

Appendix 2 Service user and practitioner voices from the Street Engagement Hub Evaluation, 2021

“Co-located services full stop is a good thing – to build relationships where possible. Building and maintaining new relationships with other agencies, I think is important. A lot of people have different perspectives on how to work in this environment and the understanding of the other, the understanding of where others are coming from, whether it is substance misuse or the police or DWP (Department of Work & Pensions.) It's understanding and respecting their knowledge and sharing your own position. Because we all have the same values, anyone who works in this sector, we all have the same kinds of values and sense of helping people. I think that's always important to share and understand across agencies or any opportunities.”
(Practitioner)

“This is the first time I've ever had my Hepatitis C and I'm 48 and I've also had both my Covid's and that's through this hub.” (Service user)

“I ended up with an ulcer on this leg, on my right leg. That gone really badly infected. I ended up with sepsis to start with. It turned to septicemia, so I had full on blood poisoning. I was touching death. I don't say that lightly. I had stage 2 hypothermia. The Hepatitis C nurses were always on my case. Housing, CGL, St Johns. St Johns were brilliant with me. If it wasn't for them, I daresay I wouldn't be here now. That's the gospel truth that.” (Service user)

“If you think like our population group are homeless and no fixed abode, we can't write to them to tell them they've got a letter. If they have a phone number, sometimes that phone, they lose it, or sell it, or we lose touch with them that way. And here, we can always access them this way because the Street Engagement Team, the police, will go out if they see them, if we say we are trying to find this person, or they'll direct them here. Theres a guy this morning, he's mid treatment, I've rung him, he's said he's coming today, I've got his medication here. So, it's great that way that we have, like, you know, a place to meet them, and they know they can come here and there's other things available for them here as well.” (Practitioner.)