

South-East Locality Community Planning Partnership

Monday 27 February 2023, 9:30am

MS Teams

Agenda

1. Nomination of Chair
2. Minutes of last meeting
3. Tracker
4. Priority Updates
5. Warm and Welcoming Spaces
6. Empowerment Team Update
7. Edinburgh Partnership Update
8. Locality Improvement Plans
9. AOB
10. DONM

South-East Locality Community Planning Partnership

20th September 2022

MS Teams

Members Present:

Peter Carruthers – SEAG (Chair), Murray Tait – Police Scotland, Cllr Pauline Flannery – City of Edinburgh Council, Paul Powrie – NHS Lothian, Yvonne Kerr – NHS Lothian, Avril Mackay – NHS Lothian, Philip Ritchie – City of Edinburgh Council, Cllr Lesley Cameron – City of Edinburgh Council, Cllr Ben Parker – City of Edinburgh Council, Stuart Tooley – University of Edinburgh, Ian Brooke – Edinburgh Voluntary Organisations' Council (EVOC), Jackie Stewart – City of Edinburgh Council, Nick Croft – Edinburgh College

Apologies:

Ros Papworth – Skills Development Scotland

1. Welcome and Introductions

Peter started the meeting, welcoming all attendees and introductions were made.

2. Minute of last Meeting

The minutes of the previous meeting were approved by all present.

3. Actions and Matters Arising

Covered later in note



THE EDINBURGH PARTNERSHIP

4. Update from Andrew Field, Head of Community Empowerment & Engagement, Edinburgh Council

Andrew Field provided the group with a summary overview of the new 'Community Empowerment and Engagement Service' currently being set up within the Council which will sit within the Place Directorate. A more detailed description of the service will be forthcoming via the next meeting of the LCPP.

A review has finished with proposals for a staffing team to be established in October consisting of 12 members of staff (grades 8, 9 & 10). An organisation chart is being finalised with reference forms being considered and it is envisaged the service will become functional within the winter period following a period of formal dialogue where the first focus will be with the Neighbourhood Networks. There will be a formal presentation of the functions and remit of the new service in October.



THE EDINBURGH PARTNERSHIP

5. Update from Yvonne Kerr, Edinburgh Partnership and Place team.

LOIP 3 – “A good place to Live”

Yvonne Kerr provided an overview of progress with 'A Good Place to Live'. For background, Yvonne updated on the NHS Lothian review of Public Health. This has resulted in four 'Partnership and Place' teams, one for each local authority. These are led by Consultants in Public Health, supported by teams. Yvonne is currently the co-chair of the LOIP Delivery Group, it is likely this will shift to the Edinburgh Consultant once they are in post, co-chairing with Nick Croft. Work is planned around a refresh of LOIP3 overall, and on the action around test of change work in the Liberton area. Yvonne outlined the plan around community engagement in Liberton with a view to ensuring priorities identified by the community (in previous consultations) are investigated around the adequacy of service response. Another aim is to identify methods of ongoing and sustainable engagement and communication with the population. An aligned focus will be the planned development of the new Liberton High School, specifically the community use aspect of this. Conversations are underway with colleagues from the Council on how to plan this effectively alongside the community.

Paul felt this was refreshing and that we need to focus on long term scenarios.

Councillor Cameron asked if there had been any engagement with Elected Members in these areas covering these initiatives and if not, could there please be engagement as soon as possible. Cllr Cameron also explained the importance of considering Elected Members as an additional resource.

Andrew expressed that he felt this was an important comment.

Pauline Flannery endorsed Cllr Cameron's comment

Paul Powrie highlighted that transport is particularly challenging for the residents of Dumbiedykes due to lost bus links – Councillor Cameron responded by agreeing to raise these issues as Margaret was currently off sick. Ben P agreed to also link in with Cllr Claire Miller on these specific transport issues.



6. Edinburgh College Strategic Framework 2022 – Nick Croft

Nick Croft gave a detailed overview of the Strategic Framework of Edinburgh college. The College has decided to undertake a review and produce a five year plan to 2027-28 with 3 core areas of focus; 'People, Place and Performance' of which the breadth and reach of these is extensive covering residents and citizens of Edinburgh City, East Lothian and West Lothian.

It is hoped the College's offering may be modified to cover demand for green skills, construction, retrofitting, heating systems etc and requirements for skills demands within the care sector.

The College are looking at learning outcomes for students and both performance and financial considerations. There are six objectives aligned to the three main themes and students are being engaged via the Student Association in developing this long-term plan.

Cllr Cameron highlighted to Nick the potential availability of Scottish Government funding via Mike Jeffrey's project working with the Edinburgh International Conference Centre and Nick agreed to reach out to Mike.

Nick explained that December was a key date for delivery and offered to come out and talk to teams where needed. Paul encouraged everyone to contact Nick direct.

7. Priority updates 1, 2 & 3

Priority 1 Update

Jackie Stewart highlighted the summer transition work – a big programme included a trip to Ben More with 20 people on a 4-day residential. See update for full details.

The focus now is on ensuring provision of warm and welcoming spaces.

There is an evaluation taking place on initiatives and a summary of the results of this will be made available for the next meeting.

Pauline Flannery asked about the sustainability of initiatives and Jackie explained that we tend to go from financial package to package with tight budgets spread over various management committees so longer-term solutions prove challenging as we rely on the community centres.



THE EDINBURGH PARTNERSHIP

Jackie and Yvonne agreed to tie-in together on the C Card and Sexual Health work going.

Priority 2 Update

Murray Tait outlined the challenges faced in policing over the summer period highlighting a 50% reduction in reported crime within the Hunters Square area.

Wellbeing Wednesday starts again in October and the CAP at Gracemount has been awarded £5k in funding to help with antisocial behaviour during the period covering Halloween and Bonfire night collectively.

Yvonne asked if she could anchor in on the wellbeing work going on in respect of the sexual health initiatives.

Paul Powrie highlighted that a venue had been established at Nicolson Square and will cover the months of October to March targeted at those most at risk of homelessness. £6k is needed to fund a 'Scran Van' at approximately £250 a visit. Paul highlighted that there are expected to be between 4 and 5 thousand people homeless by the end of this year.

Murray agreed to potentially funding at least part of this money.

Priority 3 Update

Pauline highlighted the visit with police and the 'Street Assist' initiative and also the interactive messaging. Paul Powrie additionally highlighted the pantry at Dumbiedykes was still going strong despite supply chain issues. Some University PHD students are helping with community work and there is a Gala Day planned for 24th September by Iona and the residents. Braidwoods Centre was still open.

Action Log

Peter reviewed the action log contents and it was decided to close all actions except Item 3 on shared mapping results.

8. Update from Chair

Peter welcomed the connectivity and contributions of all members in attendance suggesting that as new people were now refreshing the group that it conducts a 'Plan, Do, Review' and he is open to the



THE EDINBURGH PARTNERSHIP

possibility of a face-to-face meeting. Peter expressed the aim of the group was to do the best for South-East and its people and was happy to chair a further meeting in December however, was looking for a new chair to replace him thereon.

This was left open for the group to consider and respond in time.

9. AOB

There was no other business.

Peter closed the meeting at 13.48hrs.

10. DONM

TBC

Number	Date	Topic	Action	Action Owner	Expected completion date	Status	Comments
1	30/09/2021	SE LIP (priority 2)	Mark to share the results of the mapping exercise with the LCPP	Mark	July/Aug 22		Murray will check progress
2	20/09/2022	Yvonne Kerr update	Cllr Cameron to raise transport issues in Dumbiedykes	Cllr Cameron	ASAP		
3	20/09/2022	Yvonne Kerr update	Cllr Parker to raise transport issues with Cllr Claire Miller	Cllr Parker	ASAP	As per the actions, I've spoken with Cllr Claire Miller who will be happy to advise more about the latest on buses in Dumbiedykes. I have CCed in Peter and Paul as I know both were especially interested in this.	
4	20/09/2022	Edinburgh College update	Nick agreed to reach out to Mike Jeffrey re Scot Govt funding	Nick			
5	20/09/2022	Priority Update 1	Jackie and Yvonne agreed to tie-in together on the C Card and Sexual Health work going	Jackie			
6	20/09/2022	Update from Chair	New Chair to be agreed		December		

LIP quarterly progress report

Date of LCPP group for consideration: 27th Feb 2023

Lead officer: Jackie Stewart -LLLSM and partner providers -Dunedin Canmore/Fire service /libraries team

Priority theme:

Priority 1 - Engage and support young people and their families to develop the skills they need to thrive and reach their potential, targeting support at those in greatest need

Actions completed in the last quarter (since the last progress report)

- Dunedin Canmore-employment/training programme -Valleypark CC
x 2 employability HUBs per week – SDS/post school referrals 1 16b per session
X2 **Just Do it** programmes transition /school leaver groups -Gracemount/Liberton
X drop in Café youth clubs for S1-S2 and S3 + x 4 per week with 30 attendees
- LLL Family ESOL[English for speakers of other languages] homework group in Goodtrees community centre[LLL/Bethany] – support for BAME[[black and ethnic minority] families @ children's learning/attainment – x 7 families per week + one on line group
- ESOL team are supporting Ukrainian families housed on ship in Leith with direct literacy and family literacy support
- DISCOVER October 22 – Frogston PS over week + trip to zoo- referred families programme x 90 participants
- Fire Course- certificated for x8 young people who gained experience and demonstrated skills gained in the course last year-LLL and fire service - Oct/Nov – course now being rolled out in SW of city
- health and well being classes delivered in Valleypark CC – with AEP and LLL
yoga/pilates/gentle exercise/jog club - 6-10 participants – very low cost or free
- new Friday childrens club- Valleypark and Gilmerton CC -committee funded
- ESOL provision – targeted work with refugees and asylum seekers- particular demands from Ukrainian crisis /extra groups – plus Syrian and Afghani groups – work with families on boat in Leith Harbour- classes and introductory English plus skills for work
- OAH- Gracemount LC – targeting P& school leavers in cluster areas for Gracemount /Liberton HS- normal programme resumed for 40 per week Friday 7-9pm
- Bonfire night Nov 22 – programme of partner activities coordinated across Liberton /Gilmerton -£1000 distributed - programme of diversionary activities/education in run up to and on 5th Nov -trips and special activities – total of 180 + young people engaged – minimal disruption on 5th Nov reported
- Courses for parents – Teen PPP – and understanding the Teenage brain -ongoing programme delivered by parent and carers team -
- **Warm and Welcoming programme-** rolling out increased /enhanced openings in libraries, centres and partner organisations city wide – in SE – includes all libraries, Gilmerton CC and Southside CC – offering a warm space to go to[Café Roda offering very low cost options for those in need] and enhanced advice and guidance @ coping with cost of living/financial crisis etc- includes foodbanks, clothes banks, community cafes
Eg *Coorie In* at Southside CC -and similar in Crannie – city centre

Milestones expected to be achieved in the next quarter-Jan – April 23

Delivery of DISCOVER family sessions Feb 23 x 3 days – at Frogston PS for 120 + parents and children plus easter programme x 2 weeks tbc

Resumption of OAH health and well being club at Warrender Swim centre April 23 for P7 transition and S1 + age group

Targeted P7 transition programme referrals – Boroughmuir/JGHS/Liberton/Gracemount to re commence post Easter 23

New young carers group support group[LLL+ partner] being developed with Liberton HS

New community garden will open at Gilmerton CC- initiative led by committee there – aiming to increase access to garden and f growing projects for local community

Barriers/challenges (physical, partnership, financial etc)

Fuel bills will be an issue for agencies/organisations as well as local people

Current financial crisis impacting on most at risk in localities- thus need to be aware of impact on those most affected by poverty and tailor/target support/programmes as required -plus CEC /public sector budget issues /pressures in next 12 months

Wider factors/influencers (i.e. legislative changes)

Review of LLL services and impact on staffing resources /changes in roles and service delivery models – will conclude by a spring 23 – establishment of Community Empowerment and Engagement team – and new wider Achievement s teams for youth and adult work delivery

Roll out of replacement for PIP=new adult disability benefit- 29th Aug->-local venues being used for advice /drop ins – Southbridge RC and Valley park CC

Case study examples – please complete for any examples of success/good practice that has been achieved to date under this priority

For LCPP delivery group to complete

Date considered:

Is the priority on track? Y/N

Any decisions to be taken? (i.e. change of actions, escalation)

Feedback to lead officer (if any)



THE EDINBURGH PARTNERSHIP

LIP quarterly progress report

Date of LCPP group for consideration:

Lead officer: CI Murray Tait

Priority theme: Engage with and provide support to those who are sleeping rough, begging and street drinking in the city centre and Southside, working closely with local partners, organisations and communities

Actions completed in the last quarter (since the last progress report)**Hunter Square**

Wellbeing Wednesday commenced on 26th October 2022 and has been providing a safe space for a number of vulnerable persons who frequent Hunter Square. As detailed in the previous LIP quarterly report, police and Streetworks undertook engagement at Hunter Square to establish their reasons for attending there where it was quickly established they felt it was a 'safe space' for them however often they themselves became a victim of crime. They also commented they had no other place to go to. The Streetwork Nicolson Square Library opened their door to these persons where they could receive a tailor made support service for their individual needs. Each Wednesday, a different theme takes place to support the mental wellbeing of vulnerable persons who were often homeless or at risk of becoming homeless. Numerous organisations volunteered their services including a hairdresser, podiatrist, craftwork in addition to organisations who could assist with their housing benefits, welfare, food etc. and each person was able to receive the support they needed whilst diverting them away from being a victim of crime. Wellbeing Wednesday is currently on a 6 month trial and due to end in March and throughout the trial, evaluation is taking place to review the benefit, the need and the impact it is having on the area. Queen Margaret University will compile an evaluation document once the pilot has completed however the positive impact it has had on the community and the individuals is clear. Each week, approximately 30 persons including those who frequented Hunter Square attend to receive support and are keen for the initiative to continue. Forward planning is currently underway to look at areas of funding to support this.

Operation Winter City

Edinburgh's Christmas Market was able to return in 2022 without any COVID restrictions. The setup was similar to 2021 and Police Scotland provided extra policing resources to reassure the public and deter criminality. Based at West End Police Station, the team were on foot patrol in the Christmas Market footprint engaging with the public and stallholders. Crime prevention advice was provided and the officers worked alongside Streetworks to engage with persons begging or rough sleeping to signpost them various support agencies. Waverley Market once again kindly provided Police Scotland with a location for our yearly pop up police station called CopShop. This was once again found to be a valuable location where the public could engage with police and also act as a deterrent for anti-social behaviour.



Business Improvement District (BID) Officer

Police Scotland work closely with Essential Edinburgh who manage the City Centre BID with a full time officer. The BID Officer works closely with local businesses to provide crime prevention advice and is a single point of contact for the local area. Working closely with St James Quarter, the BID officer is looking at methods of targeting youth linked anti-social behaviour and has identified a number of youths responsible. Where enforcement is required, this has taken place in addition to positive engagement with the family of youths involved in anti-social behaviour. In addition to this work, the BID officer has worked closely with Cyrenians and undertaken joint patrols to engage with persons begging and rough sleeping.

Haymarket Hub

City Centre CPT continue working closely with Bethany Christian Trust who manage the Haymarket Welcome Centre at the west end of the city centre. Acting as a single point of contact for Bethany, a strong working relationship continues to offer advice and support where required.

Milestones expected to be achieved in the next quarter

Hunter Square

Evaluation of the benefit of Wellbeing Wednesday due to take place with a view to extending the initiative.

Barriers/challenges (physical, partnership, financial etc)

Hunter Square

Funding for Wellbeing Wednesday came from Police Scotland's Local Initiative Fund and Edinburgh Health & Social Care Partnership for the pilot initiative. In addition, volunteers from Streetworks undertook the staffing role for this to take place. Long term funding options are being explored from various sources to allow this to continue.



THE EDINBURGH PARTNERSHIP

Wider factors/influencers (i.e. legislative changes)

--

Case study examples – please complete for any examples of success/good practice that has been achieved to date under this priority

--

For LCPP delivery group to complete

Date considered:

Is the priority on track? Y/N

Any decisions to be taken? (i.e. change of actions, escalation)

--

OFFICIAL



THE EDINBURGH PARTNERSHIP

Feedback to lead officer (if any)

--

OFFICIAL



THE EDINBURGH PARTNERSHIP

LIP quarterly progress report

Date of LCPP group for consideration:

Lead officer: PSOS

Priority theme: **Engage and support young people and their families to develop the skills they need to thrive and reach their potential, targeting support at those in greatest need.**

Actions completed in the last quarter (since the last progress report)

Community Alcohol Partnership (CAP)

In the past few months as part of the SE Community Alcohol Partnership local officers and partners have been involved in the following –

- Movies and Mocktail nights at Open All Hours in Gracemount and 6VT in the City Centre. These nights are designed to get the young people involved, learning about non-alcoholic drinks and the dangers of drinking alcohol underage. There was also an interactive video that told the story of 3 young people and an incident involving alcohol. The importance of good decision making, personal responsibility and keeping safe were discussed.
- The SLO's have continued to deliver inputs in the local secondary schools. Pupils at Liberton High School recently designed posters for the CAP and two winning designs were put onto bollard covers that can be seen across the local area. Prizes donated from the CAP were handed out to the winners and other participants.
- We have also been promoting the "It'll Cost You" proxy sales campaign with retailers and young people providing advice and educations. Retailers have been encouraged to undertake an online CAP course to consolidate their knowledge around proxy sales.
- With funding from the CAP and DCCs fund we have been able to provide the Valley Park Youth Club with sporting and kitchen equipment. Police will be attending these nights to break down barriers and engage positively with young people. By building positive relationships with staff and young people we will support those who need assistance and signpost the relevant agencies who are best placed to assist.



THE EDINBURGH PARTNERSHIP

Milestones expected to be achieved in the next quarter

--

Barriers/challenges (physical, partnership, financial etc)

--

Wider factors/influencers (i.e. legislative changes)

--

Case study examples – please complete for any examples of success/good practice that has been achieved to date under this priority

--



For LCPP delivery group to complete

Date considered:

Is the priority on track? Y/N

Any decisions to be taken? (i.e. change of actions, escalation)

Feedback to lead officer (if any)



THE EDINBURGH PARTNERSHIP

LIP quarterly progress report

Date of LCPP group for consideration:

Lead officer: PSOS

Priority theme:

Engage with and provide support to those who are rough sleeping, begging and street drinking in the city centre and southside, working closely with local partners, organisations and communities.

Actions completed in the last quarter (since the last progress report)

SE Drug and Alcohol Outreach worker

The SE Community Policing Team, Places for People Scotland (PfPS) and Change Grow Live (CGL) have joined forces to support vulnerable members of the community through a new assertive outreach programme. The collaborative approach, covering South East Edinburgh is focused on those who have issues with alcohol and or drugs issues and may otherwise struggle to access support services. The service began offering support on 26th of January 2023.

Assertive outreach is an established approach which considers multiple support needs of a person, including addiction issues, mental health and wellbeing and access to safe and secure housing. As part of the programme, CGL and PfPS have funded a recovery coordinator who will work across South East Edinburgh, supporting those who are vulnerable in the community and struggle with addictions.

Members of the community who have multiple complex needs can be hard to reach and may have disengaged with services. It is vital that they have a compassionate and supportive advocate to help them. If they have the right support, they are less likely to experience poor mental and physical health, and more likely to manage their addiction. This project seeks to provide a catalyst to break the addiction cycle, improving health outcomes of those involved and improve the quality of life for our local residents.

By working in partnership, one of the aims of this project is to support, encourage and empower those in need to begin their process of recovery and develop a better, healthier lifestyle. This in turn will have a positive effect for the individuals concerned, the wider community as well as reduce demand on other services.



THE EDINBURGH PARTNERSHIP

Milestones expected to be achieved in the next quarter

--

Barriers/challenges (physical, partnership, financial etc)

--

Wider factors/influencers (i.e. legislative changes)

--

Case study examples – please complete for any examples of success/good practice that has been achieved to date under this priority

--



For LCPP delivery group to complete

Date considered:

Is the priority on track? Y/N

Any decisions to be taken? (i.e. change of actions, escalation)

--

Feedback to lead officer (if any)

--



THE EDINBURGH PARTNERSHIP

LIP quarterly progress report

Date of LCPP group for consideration: 20/02/23

Lead officer: Paul Powrie

Priority 2 - Engage with and provide support to those who are rough sleeping, begging and street drinking in the city centre and southside, working closely with local partners, organisations and communities.

Priority 3 - Support people living in Dumbiedykes, including those experiencing hardship, and help co-ordinate a sustainable response that builds community resilience and promotes life chances.

Priority 2 – Wellbeing Wednesday @ Nicholson Sq (WW@N) initiative with Police Scotland CEC and other agencies supporting people over winter period and helping them with food safe and warm environment and linking to other services

Priority 3 – Working with University of Edinburgh re digital inclusion and supported researcher and helped set up Gala day. Braidwood centre closed but open to notes of interests with council. Exploring with Chartarist Centre (lead) , Crannies UoE and Cannongate youth to take it on. Need to look at support and funding of this

Actions completed in the last quarter (since the last progress report)

Milestones expected to be achieved in the next quarter

Completion of WW@N Evaluation and look for funding to continue if possible funding for initial 6 months from Police Scotland Public Health fund from EHSCP and Edinburgh Pact

Ensure Braidwood Centre secured for Community use and partnerships for collaboration

Barriers/challenges (physical, partnership, financial etc)

Funding, collaborative working, lack of buy in from statutory services complex issues with people in Nicholson Sq Hunter Sq

Wider factors/influencers (i.e. legislative changes)

Funding, collaborative working, lack of buy in from statutory services complex issues with people in Nicholson Sq Hunter Sq

Vegan meals - 2
Womans hair - 2
Mental health support - 3
Information on cooking classes - 1



Quotes

"That's amazing. Aw I love that!" (Female now in accommodation after long history of homelessness)

"It was wonderful. The humanity I felt, the touch the care is something you're always looking for but I really felt it here today" (Female long term service user)

"It is a really big deal for me to be here. I find it difficult to be around people at times. But the space is great and I feel relaxed"(Male Temporary accommodation)

I liked that I could come here and have a conversation with with someone that is more then "just and appointment" (Female in accommodation VHS client)

Week 2 - 09/11/22

Numbers 23

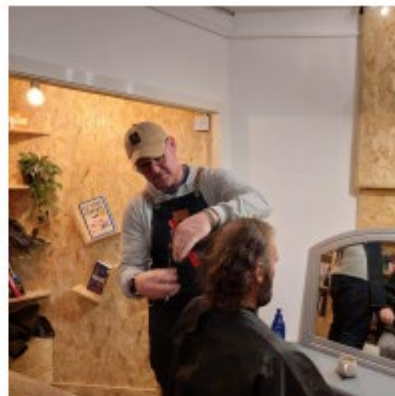


Female - 7
Male - 16

People asked about different services, cooking, arts and crafts, educational, fitness and agreed we would collaborate to pass on the information.

What's missing

Mental health support - 3
Space for people to "go and be" - 1
Cooking classes - 2
Girls woman's hair - 4
Housing - 1
Rehab / substance use support - 3
This type of space (referring to WW) - 2
This space open on other days



What people accessed

Massage - 6
Barber - 5
Books - 10
Arts and crafts - 6
Emotional support - 5
Food - 23 (food that was left brought to Salvation Army)
Further support - 2
Access to bus card - 1
Advise on court system - 2

What was requested



Case study

examples – please complete for any examples of success/good practice that has been achieved to date under this priority

For LCPP delivery group to complete

Date considered:

Is the priority on track? Y/N

Any decisions to be taken? (i.e. change of actions, escalation)

--

Feedback to lead officer (if any)

--



THE EDINBURGH PARTNERSHIP

Week 2 - 09/11/22

Numbers 23

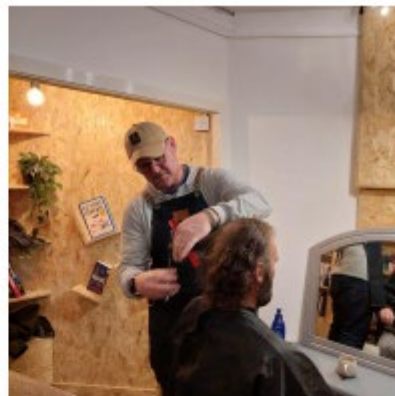


Female - 7
Male - 16

People asked about different services, cooking, arts and crafts, educational, fitness and agreed we would collaborate to pass on the information.

What's missing

Mental health support - 3
Space for people to "go and be" - 1
Cooking classes - 2
Girls womans hair - 4
Housing - 1
Rehab / substance use support - 3
This type of space (referring to WW) - 2
This space open on other days



What people accessed

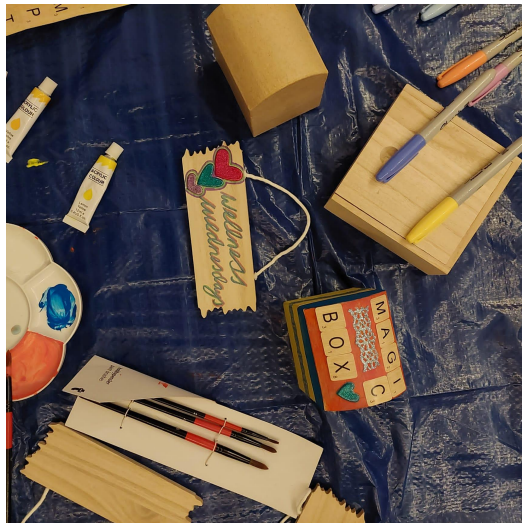
Massage - 6
Barber - 5
Books - 10
Arts and crafts - 6
Emotional support - 5
Food - 23 (food that was left brought to Salvation Army)
Further support - 2
Access to bus card - 1
Advise on court system - 2

What was requested



Week 2 - 09/11/22

Numbers 23



Female - 7
Male - 16

People asked about different services, cooking, arts and crafts, educational, fitness and agreed we would collaborate to pass on the information.

What's missing

Mental health support - 3
Space for people to "go and be" - 1
Cooking classes - 2
Girls womans hair - 4
Housing - 1
Rehab / substance use support - 3
This type of space (referring to WW) - 2
This space open on other days

What people accessed

Massage - 6
Barber - 5
Books - 10
Arts and crafts - 6
Emotional support - 5
Food - 23 (food that was left brought to Salvation Army)
Further support - 2
Access to bus card - 1
Advise on court system - 2

What was requested



Vegan meals - 2
Womans hair - 2
Mental health support - 3
Information on cooking classes - 1



Quotes

"That's amazing. Aw I love that!" (Female now in accommodation after long history of homelessness)

"It was wonderful. The humanity I felt, the touch the care is something you're always looking for but I really felt it here today" (Female long term service user)

"It is a really big deal for me to be here. I find it difficult to be around people at times. But the space is great and I feel relaxed"(Male Temporary accommodation)

I liked that I could come here and have a conversation with with someone that is more than "just and appointment" (Female in accommodation VHS client)