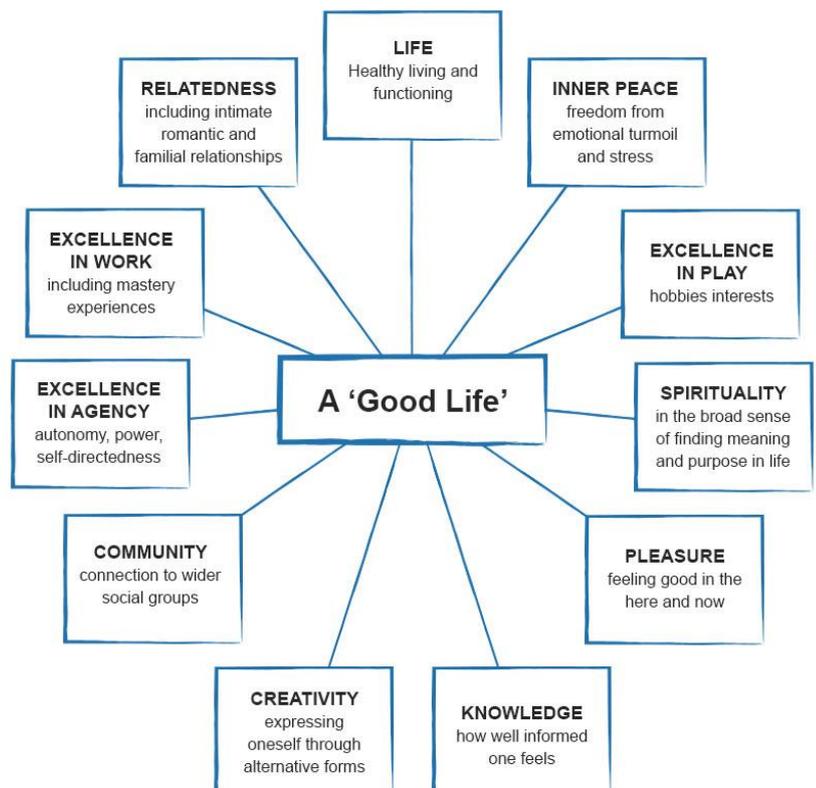
Everything is likely to be anchored (even if loosely) on a truth - worth listening closely to the person and their narrative

Making sense of a narrative and a story

Trauma informed listening!

The Good Lives Model (GLM)

A holistic, strengths-based approach to offender rehabilitation.



Pioneered in Forensic psychiatry while working with sex offenders, also used by Penumbra
Incorporates basic human needs and goals to makes a **'formulation'** or **'person profile'** of **strengths and goals**

Evaluation

- Qualitative and quantitative feedback
- Seek service user input then Listen and Improve the service
- I-ROC (Individual Recovery Outcomes Counter) <http://www.penumbra.org.uk/wp-content/uploads/2011/06/Introduction-to-I.-ROC.pdf>

KEY SUMMARY POINTS

- Simon Community provide extensive and comprehensive support to people experiencing homelessness in a psychologically informed way
- PIE approach needs to be person-centred, personalised and dynamic if it is to be meaningful
- **24 hr Freephone Glasgow Helpline: 0800 027 7466** (For drop ins and on the street support)
- **Night stop** for recently homeless young people , **Vet care** for animals at the Hub
- Help people achieve their best with a non judgemental trauma-informed approach.

Further Reading

Caroline Webb: How To Have a Good Day

Jonathan Haidt: The Righteous Mind

Stephen Briars: Brilliant Cognitive Behavioural Therapy, How to use CBT

Psych Informed Service for homelessness: Good Practice Guide 2012

[Psychologically Informed Environments and the "Enabling Environments" initiative](#)

[Authors: Rex Haigh, Tom Harrison, Robin Johnson, Sarah Paget, Susan Williams](#)

[Author for correspondence: Robin Johnson, at \[robin.johnson@ntu.ac.uk\]\(mailto:robin.johnson@ntu.ac.uk\)](#)

[Accepted for publication in J. Housing, Care and Support, Vol. 15. Iss 1.](#)

["Complex Trauma and its effects: Perspectives on creating an environment for recovery",](#)

[Robin Johnson with Rex Haigh; Pavilion Publishing and Media Ltd 2012](#)