



catching
LIVES

ENGLAND'S HOMELESSNESS DAY SERVICES RESEARCH REPORT LAUNCH

FROM HOMELESSNESS TO BELONGING



HOUSEKEEPING



Agenda for Today:

- Context setting with **Eve McCallam**
- Core findings with **Becky Rice**
- Case Study from **Tasmin Maitland**
- What next for the research
- Your Questions

Use the Q&A function so that we can compile your questions at the end



Research findings

CONTENTS



- **Aims and methods**
- **Findings**
 - Describing services
 - Three key themes
 - Challenges
 - The future of day services
- **Recommendations**

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- Understand and describe how services are working
- Understand what support this group of services need to develop and thrive
- Increase the profile and understanding of faith and community-based day services

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METHODS



- **Data analysis** - bringing together what we know
- **Online survey** - perspectives from as many services as possible
- **Case studies** - to get more in depth feedback

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DATA ANALYSIS - IDENTIFYING AS MANY SERVICES AS POSSIBLE



DATA SOURCE	NO. DAY SERVICES IDENTIFIED
Housing Justice	59
Homeless Link	153
Both	20
TOTAL	232

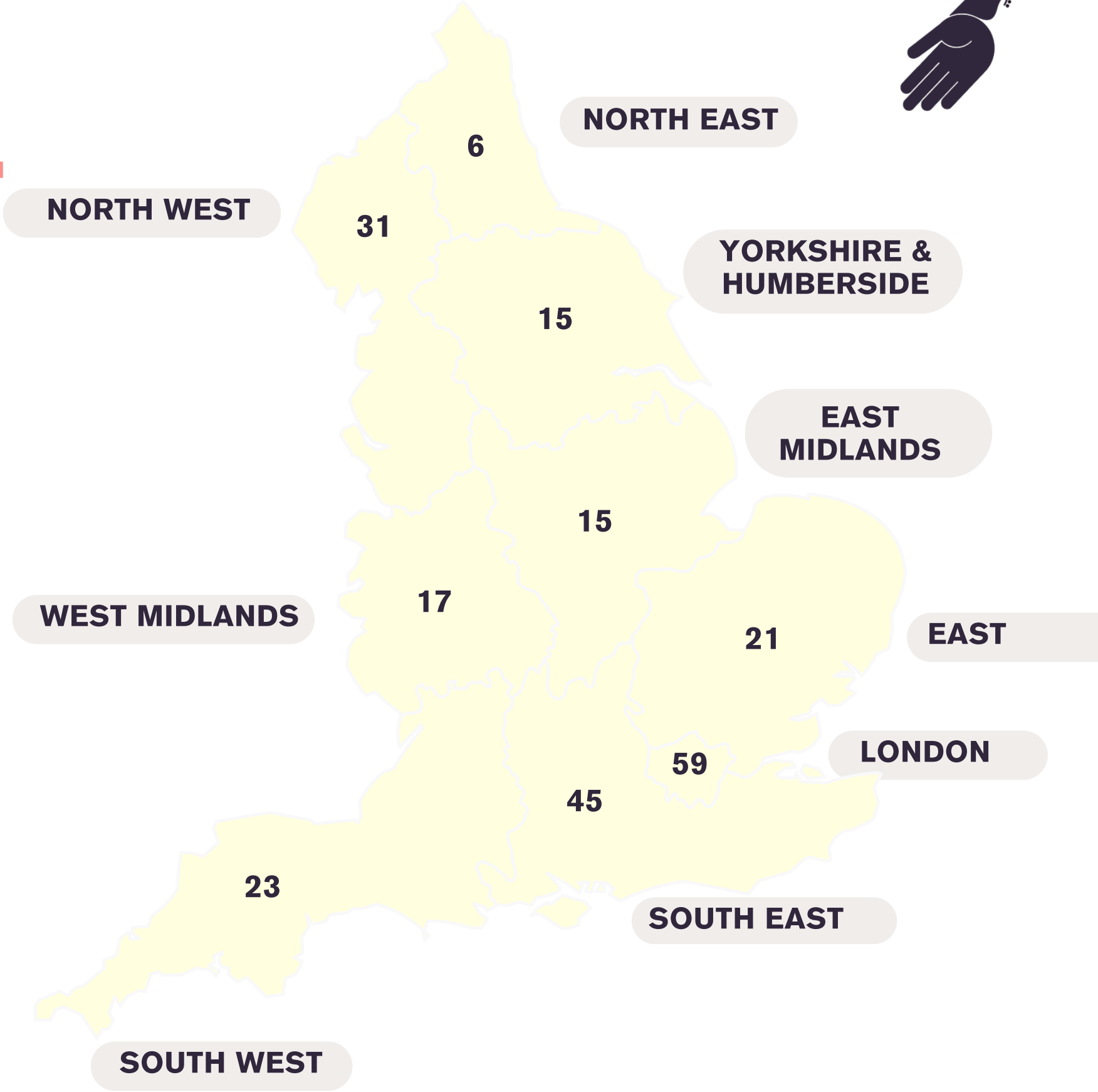
Day Centres
+ evolving
daytime
offers from
shelters etc

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REGIONAL BREAKDOWN



REGION	TOTAL
London	59
South East	45
North West	31
South West	23
East of England	21
West Midlands	17
East Midlands	15
Yorkshire & Humberside	15
North East	6
TOTAL	232



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Describing services

DEFINING SERVICES



- Reaching services from across the faith and community sector
- Broader than 'day centres'
- Emerging definitions

Day services

Place-based, non-accommodation services.

Provide a vital point of contact.

Focus on those who fall through the safety net.

Almost always provide: 'essentials', casework & advocacy, relationship building

Community hub

Single location acts as multi functional space

Access to range of services from one space

Integrated provision - one stop suite in reach

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ORGANISATIONAL IDENTITY



RESPONSE OPTIONS	NUMBER	PERCENT
Faith-based	33	37%
Community-led (non-faith)	30	33%
Both/Mixed	18	20%
Other	9	10%
TOTAL	90	100%

Other
included
local
authority
service and
specialist
LGBTQ+
service

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AGREEMENT WITH STATEMENTS ABOUT IDENTITY

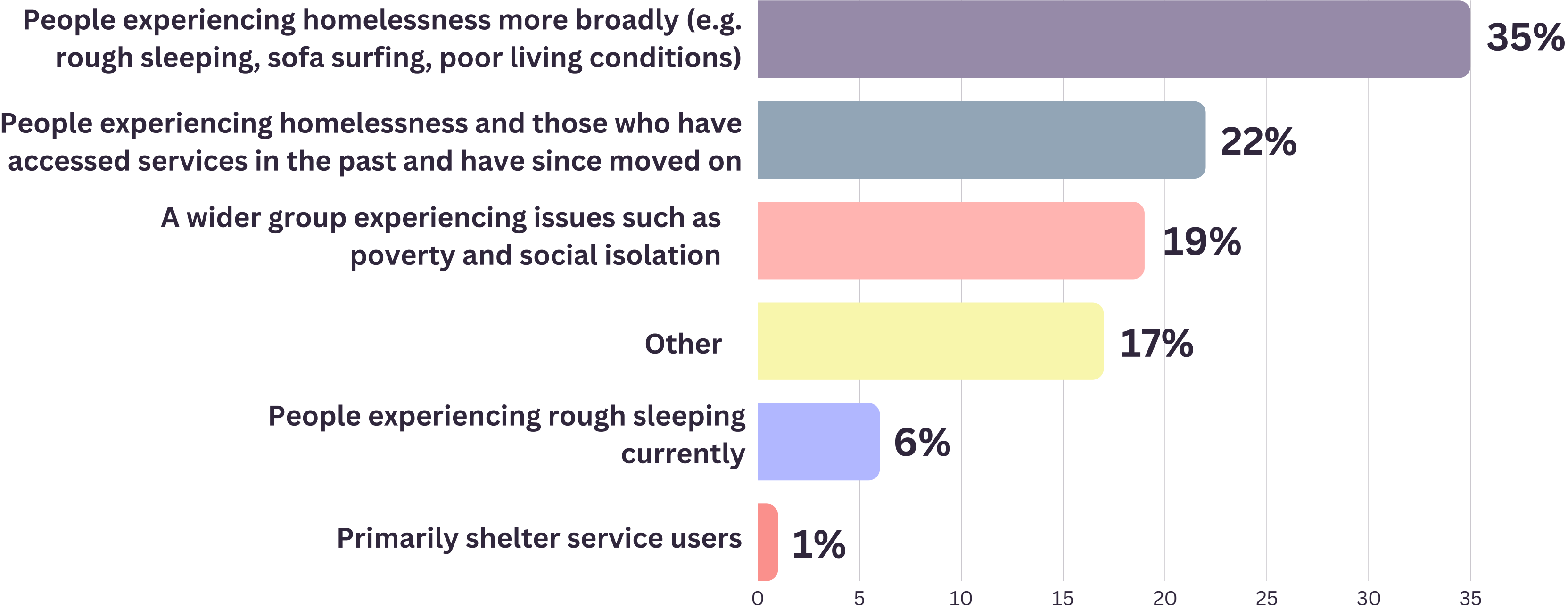


Statement	Level of agreement (and strong agreement)
We act as a community hub	96% (63%)
We are the main place locally for people experiencing rough sleeping to go during the day	85% (61%)
We are as much about community and connection as we are about homelessness	91% (53%)
We focus on providing a basic humanitarian response for people not getting the help they need elsewhere	87% (46%)

“While we do provide essential humanitarian support such as food, warmth, crisis drop-ins and advocacy, our organisation is broader than only emergency response. ...this description fits us but does not capture our full scope”

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WHO ACCESSES YOUR DAY SERVICES



Base: all responding (85) % agreement

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TYPICALLY SERVICES:

- Are small organisations
- Operate all year round
- Have their own dedicated space
- Have a night shelter (58%)



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A photograph of a clothing rack filled with various items of clothing, including a prominent red jacket in the foreground and a yellow and grey striped jacket on the right. The background shows more clothes hanging on the rack.

Three key themes

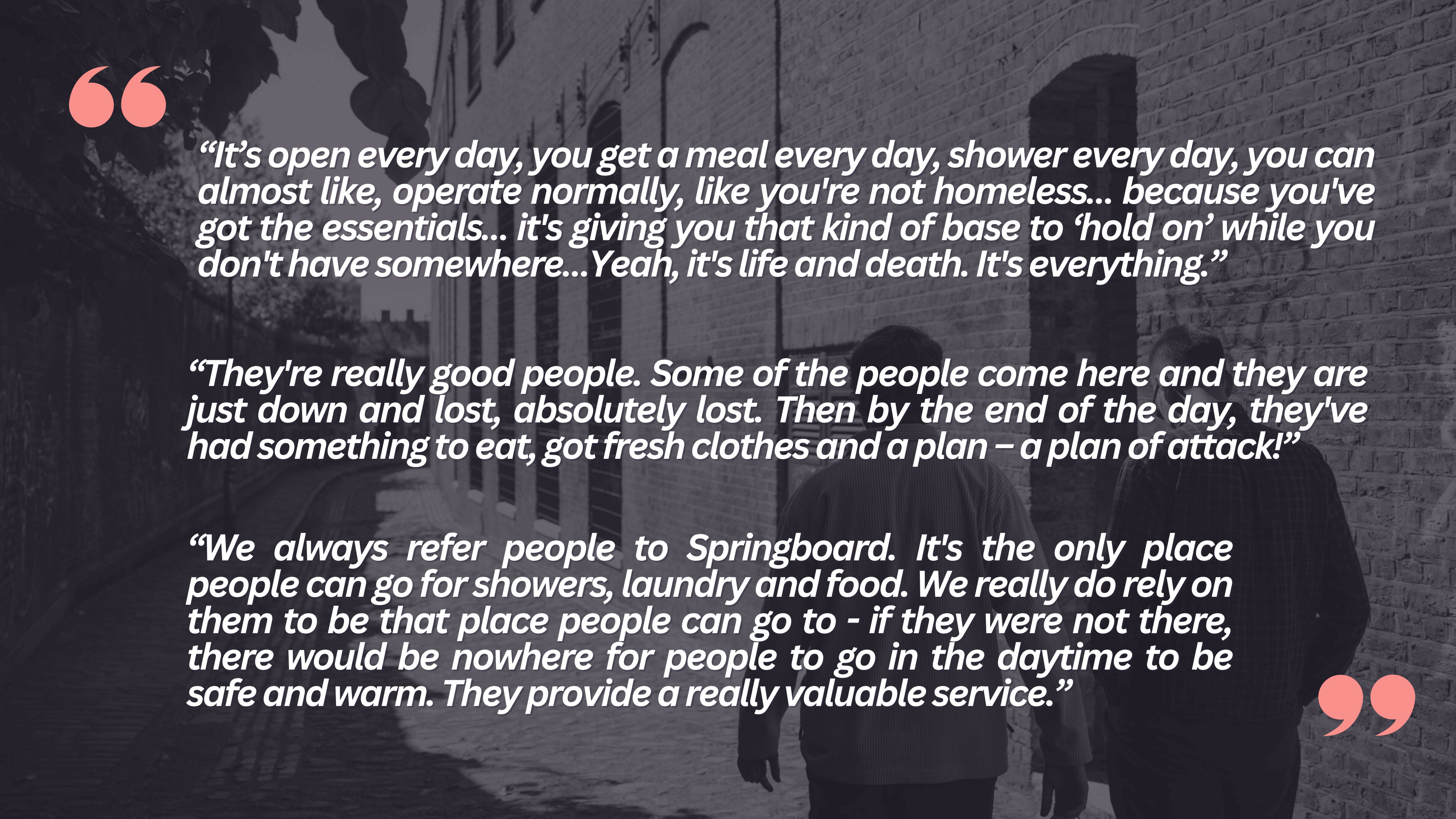
- 
- A photograph of two men in a kitchen. The man on the left, who is older and has a beard, is wearing a blue and white striped shirt and a white apron with a floral design. He is smiling and looking towards the camera. The man on the right is wearing a grey cap and a striped shirt, and is focused on kneading dough on a stainless steel counter. In the background, there is a window, a fire exit sign, and various kitchen equipment like a mixer and pots.
- 1) Unique and valued
 - 2) Integrated
 - 3) Prevention

1 UNIQUE AND VALUED



- **Stakeholders:**
 - the only place for people to get essential services
 - a place where people who are stigmatised and excluded are valued
 - provide an independent voice/ advocacy
- **People accessing services:**
 - help to survive and function - phones, showers, food
 - relationships and trust
 - welcome when turned away elsewhere
 - somewhere to spend time and connect with others
 - independent help to find a route out of homelessness

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“

“It’s open every day, you get a meal every day, shower every day, you can almost like, operate normally, like you’re not homeless... because you’ve got the essentials... it’s giving you that kind of base to ‘hold on’ while you don’t have somewhere... Yeah, it’s life and death. It’s everything.”

“They’re really good people. Some of the people come here and they are just down and lost, absolutely lost. Then by the end of the day, they’ve had something to eat, got fresh clothes and a plan – a plan of attack!”

“We always refer people to Springboard. It’s the only place people can go for showers, laundry and food. We really do rely on them to be that place people can go to - if they were not there, there would be nowhere for people to go in the daytime to be safe and warm. They provide a really valuable service.”

”

2 INTEGRATED - FOR PEOPLE ATTENDING



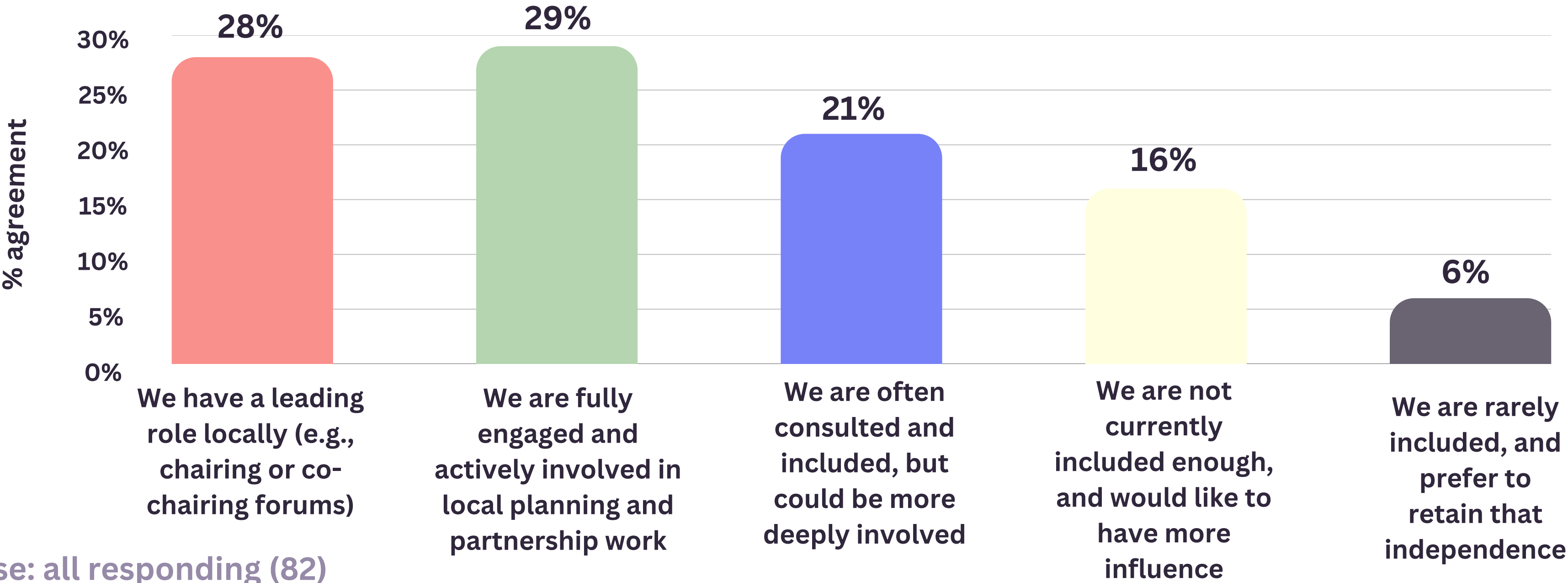
- **In reach** - health, DWP, Housing Options, public health
- **Referral** - information, navigation, active connection with other services
- **Advocacy** - able to push for action and support people to explain their needs
- **Safeguarding and multi agency work** - ‘eyes on’ people

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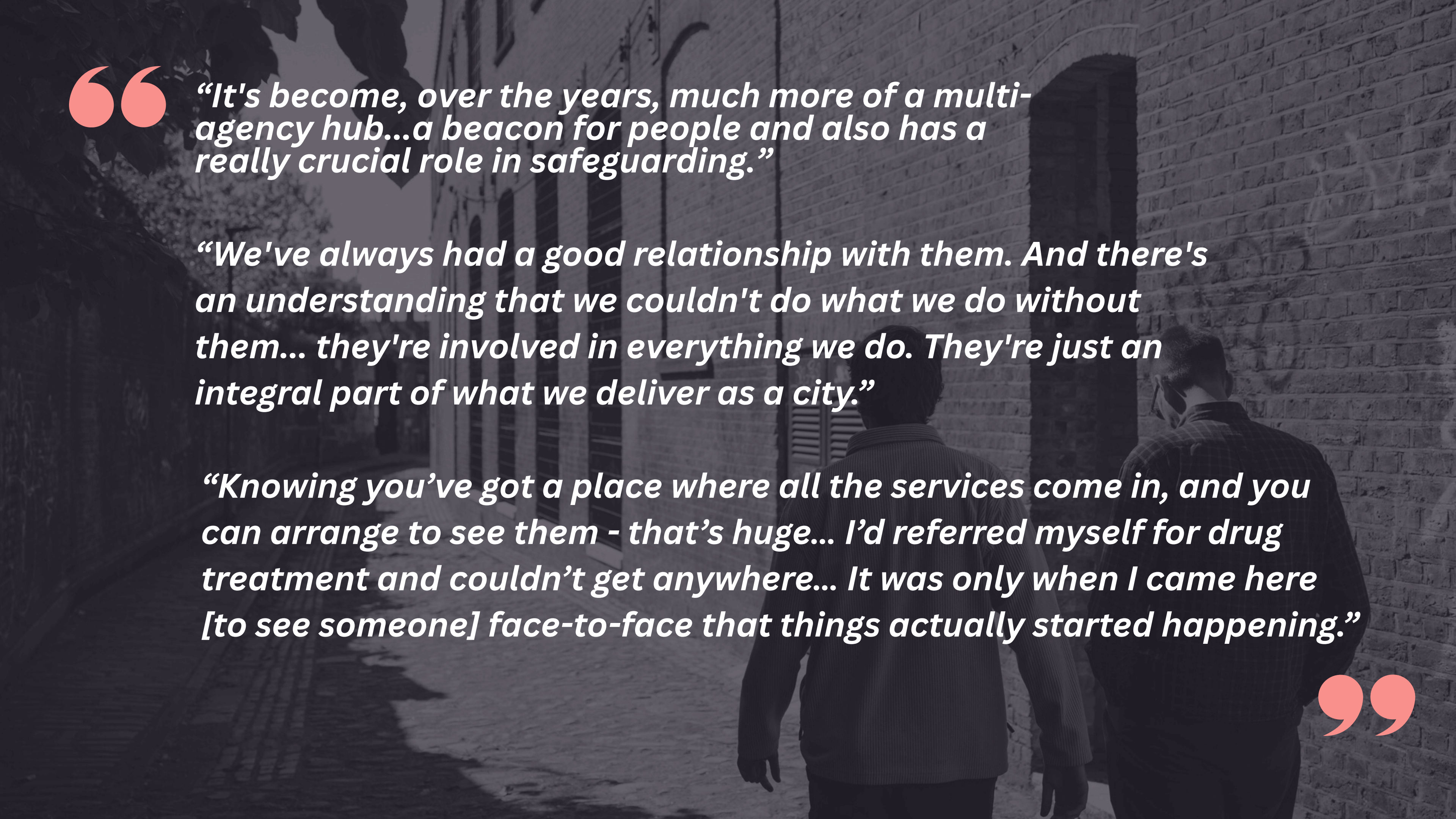
2 INTEGRATED - WITHIN THE LOCAL SYSTEM



How involved is your service on local approaches to addressing homelessness?



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“It's become, over the years, much more of a multi-agency hub...a beacon for people and also has a really crucial role in safeguarding.”

“We've always had a good relationship with them. And there's an understanding that we couldn't do what we do without them... they're involved in everything we do. They're just an integral part of what we deliver as a city.”

“Knowing you've got a place where all the services come in, and you can arrange to see them - that's huge... I'd referred myself for drug treatment and couldn't get anywhere... It was only when I came here [to see someone] face-to-face that things actually started happening.”

”

3 PREVENTION - DEFINING PREVENTION



We work to
prevent
homelessness
as well as
responding to it
87% agree

“In talking about prevention, it's really important to be clear about what this actually means as it's a broad term with a number of potential interpretations....We are interested in preventing homelessness, at the point of crisis... To try and do it earlier would spread our resources far too thinly.”

“We'd like to see a shift for all agencies to be able to work more in the prevention area rather than the response and crisis management.”

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PREVENTION - TERTIARY



- **Ensuring homelessness is not repeated:**
 - A safe and familiar ‘open door’ when issues arise
 - Ongoing connection, meaning and support - diverse approaches
 - Aftercare and resettlement roles

“We enable people who have experienced homelessness or rough sleeping to keep in touch with those services and staff they trust to offer ongoing support. It helps make homelessness a once-only experience.”

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PREVENTION - EMERGENCY



- **Ensuring homelessness is as brief as possible**
 - Building trust
 - On site access to support
 - Referrals
 - Multi agency work

“When you're approaching people on the street... [they] don't really understand who you are or what your job title is... When we then subsequently meet people through a day centre it's kind of almost trust by association, so it does help to facilitate lots of better engagement.”

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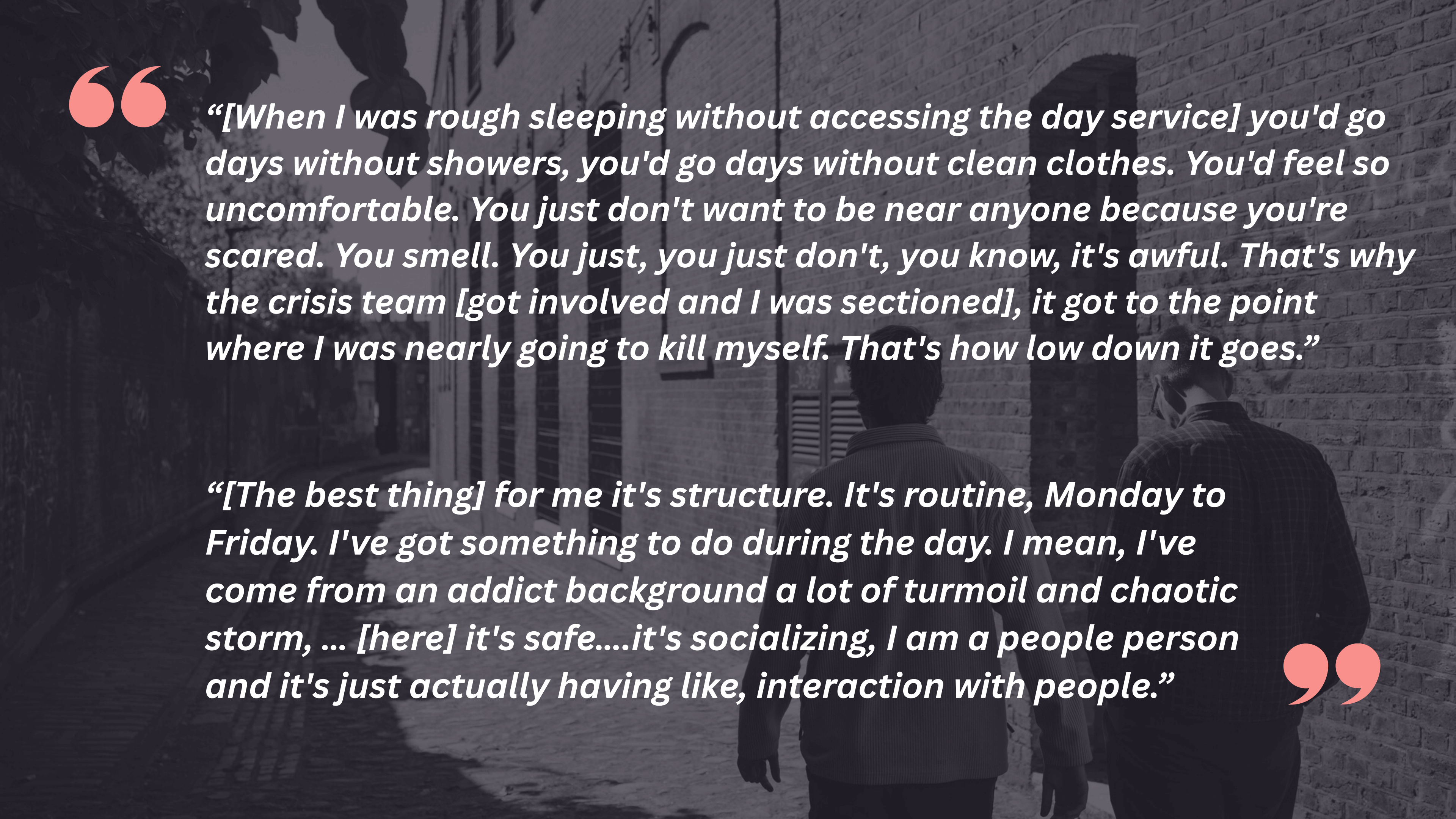
PREVENTION - HEALTH AND HARM MINIMISATION



- **Preventing escalating health problems**
 - Access to health and substance services
 - Providing connection and structure
 - There for the long run

“Without Emmanuel House I think we’d see a lot more people sitting around on the streets. A lot more begging... people getting sicker and not accessing healthcare... I think we’d lose people.”

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“

“[When I was rough sleeping without accessing the day service] you'd go days without showers, you'd go days without clean clothes. You'd feel so uncomfortable. You just don't want to be near anyone because you're scared. You smell. You just, you just don't, you know, it's awful. That's why the crisis team [got involved and I was sectioned], it got to the point where I was nearly going to kill myself. That's how low down it goes.”

“[The best thing] for me it's structure. It's routine, Monday to Friday. I've got something to do during the day. I mean, I've come from an addict background a lot of turmoil and chaotic storm, ... [here] it's safe....it's socializing, I am a people person and it's just actually having like, interaction with people.”

”



Challenges

A NETWORK UNDER PRESSURE



- **Three biggest challenges**
 - Managing demand - being overwhelmed
 - Funding / funding stability
 - Premises and buildings

*Managing the service and demand go hand in hand: the more people, the less safe it feels. People's needs are higher too, particularly around substance misuse.”
(Survey respondent)*

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IMPACT OF OPERATING CONTEXT



- Focussing on basic provision
- A less comfortable environment
- Limited by space
- Less able to prioritise e.g. resettlement, prevention, intensive service navigation

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The future

FUTURE PLANS



- Over half (52%) plan to expand and develop
- 40% plan to maintain
- Areas services would like to develop

Intensive case work

**Extending offer -
weekend and evening**

**Increasing outreach /
community based
support**

**Increase creative/
therapeutic activities**

**Extend resettlement
offer**

**Improve basic
facilities- washing
machines, computers**

**Extend and diversify
inreach**

**Develop offer for
women/ younger
people**

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A photograph of a group of people in a community center or shelter. In the foreground, a woman with long brown hair sits at a table with a green and white checkered tablecloth, her hands clasped. Behind her, a man in a grey hoodie and a man in a green hoodie sit at another table. To the right, a man in a grey and black jacket stands with his back to the camera. In the background, a woman in a white shirt and black pants stands near a doorway. The room has red walls and a bulletin board with various notices.

Recommendations

RECOMMENDATIONS



- **Recognition and resources** - including sustainable core funding, investment in building, investment in the workforce
- **Preserving the unique characteristics** e.g. independence, deeply connected with the local community
- Supported to better **capture outcomes and influence**

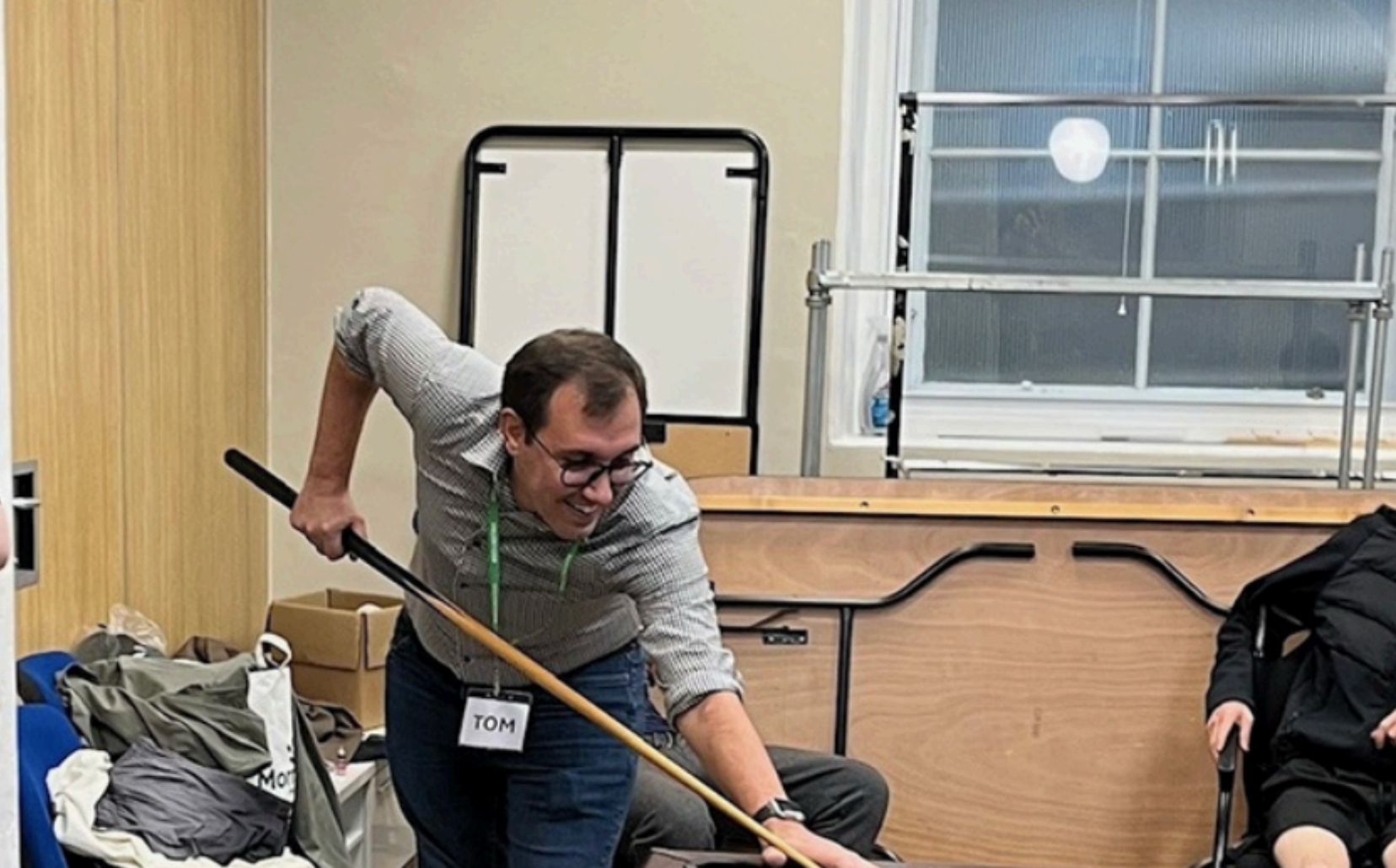
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RECOMMENDATIONS CONT



- The **community hub model** should be recognised - essential services + relational approach - access to an array of services
- **Consistent In reach** from local services should be an expectation
- Services should be regarded as **local experts** and consulted and involved
- Opportunities to **extend prevention work** (including resettlement) should be resourced and supported

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Thank you!



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Case Study

CASE STUDY: CATCHING LIVES

- Canterbury
- 7 days a week
- People 18+ who are homeless or insecurely housed
- Essential facilities
- One-to-one support
- Activities
- Multi-agency hub
- c.12 staff + volunteers
- OT & Social Work student placements
- Social enterprise bookshop
- Average 33 people per day
- c.510 people p.a.

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CASE STUDY: CATCHING LIVES

MULTI-AGENCY HUB

Weekly in-reach / visits / meetings:

- Forward Trust - substance use
- Rising Sun - domestic abuse
- Canterbury City Council rough sleeper team
- ROAR - lived experience recovery mentors
- NHS Complex Needs outreach nurse
- NHS Rough Sleeper Mental Health Practitioner

Quarterly / responsive:

- Health Days (pictured) - DentAid van, Hep C Trust
- Royal British Veterans Enterprise
- DWP, Citizens' Advice



CASE STUDY: CATCHING LIVES

Challenges

- Costs of multi-agency hub mostly on us, although benefits are shared
- Building lacks flexibility / comfort
- Being trauma-informed as a communal service
- Unpredictable levels of need
- Falling public donations
- Rising utility costs
- Recruitment & team morale



CASE STUDY: CATCHING LIVES

Future ambitions

- Secure multi-year funding & core costs
- Grow our trading income
- Tenancy sustainment support
- Community progression support
- Stronger local strategic partnerships
- Expand use of volunteers
- Funding for a co-production role
- Refresh the building inside & out
- Adapt our space to increase flexibility





What's Next?

WHAT'S NEXT?



- We need to bring day services more firmly into the national conversation.
- We need to strengthen the voice and influence of day services.
- We need to support the preventative role that day services play.
- We need to protect what makes day services effective.

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Your Questions

CHARITY NUMBER | ENGLAND: 294666 | SCOTLAND: SC053819

[HTTPS://HOUSINGJUSTICE.ORG.UK](https://housingjustice.org.uk)



FROM HOMELESSNESS TO BELONGING



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