

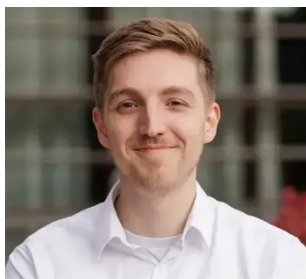
18th SEPTEMBER, THURSDAY

16h00 – 17h30	SEMINAR SESSION 1 - Participants will be asked to select one of these 6 parallel seminars
Seminar 4: Policy Design (Room: X) - Chair: Mike Allen, IE	
Marta B. Borges, Ines Amaro, Alexandra Camilo, PT: The Social Risk Assessment Scale: A Tool for Identifying and Responding to Social Emergencies	
<p>This paper presents the Social Risk Assessment Scale, developed by the Portuguese National Emergency Hotline (LNEs), as an essential tool for professionals to assess the level of risk in social emergency situations. In the context of social intervention and crisis management, this action-research project examines the theoretical basis, methodology and practical application of the scale in assessing vulnerability and guiding immediate response strategies. Using a structured scoring process, the scale categorizes levels of risk based on factors such as individual, housing, socio-family, institutional and economic contexts. This research examines the challenges of implementing the scale and the benefits of standardised risk assessment in ensuring effective social protection interventions. By integrating real-time risk classification into emergency response systems, this study highlights the role of the scale in informing decision-making processes and informing public policies aimed at reducing social vulnerability. The findings underscore the importance of evidence-based tools in strengthening crisis intervention frameworks and improving the coordination of social services.</p>	
<p>Marta Borges - Social Worker, Master in Communication Sciences, Organisations and New Technologies, Doctoral Candidate in Social Work at ISCTE, IUL, member of the Board of the Association of Social Workers and member of the Portuguese Society of Psychosomatics. She has experience in the field of addictive behaviours and dependencies since 1999, working in the areas of treatment, deterrence and harm reduction. Coordinator of the DICAD/ARSLVT Regional Harm Reduction Team between 2012 and 2020. Currently coordinator of the ISS,IP Social Emergency Centre with responsibility for the National Social Emergency Line. Research interests: social work, harm reduction and trauma.</p>	
<p>Research Team from the Portuguese Social Security Institute(ISS,IP): Maria Inês Amaro - Social Worker, Director of the Social Development Department Alexandra Camilo - Psychologist, Social Emergency Unit; Ana Moreira - Psychologist, Social Emergency Unit - Portuguese National Emergency Hotline; Renata Matos – Social Worker, Portuguese National Emergency Hotline; Maria Gonçalves - Social Worker, Portuguese National Emergency Hotline; Irene Capinha - Social Worker, Portuguese National Emergency Hotline; Teresa Guerreiro - Social Worker, Portuguese National Emergency Hotline; Dulce Lamas - Psychologist, Social Emergency Unit - Portuguese National Emergency Hotline</p>	
Michelle Binfield, Luke Arundel, Guillermo Rodriguez-Guzman and Graeme Gardner, UK: The UK's Test & Learn & Systems-Wide programme: Using evidence to accelerate an end to homelessness	
<p>We know that homelessness is a systemic issue, with both individual and structural factors. Individual factors include relationship breakdown, trauma, mental ill health, and substance use, while structural factors, experiences of poverty, financial insecurity linked to unemployment and the operation of the benefits system, housing supply and affordability, asylum and migration, and the impact of time spent in public institutions such as prison or the care system. Despite recognition of the interrelated nature of these challenges, it is often difficult to address them at a systemic level, which requires a multi-faceted approach, involving collaboration between central, regional and local government, homelessness charities, landlords, and a wide range of other stakeholders. In many cases, we also lack evidence on the impact of many of our actions, including the potential for some interventions to be less effective than we anticipate or even cause harm. This limits our ability to focus limited resources where they matter the most. Investments in understanding what works - particularly using scientific methods like randomised controlled trials - revolutionised the types of care people receive and the outcomes they experience. Systems-sensitive approaches offer a valuable complement, helping to identify opportunities for systems-wide change.</p>	

In this presentation, we will introduce and share reflections on the Test & Learn & Systems-wide evaluation programme, the first of its kind in homelessness. The programme to, commissioned by the UK government and delivered by a consortium led by the Centre for Homelessness Impact, is setting up new services and robustly evaluating them using randomised controlled trials (T&L); and employing a wide range of methods to identify opportunities for systems-wide change (SW).



Michelle Binfield oversees the delivery of the Test and Learn and Systems-Wide Evaluation programme, and on our implementation work with local areas to support insights from evidence being put into practice. She has been involved in homelessness and rough sleeping for over 30 years as a provider, a commissioner, and a strategic lead. She has worked in central government, local government, and regional government.



Luke Arundel is Evidence and Data Lead at the Centre, where he leads multiple research projects including several of the Test & Learn evaluations. His focus is on impact evaluation, having worked on multiple randomised controlled trials and quasi-experimental designs in homelessness and higher education.