



Supporting creative thinking when we get stuck!

# Solution Circles: The Process



1

**Step 1:** 3 Mins to **Present the problem.**

Uninterrupted by the group.



2

**Step 2:** 3 Mins to think of solutions (**wish list**). Uninterrupted by the presenter of the problem. Focus on the **positive points only** and not what can't be done.



3

**Step 3:** 3 Mins for the group to **ask questions.**



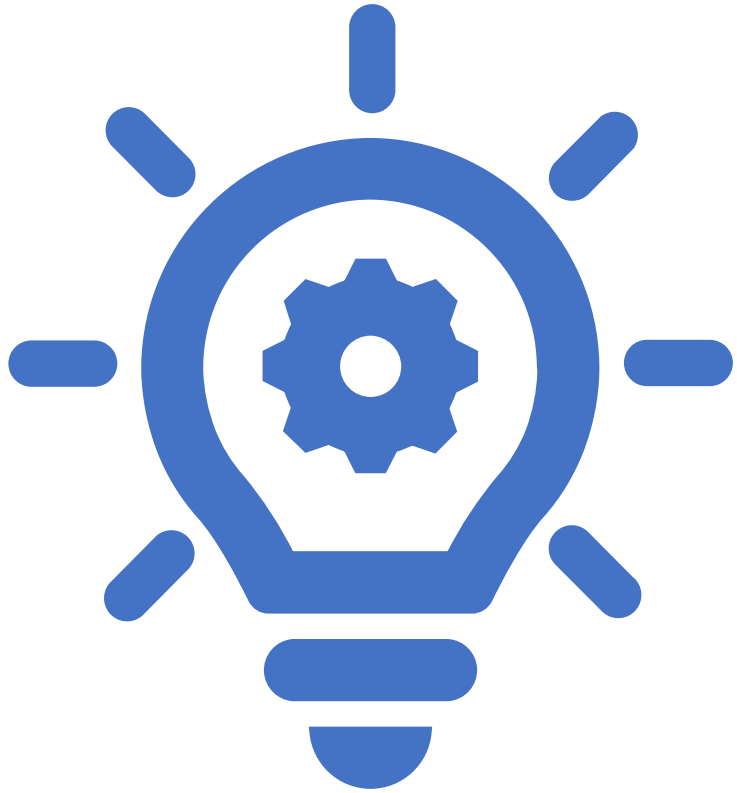
4

**Step 4:** Which solutions form **next steps.**



# Step 1: The Case Presented

## Step 2: Wish list solutions!





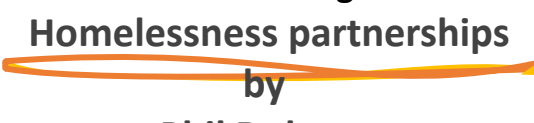
Questions?

What positive,  
what's strong.

# Better Outcomes Better Lives

## Karims story and Homelessness partnership approach...

Celebrating  
Homelessness partnerships  
by  
Phil Doherty



### Karims story

*Phil tells us...* This is Karims's Story from 2016 to the present day.

(Name changed to protect client confidentiality, client is aware his story is being told)

In June 2020, Karim is seen **rough sleeping on the streets of Manchester**, he is sat in a doorway eating food, which he has pulled out of the bins, he is surrounded by Pigeons who were also eating the food.

The **Rough Sleeper Support Service** can see there is a **language barrier**, and it is difficult to find out where Karim has come from, and what his care and support needs are.

Over time, Karim starts to **trust services, he is signposted to the** homeless drop-in services, where he picks up food, and stays for the day to keep warm.

No one knew his name, but every time people met him, he just grinned and smiled, and when services talked about him, they would ask what do you know about "Smiley"?

Karim was offered temporary accommodation; at this time, he was being offered drugs and was being **targeted and financially exploited** by others. He was in a **revolving door** of being offered accommodation and then losing his place through smoking, missing nights sleeping there, and then returning to living on the streets.

# Better Outcomes Better Lives

## Bashar, Jules, Dave and Phil-The team around Karim

**Jules** from the Anti-Social Behavior Team (ASBAT) became involved, although Karim never really seemed to cause any problems. Jules **advocated, with tenacity** for services to put the most appropriate support in place for Karim.

The language barrier was difficult as Karim came from Sudan, and he spoke a particular form of Arabic. Eventually Karim was supported by **Bashar** from Shelter, who spoke Arabic and was able to start to make some sense of what challenges Karim was facing. It was clear that Karim was vulnerable and that he problems with this cognition and mental health.

A turning point came when Karim told Bashar, what his real name was and that he did not like to be called “Smiley” as he had been known as.

From this point on he was known to all services by his name, **Karim!**

A **safeguarding concern** was raised by **ASBAT** and **Shelter** due to Karim explaining that he gives his money away, it was clear that he was being **financially exploited by others**, and it was at this point the **Entrenched Rough Sleeper Social Work Team** became involved in 2023.

It took **three years** for the **Care Act (2014) assessment** to reach Karim!



## Better Outcomes Better Lives

The **Care Act Assessment** unveiled Karim's story.....the story of **trauma** in he experienced in Sudan.

Karim had developed hearing voices and found it difficult to concentrate as a trauma response.

*Karim came into the UK in 2017 after his village in Sudan was taken over by Janjaweed (Sudanese Military). He fled the village but returned with some other survivors to **remove the dead** from the village to perform funeral rites over a few days, his **wife and sister were killed** in this attack.*

*After having to flee from his village, he was arrested at a checkpoint because he had no identification, and it was believed he belonged to the opposition party. So, the police **detained and tortured** him for several weeks, he was released from prison and was told to report back daily. It was clear his life was in danger, so along with his brother they fled and ended up staying in a mine in a neighboring village, they stayed **hidden** for some time. Eventually Karim and his brother made their way to Libya, where they were **forced to work** for very little money on a farm. Eventually they save enough money get on a small **boat**, and they were rescued by the Italian authorities in 2016. They both arrived in France and in the same year arrived in the UK.*



# Better Outcomes Better Lives

## Karims story and a trauma informed approach...

### A trauma informed approach

"Liberation is always in part a storytelling process; breaking stories, breaking silences, making new stories. **A free person tells their own story.** A valued person lives in a society in which their story has a place." Rebecca Solnit, The Mother of All Questions

*Phil continues...* When working with Karim it was clear that working from a place of Karims, non-negotiable needs, was to feel safe, that was the priority.

A traumatic and highly adverse environment may lead to any human being to close down to the social world around them; there are adaptive, protective reasons for adopting this stance, but it can leave the person unable to function in relation to the social environment in a way that is ultimately beneficial. I was able **to draw on trauma informed training which gave me the skills and knowledge to have professional curiosity and adapt to Karims trauma responses.**

**Trauma can be triggered by environmental factors.** We need to plan, in a trauma informed way, prior to meeting with people. Meeting Karim with someone he trusted and spoke his language, created the ability to ensure Karim **felt no judgement, to help him feel safe.**

The **advocacy** from the **ASBAT** key worker, who pushed for an appropriate response from support services, the ongoing support from the **Key worker** from **Shelter** who stuck with Karim, by giving him **his voice** back. The **Care Act assessment** from the **Rough Sleeper Social Work Team**, The ongoing support from the **Rough Sleeper support service, GMP** and the **Homeless Mental Health Team** and finally the support from **Supported Housing Team**, have all **worked together** in supporting Karim to get to the place where he now feels **safe and secure**, he reports being **excited and positive future about his future.**

**This is the power and magic of a 'Team around the person trauma informed approach'.**

Celebrating  
The team around

Karim

*"I always like to ask people how they see their world as they are the professionals in their story, and they are the ones to prioritise the care and support needs." Phil*

# First Steps Action plan.

What	Who	When
Professional curiosity.	Everyone	Over time
Relationship based work.	Compassionate inquiry	Over time
Driving the Care Act to the hardest to reach.	Team around the person-Section 11 2 (b)	Over time