

Right There

**A manifesto
for safe homes,
supported people,
and strong
communities**



Homelessness is the problem — prevention is the solution

Every fifteen minutes a household becomes homeless in Scotland. It's a staggering statistic and one, which as a nation, we should be appalled by.

Homelessness is now at record levels. This is not a looming crisis; it is a reality being lived every day by individuals, families and communities across Scotland. During 2024 and 2025 over 34,000 households were assessed as homeless which included 38,674 adults and over 15,000 children.

We believe that this manifesto can act as a blueprint for ensuring that everyone in Scotland has the opportunity to have a safe home and be part of a strong community. We have outlined practical and achievable solutions for the next Scottish Government and the new Scottish Parliament to prevent homelessness, strengthen communities, and ensure people receive the right support at the right time. It asks for policy levers and solutions which will help the most vulnerable of society, and prevent homelessness becoming a vicious cycle from which there is little chance of escape. Homelessness is rarely the starting point, but rather the result of trauma, poverty, poor health, family breakdown, or a lack of timely support. Preventing homelessness therefore means addressing these root causes early, consistently and compassionately.

This manifesto has been developed with input from the people we support: the very people who are experiencing these issues, who have told us what they need to help them to thrive and feel safe.

We recognise the importance of embedding consistent, person-centred support into policies, and adopting an early intervention and prevention approach. This is at the heart of everything we are asking for. This manifesto recognises that homelessness is not just a housing problem. It cuts across health, education and social justice, demanding a cross-sectoral and collaborative approach if we are to reverse the crisis which currently exists.

Right There has over 200 years of experience working to prevent people becoming homeless and separated from their loved ones. We are here for everyone who is living with the effects of homelessness, poverty, addiction, or family breakdowns. By providing counselling, mentoring, and coaching we help people feel happier, safer, and more confident in taking steps to improve their own lives. Rooted in communities, we're there for people going through tough times.

We remain absolutely committed and resolute in our belief in our mission and our vision for a world where everyone has an equal chance to create a safe and supportive place to call home. We are ready to work with national and local authorities, politicians, policy makers and stakeholders to make that vision a reality.

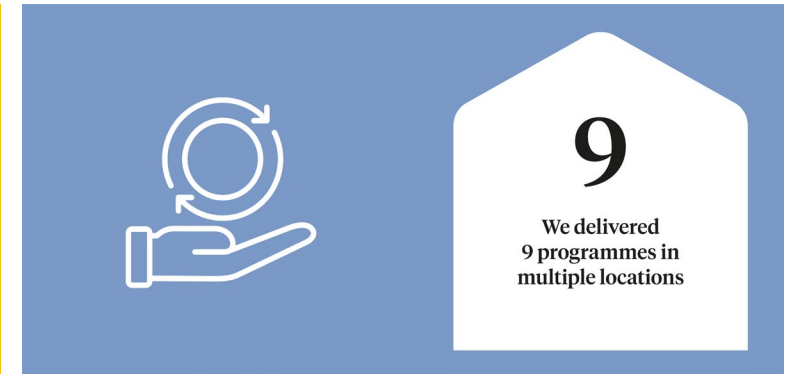
[Janet Haugh is CEO of Right There](#)



Who we are

Right There generates savings to the tax payer and other social benefits of at least **£308.6m** through its work with over **3,000** people each year.

In 2024/2025 we...



Each recommendation is underpinned by Right There's vision, mission and values.

Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life, with no judgement; walking alongside those who need support, while preventing them becoming homeless or separated from those they love.



Our Values

Our values are at the heart of everything we do – defining how we work together with everyone involved in our work.

Respect

We treat everyone the same way – with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We firmly believe in the goodness of people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Recommendations

Our Priorities

Right There's priority for political leaders is to end the cycle of crisis and instability, reverse the housing emergency, and ensure people receive the support they need to thrive, by:



- 1 Embedding consistent, person-centred support that follows people through key transitions such as leaving care, custody, or hospital.**
- 2 Investing in early intervention and prevention, recognising that timely support saves lives and public money.**
- 3 Strengthening cross-sector collaboration between statutory services, third sector organisations, and communities to address the interconnected causes of homelessness, poverty, and poor health.**

We are asking for:

Housing

- A national commitment to bring empty homes back into use, with guaranteed funding for essential repairs and maintenance in partnership with local authorities.
- More investment in maintaining existing stock, addressing damp, mould, and unsafe conditions to protect health and wellbeing.
- Ensuring that social landlords are equipped and encouraged to carry out their statutory responsibility to provide practical support for new tenants - particularly for those at risk of domestic abuse. Support should be timely, tailored and responsive to individual needs.
- Reform of housing-related benefits so that people can remain in their homes when moving into employment, training, or education, ensuring the system supports progress rather than penalises it.

Children and Young People

- A National Kinship Care Strategy guaranteeing financial, housing, and wellbeing support for children and young people in kinship care, not only their carers.
- Access to early mental health and wellbeing support in every community, including school-based counselling and local drop-in services, reducing the need for crisis referrals to Child and Adolescent Mental Health Services.
- A national programme to amplify young people's voices in policy and practice, ensuring those with lived experience of homelessness or care shape the decisions that affect them.
- Training and support for carers and professionals to respond to real-world risks such as digital exploitation, mental health struggles, and neurodiversity.

Health and Social Justice

- A national commitment to integrated addiction and recovery support, ensuring access to person-centred treatment, safe spaces, and housing for people in recovery across all local authority areas.
- Investment in community-led health and wellbeing services, enabling local organisations to provide wraparound support for people facing multiple challenges including mental health issues, trauma, and substance use.
- Mandatory "throughcare" for every prison leaver, with a dedicated worker providing relational support from pre-release through to stable housing, income, and health, removing the current opt-in barrier.
- Improved access to mental health services for people experiencing homelessness or housing instability, including outreach provision for those not in settled accommodation.

Education and Skills

- Core life skills education, including budgeting, tenancy rights and navigating public services, to be embedded in the Curriculum for Excellence.
- Removal of benefit barriers that prevent young people and adults from sustaining education or training while maintaining financial stability.
- Funding to tackle digital exclusion, ensuring everyone can access devices, internet and digital literacy training.
- Investment in local community learning hubs, embedding lifelong learning and opportunity within trusted community spaces.

Housing

Our manifesto calls for a renewed national commitment to ensure everyone has a safe, secure place to call home, advocating for practical approaches to support people to manage and maintain tenancies, enabling them to make positive progress in their lives.

Richard's journey

I was first referred to Right There a few years ago. After a difficult time with social support, substance use and housing workers in the past, I thought they wouldn't be able to help.

My partner and I were here, there and everywhere, staying with mates and family and then we ended up on the streets. We were at rock bottom living in carparks in Glasgow. We were sleeping rough for a while but eventually got put into a first-stop accommodation for just over three months, and that's when I was referred to Outreach: Housing Support.

I was still in the mindset of believing that Right There was just the "same as the rest", but how wrong was I. When I first

met Ceri and James I got a feeling I can't explain, but they cared and listened to me and would always ask what I thought before going ahead in doing anything. It was completely different from any support in the past and like I say they really do care.

They are here for the right reason – to help, and that's exactly what they do; whether it's with food, bus pass, gym pass, getting me through the door to recovery meetings or just a talk, it gives me massive peace of mind to have them to lean on if or when I need them.

I would recommend them to absolutely anyone who needs someone at their back.

Our asks

- A national commitment to bring empty homes back into use, with guaranteed funding for essential repairs and maintenance in partnership with local authorities.
- More investment in maintaining existing stock, addressing damp, mould, and unsafe conditions to protect health and wellbeing.
- A Support Beyond the Keys commitment, ensuring that as the Housing (Scotland) Act 2025 is implemented, social landlords are supported and expected to provide practical and emotional support for new tenants. This should follow the Ask and Act approach, ensuring support is timely, tailored, and responsive to individual needs
- Reform of housing-related benefits so that people can remain in their homes when moving into employment, training, or education, ensuring the system supports progress rather than penalises it.



Children and Young People

Every child and young person deserves to grow up safe, supported, and heard. We are committed to ensuring young people have the support and tools they need to respond to the real-world challenges facing them today.

Rhianna's journey, told by Jena Hughes, Rhianna's support worker

At a young age, Rhianna, aged 14, lost her nana, and with that the family lost their support system, which sadly led to them becoming homeless for six months. When a young person experiences trauma they often don't know how to deal with their feelings, and it can unravel in different ways. For Rhianna this major event had a big impact on her attendance at school and conflict arising at home with her mum and step-mum.

When a family reaches what's often called a crisis point by social work, they can be referred to Right There's Intensive Family Support team in Glasgow. This programme offers 1-1 support for families going through hard times, helping them realise their strengths, improve communication, and equip them to create healthier and happier relationships with each other.

The family got support from the Right There programme and as their dedicated support worker, I was working with them every week. I worked closely with the whole family, getting to know them as individuals and as a family, and listening to their voice in order to provide tailored emotional and practical support. From advocating with the school, providing support with counselling sessions, and working with mum and Rhianna to resolve conflict in a healthy way, so that the family can move forward together.

Since getting support from Right There things have started to change with Rhianna now attending school again and having the confidence and awareness of how to manage her behaviour in a positive way.

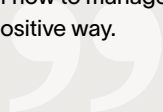


Image for illustrative purposes and is not the individual featured in the case study.

Our asks

- A National Kinship Care Strategy guaranteeing financial, housing, and wellbeing support for children and young people in kinship care, not only their carers.
- Access to early mental health and wellbeing support in every community, including school-based counselling and local drop-in services, reducing the need for crisis referrals to CAMHS (Child and Adolescent Mental Health Services).
- A national programme to amplify young people's voices in policy and practice, ensuring those with lived experience of homelessness or care shape the decisions that affect them.
- Training and support for carers and professionals to respond to real-world risks such as digital exploitation, mental health struggles, and neurodiversity.

Gino's journey

My name is Gino and I have been supported by Right There in Edinburgh.



During Covid I gave up my flat as I was falling into arrears after being furloughed and not receiving a full wage. I began living in my car and this unfortunately led to losing my job as I had no fixed address. After living in my car for over a year I could no longer afford the upkeep and had to give it up as well. When this happened, I went to the council to present as homeless and explained my story. Initially the council gave me other temporary accommodation, but I was uncomfortable there and had no support. After staying there for a few weeks, I began receiving support from Right There and it was the right move for me.

I had been having issues with my physical and mental health but at this time I wasn't receiving any support or treatment. I was at a low point with depression and experiencing suicidal thoughts as well as struggling with a diagnosis of Chronic

Obstructive Pulmonary Disease (COPD). Throughout this time the staff supported me emotionally and to get the external support I needed. I was supported to register with a local GP and started to get support with my mental health and COPD. I have also been referred for counselling and I am currently on a waiting list. I have started a healthy eating plan making loads of smoothies and healthy meals which has been another improvement to my health.

In my time with Right There so far, the staff have been brilliant at supporting me with any goals I wanted to achieve. I always feel I can come to staff at any time, and they will do whatever they can to make my goals happen. I have been supported to apply for adult disability payment and been successful as well as being awarded a higher rate of Universal Credit, which took a weight off my mind about how I was going to cope

financially as I cannot work due to my health conditions. I have been referred to local foodbanks, the community optician and supported to get my disability bus pass. I am currently in the process of getting a mobility grant to get physical aids to support me as my COPD progresses.

I feel so much safer and more structured. I have been taking part in activities such as baking with staff, participation forums, and I even made everyone some delicious hot dogs for our Halloween party this year. Overall, I just feel so much more positive than I did before and I am looking forward to the future, getting pets and spending more time with my family which I didn't feel would be possible before. I am currently planning a holiday with my daughter and her family, I can't wait! I would like to thank the staff for going above and beyond, Right There's support has really saved my life.

In their own words... Voices of those we support

“I have been in places like this all my life, I’ve never had a room like this. I just had single rooms before, everything was in one room, my window was smashed and they wouldn’t fix it. It’s better here, I’ve got my own wee flat here.”

“Before I moved in, I got to come for a visit. I was a bit scared at first but I met my key worker that day and instantly wanted to stay here. I didn’t want to leave.”

“I built trust with them, I trust them to help me. I didn’t have that before. Nobody.”

“If you told me a year ago working with my support worker would take me where I am now, I wouldn’t have believed you. I would’ve thought it’d be another dead end, and another hopes up to be let down. But it’s been the complete opposite.”

“My head’s in a much better place, and I owe it all to Right There.”

“Overall, I just feel so much more positive than I did before and I am looking forward to a future with my own tenant, getting pets and spending more time with my family which I didn’t feel would be possible.”

Health and Social Justice

Our manifesto calls for a national commitment to integrated, person-centred addiction and recovery support in every local authority, with access to treatment, safe spaces, and stable housing, alongside sustained investment in community-led health and wellbeing services.

Jamie's journey, told by Martin Russell, Jamie's key worker

Jamie was referred to Right There by social work when he was serving a sentence in Polmont Young Offenders. The local social work department were struggling to place him in any other accommodation due to his offending behaviours and risks involving knives, serious assault and misuse of illicit substances.

Jamie had suffered severe trauma throughout his early childhood and neglect due to his parental chaotic and transient lifestyle. He had lived in a kinship arrangement until the age of 15 years old when social work had been contacted regarding Jamie's escalating behaviour being intolerable. He was putting himself and others at risk and was moved on to a Children's House where he remained.

Jamie's offending continued, and he was referred to youth justice aged 17 as it was felt that his offending was the most worrying issue. Jamie continued to display behaviour that has caused others fear and alarm and

placed them at risk within the unit. A police curfew was imposed by the Court which Jamie breached several times resulting in him being taken into custody.

Jamie moved into our accommodation in September 2024 on his release from custody in Polmont. He was accommodated within a full flat to himself and agreed additional staffing to help support him. Jamie settled in very quickly to the accommodation. He was on a curfew from 9pm to 7am which to this day he has managed every day and not breached this at all.

He has engaged with me, his key worker and the support team around him and has strived within the accommodation. He continues to work alongside his care manager and has not reoffended since moving into the accommodation.

(Jamie's name has been changed to protect his identity)



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Our asks

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Education and Skills

We want to give young people core life skills and the practical means to pursue further education and training, whilst ensuring that nobody experiences digital exclusion.

Sophie's journey

I was diagnosed with severe anxiety and depression at the age of 14 when I was living in a residential home. Before that I had been in foster care and didn't have a good experience, which is what caused my depression to build up.

I then left care when I was 16 and got my own place and that's when the anxiety really hit for me. I was in a town I wasn't familiar with; I didn't know anyone, and I was quite far from home.

It was really scary because I was a teenager, and I was never given the life tools I needed; I didn't know what I was doing. Over the years, my anxiety and depression got worse and worse and even though I received some support it was never dealt with properly, right up until very recently.

When I was referred to Right There, that's when things started to change for me. I was matched with my support worker, which I was really nervous about at the start, but I'm so glad I gave him a chance because we've accomplished outstanding amounts.

We started off with small goals, like getting out of the house, making phone calls, and opening mail, which is something that I hadn't been able to do before. The support from Right There is just so different from what I've had before. It meets my specific needs and is flexible to what works for me. The security of knowing someone was always there for me was something I really needed. For years I was pretending that everything was okay, but I don't need to do that anymore.

Having my support worker to teach me how to manage my anxiety and be there to show me how to do something so that I can then do it on my own has been great. I would say that the support has made a huge difference in my life, I now have ways to help me cope and I am not scared anymore. Now when I think about the future, I think I just need to keep going because it's going to be even better next year.

Right There was like a new lifeline, I got to start over, it was like a second chance.

Our asks




- Core life skills education, including budgeting, tenancy rights and navigating public services, to be embedded in the Curriculum for Excellence.
- Removal of benefit barriers that prevent young people and adults from sustaining education or training while maintaining financial stability.
- Funding to tackle digital exclusion, ensuring everyone can access devices, internet and digital literacy training.
- Investment in local community learning hubs, embedding lifelong learning and opportunity within trusted community spaces.



Right There

**Together, with the right
choices, Scotland can
prevent homelessness
and build a safer, fairer
future for everyone.**

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