

Homeless Link

Making the **most** of your Homeless Link membership

homeless.org.uk

Whether you've recently joined or been with us for a while, take advantage of the benefits of being a Homeless Link member



Explore our resources

Access the latest practice and policy guidance
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Build your network

Connect with peers from across the sector
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Develop you and your team's skills

Access discounted training, coaching and leadership support
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Share your success

Inspire others and share lessons for change
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Exclusive member discounts

All Homeless Link members and their staff enjoy **over 25% off** our training, job advertising, coaching and consultancy.

Welcome

Thank you for being part of the movement to end homelessness for good.

At Homeless Link our vision is to ensure everyone has a place to call home and the support they need to keep it.

Our strategic plan is entitled "Many voices, one vision" to demonstrate that your membership collectively raises the voice of the sector, creates opportunities for shared learning and celebration, and provides challenges to systems that are not working for people.

Your skills, experience, resources and passion are central to everything we do at Homeless Link. Your voice shapes all our work, from how we lobby government to what resources we develop. And your membership fee ensures our campaign work is independent and led by our members' voices, so the money goes straight back into supporting our shared mission to end homelessness.

We're here not just to listen to you but to support you - whether through helping you to navigate good practice, access training and development opportunities, or by bringing you into a network of other organisations and professionals working to end homelessness. So please explore the opportunities listed here and share them with the rest of your organisation.

This brochure sets out how to make the most of the benefits of being a Homeless Link member. Rather than a long list of things to do, I hope this shows avenues to support and ways to collaborate to deliver change.

And, as a member, if you do have any feedback or suggestions on how to make your membership experience better feel free to drop us a line at membership@homelesslink.org.uk.

Looking forward to speaking to you again soon.

Best wishes,
Rick Henderson
Chief Executive



Get everyone involved!

As an organisational member all of your staff and volunteers can access the benefits of Homeless Link membership. We need your help to get the word out about Homeless Link membership in your organisation.

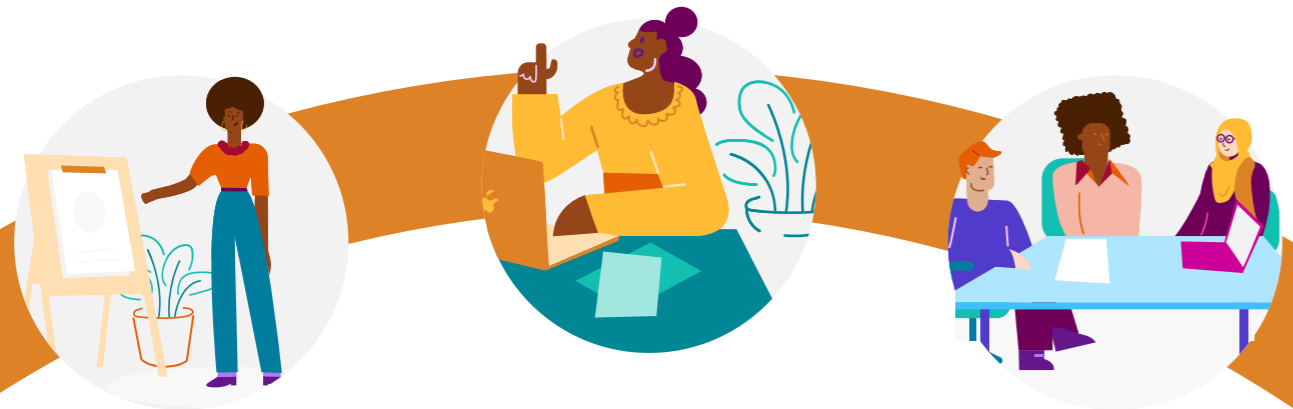
Please ask everyone to sign up to our newsletters to be the first to hear about what's going on and access upcoming opportunities.

> homeless.org.uk/email-sign-up

Explore our resources

How do I support people to access mental health services? How can my service be more inclusive? Are there any good examples of non-commissioned services working with local authorities?

Every day people working in homelessness are confronted with complex questions and few resources to solve them. We've created resources informed directly by our members' practice and expertise which you can use to help you in your work.



Knowledge Hub

Explore our latest research, guidance, podcasts, policy documents, webinar recordings and bitesize e-learning packages via the Knowledge Hub. Through these online resources we provide expert practical guidance to help you adapt to changing demands, stay up to date with latest thinking and develop new approaches to support people out of homelessness.

> **Browse the Knowledge Hub**

Webinars

We run free topical webinars as needed, in response to what's happening in the sector and in the wider society. Our webinars are designed to be a short, informative session with tools, ideas, and routes to gain further help and advice should you need it. All recordings are available in the Knowledge Hub.

> **To sign-up to our next webinar, visit our event pages**

Homeless England

Homeless England is the most comprehensive database of homelessness services. It is constantly updated and lists 1500 projects up and down the country with contact details and service descriptions. You and the people you support can use this information to find homelessness support services available in your area. The database also informs research projects that map the provision of services across the country and trends in the homelessness sector.

> **Search homelessness support services**

"Homeless Link are an amazing resource for our workforce, our rough sleeping services access many events, training and toolkits which are invaluable!"

— **LESLEY HOWARD,**
National Homelessness Lead,
Change Grow Live



WE NEED YOUR HELP
to keep the data on Homeless England up to date, please get in touch to tell us what services your organisation provides at informationteam@homelesslink.org.uk



LONDON-BASED?
You can obtain valuable data about rough sleeping in the capital from our **London Atlas** project, and in **reports from the CHAIN database**, which we manage on behalf of the Greater London Authority.

Raise your voice

We have a stronger voice together. At Homeless Link, we strive to provide an inspiring, collective campaigning voice for our members.

From engaging directly with Westminster, to working with local groups and politicians, we work to represent your views and keep you up to date with the latest developments. You can get involved by sharing your views in one of our forums listed below, through our regular member surveys, or by joining our campaigns.

Tell us your views

NATIONAL ADVISORY COUNCIL
Want to help shape our policy views and ideas? The NAC is a forum for leaders of member organisations to help inform our policy positions and be part of our strategic influencing.

Numbers on the NAC are limited but we're keen to involve a wide range of members so if you're interested in getting involved please get in touch at membership@homelesslink.org.uk.

POLICY INFLUENCING NETWORK

Our policy influencing network brings together policy and systems change workers from across our membership to discuss the hows and whys of creating change and build a supportive network of peers who are also working to improve systems at a local and national level.

If you'd like to get involved please get in touch at membership@homelesslink.org.uk.

MEMBER SURVEYS

We send a limited number of surveys out each year to enable you to quickly share your insights and shape our action on a range of topics including our policy positions, key sector issues like recruitment and retention, and the services we provide you.

Respond to government

In addition to our regular forums, we also have lots of ad hoc opportunities to share your expertise and highlight both challenges and solutions to national government throughout the year. Feed into government consultations, legislation changes, responsive influencing on new pressures and ongoing policy development through surveys, consultations, roundtables and more.

> **To keep a look out for upcoming opportunities, subscribe to our News & Updates newsletter.**

Join a campaign

Our campaigns harness the expertise of our members to call for policy changes at a national and local level. Our Keep our Doors Open campaign, launched in reaction to the cost of living crisis, was supported by over 70 organisations and led to the Government announcing significant additional funding for service providers. Our A Home for Everyone campaign sets out key asks the Government must take to end homelessness, with our 2024 Mass Lobby of Parliament engaging over 70 MPs and nearly 100 organisations.

We believe the homelessness sector can be a powerful campaigning force, but only if organisations join together. If you are interested in hearing more about our campaigns and how to get involved then please get in touch: membership@homelesslink.org.uk.

"I believe this membership allows a voice to be heard that best represents the sector, its very best practice and most informed vision for the future."

— **JAMES O'GRADY,**
CEO, Keystage Housing



GOING BEYOND

Want to learn on the go? Listen to our practice podcast for people working in homelessness services. In each episode, we speak to a guest to discuss the realities of working in the sector. Learn about a wide range of topics, from how early trauma can impact people's relationships to the importance of debriefing and reflective practice for frontline staff. Listen on **Apple Podcasts** or **Spotify**.

Develop you and your team's skills

Whether you're looking for ways to support staff wellbeing, develop your keyworking and support skills, or embed a trauma-informed approach in your service, we have lots of learning opportunities for you to explore.

Designed with our members in mind, our learning and development programmes aim to equip people working in homelessness with the latest techniques and practical guidance, giving you the confidence to improve your work and make a real difference for those you support.

Members receive a 25% discount on all our training and coaching and there are also lots of free opportunities to get involved in.



OUR MOST POPULAR TRAINING COURSES:

- > **Trauma-informed: Theory and principles**
- > **Homelessness law, practice and the Homelessness Reduction Act**
- > **Motivational Interviewing**
- > **Reflective practice and resilience for frontline staff**
- > **Safeguarding adults at risk**

Training for individuals

Learn about the latest practice and network with other homelessness practitioners. Held on a regularly scheduled basis and delivered by our expert trainers, with courses for new starters, experienced frontline staff, and managers.

Discounted member price, full day training from £125 per person.

> [View upcoming training](#)

Training for teams

Get your colleagues together to learn, explore challenges and grow in confidence. We work closely with you to help choose the right training for your team and select experienced trainers to fit your unique requirements.

Discounted member price, full day training for up to 20 people from £990.

> [Find a course for your team](#)

Homelessness Qualification

Developed and delivered in partnership with the Chartered Institute of Housing, our Level 3 qualification (equivalent to an A-level) aims to provide homelessness staff with a challenging and highly relevant grounding in all aspects of supporting people with lived experience of homelessness. homeless.org.uk/accredited-training

Communities of Practice

Our Communities of Practice (CoP) are online forums for people working in the sector designed to create a safe and informal space to share knowledge and good practice, discuss common issues and work out how best to overcome them.

> [To join our next CoP, visit our events pages.](#)

Coaching

If you're facing a challenge or looking to boost your confidence, our coaches are here for you. They'll listen, ask questions, and support you to take control, helping you to identify the steps you need to drive your development forward.

Discounted member price, six sessions from £575

> [Explore coaching packages](#)

Research Forum

Collaborate with fellow members to share information and insights on homelessness research. By participating in the forum, you can tap into a wealth of research findings to build your knowledge and research skills and contribute to the improvement of research quality, coordination, relevance, and impact within the sector.

> [To join, contact research@homelesslink.org.uk](#)

"It has been a fabulous leadership programme alongside a wonderful group of truly inspiring peers...A great experience, I have learnt loads and had fun!"

— **JO CARTER,**
CEO, Glass Door

Leadership Support

Great leadership helps organisations thrive, that's why we're dedicated to providing our members with excellent training and support for their current and future leaders.

We offer:

- Fully funded Established and Emerging Leaders programmes
- Open-to-all webinars on leadership
- Leadership Summit - our annual leadership conference, 25% member discount available
- Leadership coaching, exclusively for members
- Member-only leadership forums
- Homelessness Leaders Update - a fortnightly newsletter from Homeless Link's Chief Executive, Rick Henderson to heads of member organisations

> [Take advantage of our Leadership Support](#)



Build your network

Ending homelessness requires many people to work together across the voluntary sector, local government, public services and private sector. We provide opportunities to build key relationships and connect with peers locally and nationally.

Conferences

We run several online and in-person conferences throughout the year. The events include presentations, panel discussions and workshops led by national and international sector leaders, providing you with resources, guidance and inspiration.

Discounted member prices available.

> [Browse upcoming conferences](#)

Local partnership support

We can help you to develop and enable stronger local strategic partnerships by facilitating and supporting joint working between the voluntary, community, and faith sectors, local public bodies, and local authorities to tackle local homelessness challenges – using a partnership approach to address barriers in local systems.

> [Find out more about how we can support you](#)

“The support I have received from Steve Barkess, Partnership Manager for Homeless Link has been invaluable. He has facilitated the setting up of a local Housing First Offer which supported entrenched rough sleepers “

– **AMANDA DELAHUNTY**,
Strategic Housing & Enabling Officer,
Bromsgrove District and Redditch
Borough Councils

“Having done quite a few implementations over the years In-Form is probably the best all-round package. Great support, good value for money, and includes everything you’d need for support planning, housing management, maintenance and rents/service charges.”

– **YMCA ST PAUL’S GROUP**

Develop your service

We’re here to support you to create a resilient, dynamic and sustainable organisation which is connected and collaborative in its approach to delivering change.

Consultancy

Driven by Homeless Link’s values, we offer tailored consultancy support to help your organisation create transformational change to end homelessness for good. Through our network of experienced homelessness consultants including specialist researchers and former charity leaders, we support services across their activities from the strategic - strategy development, research, business planning, service evaluation, commissioning, and workforce development - through to the operational, such as advice on safeguarding policies and rent setting. We have experience working with large and small providers from local authorities to the smallest charities, and with commissioners and service providers.

Discounted member price, from £685

> [Speak to our consultancy team](#)



In-Form

In-Form is Homeless Link’s client relationship and service management solution. With In-Form you can better support the people you work with, and track outcomes quickly and effectively, allowing you to build stronger relationships with clients and increase your impact.

Homeless Link members get free access to In-Form Community edition. If you’re already an Essential or Enterprise customer, as a member you are also eligible for a £60 a day discount on all In-Form development work and training.

> [Find out more at homeless.org.uk/in-form](https://homeless.org.uk/in-form)

Grants, funding and investment

Securing funding is always a major challenge for the homelessness sector. Homeless Link acts as an intermediary grant funder and regularly shares grant opportunities from various organisations. To stay updated on future grant opportunities, [visit our funding opportunities page](#).

If you’re interested in exploring alternative income streams, we also have lots of resources to support organisations in developing social enterprise models to achieve sustainable funding. [Explore these resources on our website](#).

Additionally, Homeless Link is a proud partner of the Thrive Together Fund, which combines grant funding with repayable finance to unlock the growth of small and medium-sized charities and social enterprises. For further details, including full eligibility criteria, product details and FAQs, [visit: Thrive Together Fund](#).

Jobs Board

The Homeless Link Job Board is the sector’s most specialised job recruitment site. Designed specifically for our members, we can help you to connect with candidates passionate about ending homelessness. With over 2,000 potential candidates signed up for job alerts, the jobs you post with us will be sent straight to candidates who are actively seeking employment in the homelessness sector.

Discounted member price, from £50, with free adverts for voluntary or lived experience positions

> [Advertise a job with us](#)



READY TO PLAN YOUR RECRUITMENT BUDGET FOR THE YEAR AHEAD?

As a member of Homeless Link, we are offering unlimited standard job adverts for one year. Unlimited job advertising means that you will pay one fixed fee, are able to more effectively plan your budgets and post as many roles as you need.

> [For more information email jobs@homelesslink.org.uk](mailto:jobs@homelesslink.org.uk)

"Receiving the Homeless Link Excellence Award has not only elevated our reputation but has also secured funding for launching our Nutrition Project pilot."

– PROVIDENCE ROW,
Past award winner

Share your success

We know you're working tirelessly to end homelessness, so we want to celebrate your successes and help you to raise awareness of the impactful work you're doing.



Tell us about your practice

We are always on the lookout for examples of good and innovative practice to share with others. We collect case studies from the sector to incorporate into our resources and events.

> To share a case study from your organisation, email our practice team



Member Awards

Our annual Excellence Awards celebrate the best of the homelessness sector. The awards are open exclusively to Homeless Link members, highlighting the innovative and impactful work you do.

> Check our awards pages for how to apply



Member blogs

Does your organisation have a story you want people to hear? Feed into current debates and conversations around policy and practice and share your amazing work with a wider audience through writing a **blog** for our website. We'll share this with members and others in the sector through our newsletters and on social too. Email membership@homelesslink.org.uk with your proposal and our communications team will send you some guidance.



STAY UP TO DATE

Sign-up to our newsletters
> homeless.org.uk/email-sign-up

We're here to help

If you have any questions about your membership or how we can support you, contact our Membership Manager, Lizzie March.



membership@homelesslink.org.uk



07949458893



@HomelessLink



Homeless Link Member Services





Pictured above: Homeless Link members unite at our Parliamentary Lobby to advocate for crucial changes to support people facing homelessness.



Homeless Link

Homeless Link, Minories House, 2-5 Minories, London EC3N 1BJ

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