



Appendices

Case studies

Embedding a gendered lens in homelessness services

Embedding a gendered lens in homelessness services is an ongoing process and will vary depending on the local context and service. This section contains six case studies of services that have considered the impact of gender and worked creatively to improve the support available to women experiencing homelessness. The services have all taken a different approach, responding to their local context, the nature of the service they offer and the wishes of the women for whom the service is intended. They provide examples of how embedding a gendered lens may work in practice and key insights on what they have learned.

1. **Your Place Newham** – building community resilience and safer spaces for women in mixed gender accommodation.
2. **Respite Rooms (Panaghar with New Dawn New Day)** – working together to deliver trauma informed and inclusive accommodation for survivors of domestic abuse.
3. **Micro Rainbow** – starting with an intersectional approach to provide person-centered support to refugee and migrant, LGBTQI+ women.
4. **Kairos and the Coventry Women's Partnership** – working in partnership to create a safer space for women to access advice and support.
5. **Ladies Night (Medway Council)** – co-producing all aspects of the service for women.
6. **Trevi Plymouth** – providing a service for women that centres their needs and wishes alongside their childrens'.

Your Place Newham

Building community resilience and safer spaces for women in mixed gender accommodation.

The context

Your Place is a 150-bed mixed gender supported accommodation service in Newham. Newham has consistently been represented in the five boroughs with the highest number of women rough sleeping (CHAIN 2017-2022). The experiences of many women in the area and at Your Place are not represented in the official figures; only 50% of the women at Your Place are verified as rough sleeping. There is a lack of bed spaces and specialist accommodation for women locally.

Your Place had concerns about the safety of women experiencing homelessness in the borough. Of the women who live at Your Place, 79% have experienced domestic abuse. Newham contains a known red-light district alongside some of the highest rates of poverty in the UK; 70% of women selling sex interviewed in Newham described themselves as homeless and predominantly rough sleeping (Stuart and Grenfell, 2019). In 2023, there was an increase in sexual violence against women selling sex following a local Public Space Protection Order (PSPO), which disperses these women from frequently used sites into out-of-sight and unsafe locations. Just two months following the order being put into action, women residents engaging in selling sex reported eight sexual assaults (Your Place, 2022). Many of the women experiencing rough sleeping in Newham have been supporting each other for decades – they know each other from previous accommodation, local connections, or from the streets. This was the starting point for developing the women’s strategy at Your Place.

What they did

Your Place secured funding from the National Lottery Community Fund and Nationwide for a Women’s Development Specialist. The funding for the project was flexible and focused on softer outcomes and narrative-based reporting. This was perfect for gender-informed programming.

Your Place first created safer spaces for the women in their supported accommodation, because the lack of safe spaces was the primary barrier to women being able to access the service. They included:

- a woman-only floor (already existed)
- a weekly informal women’s centred group
- a monthly women’s voices space
- women’s safer space auditing
- a domestic abuse, sexual violence and women’s safer spaces policy
- toolkits and specialist trainings for teams
- partnership and survivor-led pathway building
- a review of case management systems

The facilitation of strong networks and community resilience within the accommodation built on the networks that many of the women already had. Since women's spaces were created, the women are more visible in the accommodation. Colleagues and women residents fed back that there was an increased presence of women throughout the building. The women's group is well attended, and it's their group, not the organisation's. A women's homelessness strategy for change has been co-produced with the women. The women are better able to report issues they are having to staff, which helps Your Place respond when problems do come up.

Key learnings

- Where the funding is short term, it is necessary to hit the ground running. To support this to happen, it is helpful for work to begin across the service which can lay the foundation for the project. This may include culture shift activities such as convincing staff and residents for the need to take a gendered approach.
- Make sure the work feels relatable and safe for men. Without that there may be more resistance to change. The women's group suggested that it would be good to also have a men's group and this is something that has now been explored at Your Place.
- Create a trans policy to support trans people in the service. Nonbinary or trans women are not that visible in the service, possibly because of a lack of disclosures or masking, leading to voices not being heard.

Respite Rooms: Panaghar with New Dawn New Day

Working together to deliver a trauma informed and intersectional service for survivors of domestic abuse.

The context

Panaghar has been running for 43/44 years and is a 'by and for' women's organisation. They provide accommodation, outreach, independent domestic violence advocate (IDVA) and children's services. The needs of black and minoritized women are often different to white women and those needs, including forced marriage, honour-based violence and the impact of racism, can be overlooked. The immigration system and hostile environment also creates particular challenges for migrant women. Women can be evicted because of their immigration status or having their visas revoked, and some women are supported by Panaghar for years because of their immigration status or blacklisting for accommodation.

New Dawn New Day started as a grassroots organisation in Leicester 25 years ago. Their remit is quite wide: they support women to improve their lives. They focus on criminal justice contracts, including early diversion work, court disposals and conditional cautions. They also help women access accommodation. Domestic abuse and homelessness are the biggest drivers for involvement with the criminal justice system.

What they did

In 2021 DLUHC funded a project for homeless women who experienced domestic abuse, substance use or mental health issues. Panaghar partnered with New Dawn New Day (NDND) to deliver this Respite Rooms service, which had five bedspaces initially, then expanded to eight.

The partnership brought expertise and mutual respect. Panaghar, the specialists for accommodation provision and support for black and minoritized women, operated the accommodation and provided support for women who experienced domestic abuse. NDND, the specialists in trauma-informed working, provided trauma-informed support and operated the women's centre.

The services weren't co-located but the women's centre was around the corner from the accommodation, so the women could access support easily. A lot of the women needed women-only spaces for religious or cultural reasons.

Before the service was established, it was thought that there weren't many black and minoritized women that needed homelessness service locally as they were not seen. However, the partnership between Panaghar and NDND meant that the Respite Rooms service was designed with the needs of black and minoritized women in mind. Black and minoritized women then accessed the service and so it was realised that there were women that needed this support, they were just not visible to homelessness services before.

Key learnings

- Design the service around the needs of women and consider their cultural and religious needs.
- Provide psychological safety alongside physical safety.
- Most of the women have experienced trauma, but women typically internalise it and men externalise it. Start by recognising the high likelihood the women have experienced trauma.
- Employ and provide proper staff with lived and /or work experience

Micro Rainbow

Starting with an intersectional approach to provide support to refugee and migrant, LGBTQI women.

The context

Micro Rainbow's vision is to create a world where lesbian, gay, bisexual, trans, queer and intersex (LGBTQI) people are free from discrimination and persecution and have equal opportunities in life, including in accessing employment, training, education, financial services, healthcare, housing, places of faith, and public services.

Micro Rainbow has been working with LGBTQI refugees and migrants for 11 years. Originally, there was little awareness of the challenges LGBTQI asylum seekers and refugees commonly face, such as being abused by other refugees. LGBTQI refugees and asylum seekers may be afraid of being outed, or information going back to family. For this reason, they avoid approaching many mainstream services including religious spaces, and suffer from a lack of adequate support as a result.

What they did

Micro Rainbow's approach is to start with an intersectional lens. There is often an assumption that all refugees need the same type of support, but if a person is LGBTQI they might need different support. It is necessary to be aware that their sexuality also puts them at a disadvantage and that the one-size-fits-all approach does not work.

Micro Rainbow:

- provides safe housing to LGBTQI asylum seekers and refugees,
- facilitates access to employment, volunteering, training, and education for LGBTQI refugees through a moving on programme,
- provides social inclusion activities to reduce the extreme isolation faced by LGBTQI people,
- runs peer support groups, with three main types of support: homelessness, social inclusion and moving on – employability.

Micro Rainbow also has projects that are specifically for anyone who identifies as a woman, which includes anyone assigned female at birth, trans women and non-binary and assigned male at birth. They offer a peer support group and a women's outreach service, which works with women who are street homeless or at risk of homelessness, needing to flee domestic abuse, seeking asylum, or facing harassment in hotels.

Key learnings

- It is important to engage the people the project is intended to work with; people with lived experience know what is needed.
- The management/staff should reflect the diversity of the people they want to support and really understand the issues.

- There is no one-size-fits-all approach.
- Lots of services are intersectional but sometimes the service and staff can get blindsided by one issue. For example, if a service's primary focus is women, the experience of women who are also LGBTQI might not receive attention.
- Practitioners should learn more about migrants, LGBTQI people, trans issues, and women. There is a general lack of understanding across the sector about trans women and trans issues, making trans women even more vulnerable.
- The issues can be overwhelming or seem too big, but there will be something you can do to help. Instead of focusing on the problems and the tasks, focus on the person being supported.

Kairos and the Coventry Women's Partnership

Working in partnership to create a safer space for women to access support

The context

The Coventry Women's Partnership seeks to break down barriers for women in accessing crucial services and streamline the support they receive. The partnership is led by FWT - a centre for women and includes Coventry Haven Women's Aid, Coventry Race and Sexual Abuse Centre (CRASAC), Central England Law Centre Coventry and Kairos. Kairos is a community-based service which sets out to provide holistic, trauma-informed, open ended support and advocacy for women who are subject to or at risk of sexual exploitation. This includes women who have multiple unmet needs.

While Kairos specialises in providing services to women at risk of exploitation, they have consistently found that women they work with have unmet housing needs. In 2019, the Coventry Women's Partnership coordinated a project called 'A Home of Her Own', which Kairos and Coventry Haven Women's Aid would co-deliver. This project employed housing practitioners to provide housing support to women and offered a multi-agency drop-in.

What they did

After Covid 19 restrictions were lifted and the funding for the 'A Home of Her Own' project came to an end, Kairos had conversations with their Coventry partners about how they could continue to work together to remove barriers to women accessing services. This led to the further development of the multi-agency drop-in service.

The service became the Wonder Women Wednesdays drop-in, operated by Kairos and funded through the Coventry Women's Partnership:

- Women can come to the drop-in for 'everything and anything'. This might include a cup of tea on the sofa, a chat, lunch, food donations or a shower.
- The drop-in takes place every week; services within the Coventry Women's Partnership and beyond either attend on a rota or every week.
- There is no expectation that the women who come to the drop-in must access wider services. If women do make a disclosure or ask for support, the services are there and available to them.
- The women don't need to fill in forms or wait for a response but can speak directly to people that they might already have built a relationship with.

The drop-in creates a safer space in which moments that might transform a women's experience can happen. For example, if a woman wants to be on a methadone prescription 'script', she might have the idea for months before she can follow through with it. In that time, she is likely to have met and had conversations with the relevant worker and built up a relationship, which then makes it easier for her to take that step. As the women's space, the drop-in is a place where they feel comfortable and they know they will get the same consistent support from any of the partnership services. Workers also enjoy being in the setting, in which there are fewer hierarchies and everyone chats, laughs and cries together.

The Coventry Women's Partnership supports the development of effective multi-agency working, such as the drop-in. The services in the partnership respect each other's specialisms and in so doing have shared their resources and knowledge. This has included coordination of joint training for the partnership (for example Kairos provide training on sexual exploitation), not competing for funding and using each other's spaces for activities and meetings where it has been identified a woman might feel safer. The partnership coordinator also conducts meetings for everyone to reflect on what works well and what could be improved.

Key learnings

- Within a partnership, be clear on shared values and strategic aims. The practical challenges will then be worked out as the project develops.
- Recognise everyone as a potential partner, not just your usual allies.
- Give women a more active role in developing the service. Make the time to equip the women to set the direction and lead the service.
- Staff wellbeing is essential. Understand the needs of the staff, including the impact of trauma in their own lives. Provide training, reflective practice, and clinical supervision. If someone needs time out, time off, or even a nap let that be OK. Caring about your team is a really important message and value.

Ladies' Night: Medway Council

Co-producing all aspects of the service for women.

The context

In Medway, women were not able to access mainstream services. To find out why, Medway ran a forum and asked them. They said:

- Services that were only open during the day could be difficult to access. This was because at night they may be sex working or unable to rest because it was not safe. In the normal daytime working hours, they would then be tired and less able attend a service.
- A high percentage of the women shared that being on the streets was safer than the circumstances they were fleeing from.
- They felt the public looked down on them more than they would a man as they were not fulfilling their role in society i.e. as a mother; looking after the home.

What they did

In that forum, the women were asked: 'If I had a magic wand what would you turn up to?' They said they wanted:

- services that were open at night,
- to be able to find out about a service and the support delivered without having to give their details and backstory before speaking to someone,
- to be able to ask about a service without being pushed or told what they needed,
- support without having to make an appointment or go through a receptionist,
- services that were confidential,
- workers that were casual, friendly, and safe.

In response to this feedback, 'Ladies' Night' was created. At Ladies' Night there are lots of different local services under one roof, but engagement with these services is completely on the women's own terms. There is a role reversal, in which the women ask the services what's on offer and can make the decision whether to engage.

The event is very informal, everyone is dressed casually, and no ID badges are worn. There are activities, food and goodie bags of useful items such as beauty items, and personal alarms to take away. The women are provided with taxis at the end of the event if they need them.

Ladies' Night has a different approach to partnership working. The emphasis on interventions is removed and instead the space is created to enable the women to get the information they need, so they can make their own decisions. The personal details of the women attending are not recorded and any information they share does not leave the space. The night is strictly confidential.

Ladies' Night has been a big success. In the last nine months, 56 women have attended, including women who were known not to engage in services. Many of them participated in the educational activities, had a physical health check, and engaged with other services including domestic abuse services and accommodation support. In a feedback exercise conducted with the women, they said they really liked it and to keep it as it is. This project is currently funded by the Kent Police and Crime Commissioner.

Key learnings

- Go to meet the women wherever they are and ask them what they want from services.
- It is important to recognise that if they engage and share information with you, this is a privilege. A professional does not have a right to know this information.
- Start small and don't have any expectations. Try to reduce the pressure of outcomes or numbers - if they turn up it's a win.
- As the service develops, be reflective. You learn through doing and then adapting.
- Rely on word of mouth. If you do what you said you would, they'll turn up. If it's what's needed, word of mouth will help the service grow.

Trevi Plymouth

Providing a service for women that centres their needs and wishes alongside their children's'.

The context

Trevi was born from the desire of four drug and alcohol workers in Plymouth to create a unique environment for women and their children experiencing drug and alcohol misuse issues to grow and create positive futures. The benefits of residential drug and alcohol treatment are well documented. However, the founders of Trevi had realised that there was nowhere that mothers could go with their children and that mothers who wanted to go into rehab had to be separated from their children, thus often compromising their treatment outcomes. Trevi was the first service of its kind to take women with their children.

What they did

Over the last 30 years, Trevi have developed a range of services that are designed to recognise the mother's needs as well as the child's. These include a residential rehabilitation service for women and children, a women's centre, and a family centre. Key aspects of the practice that have been developed include:

- the capacity to admit women during pregnancy
- detox
- groupwork programme
- 1-2-1 counselling
- parenting observations
- parenting support
- helping the mother to help the child
- independent social worker in-house for parenting assessment
- PAMS / Parent Assess

Trevi has its 30th anniversary this year. It has made the transition from a generic service working with women, to one that is more intentional about working with women.

Reflection and involvement of women with lived experience are central to this. Supervision and reflective practice are encouraged to support staff to think about the work and how it affects everyone. It has also been important to have women with lived experience at every step of the journey. This includes having women on relevant panels and providing them with support to speak out.

Key learnings:

- Trevi works with people who have experienced significant trauma, and the staff team are all women. 1 in 4 women experience domestic abuse and 1 in 4 women have been raped or sexually assaulted as an adult, therefore there will be women in the workforce who have experienced trauma. It is necessary to attend to everyone's needs

and support the staff team through reflective practice and supervision.

- It is important to get recruitment right. Including people from outside the organisation in the recruitment process helps with this.
- The management team needs to lead on setting a culture and the tone.
- Adopt courageous practice. With a 'just do it' attitude you can get good outcomes.
- The project has always been more effective when women with lived experience have been included in its development.

Art workshop template

This template was used to support the development of the art in this workbook. It therefore focused on the women's understanding of the approaches for embedding a gendered lens and their relevance to women's lives. It can be adapted to explore other relevant issues.

Session 1

Materials: example zines and artwork, sticky notes, paper, pens, felts, magazines, glue, scissors, paints, paint brushes, lino cutter, lino, clay, roller paint brush, oil pastels, oil pastel paper, examples of artwork, covers for table

Set up: circle of chairs in centre; principles printed out and displayed around the room

Duration: 2 hours with lunch/dinner provided

Timings	Activity	Detail
5 minutes	Introduction	Introduction to facilitators
5 minutes	Session purpose	<p>Outline the purpose of the session – to collectively develop the gender-informed approaches and produce artwork that responds to the approaches. Participants will be able to think through how these approaches are lived, and how they hope to see them embedded for a transformative future.</p> <p>Ask if anyone has any questions around the purpose of the session.</p>
40 minutes	Exercise 1: our principles	<p>The approaches are printed out and displayed around the room. Facilitators give a brief description of what each approaches means. Participants are then asked to use sticky notes to add their definitions of the approach around each title. Prompts could include:</p> <ul style="list-style-type: none"> • How has the approach been lived/is it a reality for them? • What does the approach look like for them? • What do they think the approach means? • Why do they think the approach is important? • How would they like to see the approach taken up?
15 minutes	Lunch/dinner	

Timings	Activity	Detail
45 minutes	Exercise 2: planning artwork	<p>Participants discuss what they wrote in exercise 1 and how it might form the basis of their own art piece. This might be done as a large group, in smaller groups or one by one with facilitator support. Participants are encouraged to share what artistic medium they are most comfortable with or what medium they would like to try out.</p> <p>Prompts to encourage discussions could include:</p> <ul style="list-style-type: none"> • Why did you write this? • How does this make others feel? • Has this been others' experiences? • How would you present this thought visually? • What artistic medium would work well to represent this idea, eg collage/lino print/watercolour/colour pencil etc.? <p>Once they have their idea, participants may want to start their piece while the discussion carries on.</p>
	Closing	<p>Remind participants when the next session is and what it will consist of. Let them know who to contact if they want more information or have an idea to share.</p> <p>Debrief: ask participants to share one word to describe how they are feeling.</p>

Session 2

Materials: example zines and artwork, paper, pens, felts, magazines, glue, scissors, food items, paints, paint brushes, lino cutter, lino, clay, roller paint brush, oil pastels, oil pastel paper, examples of artwork, covers for table; quotes from the discussion first session that have been printed out

Set up: four stations throughout the room for each art practice; all art materials in centre of table for participants to choose

Duration: 2 hours

Timings	Activity	Detail
5 minutes	Session purpose	<p>Introduction of any new faces to facilitators</p> <p>Outline the purpose of the session – for participants to start or develop their art pieces.</p> <p>Ask if anyone has any questions around the purpose of the session.</p>
20 minutes	Exercise 1: developing artwork	<p>The participants are reminded of what was discussed last week. They are given copies of the quotes from the previous session.</p> <p>If participants are not familiar with artistic mediums, then facilitators can explain them and how they could be used.</p> <p>Facilitators can talk to each participant about the idea for their art piece and how they would like to develop it. Some participants may want to work on a piece together.</p>
90 minutes	Exercise 2: creating artwork	<p>The group creates their artwork with support from facilitators and ongoing discussion between the group.</p> <p>Offer lunch/dinner during this session</p>
5 minutes	Closing	<p>If participants are not finished with their work, explain what the options are to do so.</p> <p>Debrief: ask participants to share one word to describe how they are feeling.</p>

Basis: fishbowl exercise

A fishbowl exercise is a tool for facilitating conversation that allows a range of viewpoints to be heard and encourages active listening. The Women's Centre Basis Yorkshire used this exercise to help give trustees an insight into the experiences of the women the frontline practitioners are supporting, from the perspective of those on the frontline.

Participants	<ul style="list-style-type: none"> • 10 or more people • Mix of frontline practitioners, trustees and other senior managers
Room set-up	<ul style="list-style-type: none"> • Inner circle: chairs facing each other in a circle in the middle • Outer circle: chairs surrounding/looking in on the inner circle • Depending on your group/audience, you may have more on the outside or inside of circle
Exercise	<ul style="list-style-type: none"> • Frontline workers sit in the inner circle and trustees sit in the outer circle. • The frontline workers imagine that they are speaking from the perspective of the women they support to share statements of their experiences, for example 'I am a 27 year old woman and I have had... (this experience)'. This is based on the experiences they have heard from women they have supported. • Those in the inner circle take it in turns to share until someone from the outer circle 'taps them out', which means they pause the discussion for brief period. • When the conversation of the inner circle is paused, people from the outer circle come in to share their experiences or comment. • This creates the effect of sometimes watching and reflecting, sometimes partaking of/sharing experiences.
Basis' reflection on the outcome	<ul style="list-style-type: none"> • Captured the impact of vicarious trauma on frontline workers. • It was a shared, emotional experience that made workers recognise the severity of what them and their colleagues support people through. For example, often easy to normalise the extent of trauma people go through. • Trustees gained insight into what women we support and consequently frontline workers experience.



Solving homelessness
one person at a time

Women's safer spaces/ walk through template

Date:

Facilitators:

Attendees:

Resources; whiteboard and pens, clipboards, paper, water and snacks (need for 2 or more facilitators, depending on size of group).

Discussion point:	Breakdown
<p>Introductions/ ice breaker (10mins):</p>	<p>Introduction to attendants and facilitators of the group (name, pronouns)</p> <p>Housekeeping: 30 mins discussion about the safety of spaces/ 10 min BREAK/ 30 mins walk through of the site</p> <p>Discuss the purpose of this session: Part of a wider audit to assess the safety of spaces and to build safer spaces to within which women are empowered to make transformative.</p> <p>What is a safer space? A place where women's physical and emotional safety is respected and where women and girls are supported through processes of empowerment to seek, share, and obtain information, access services, express themselves, enhance psychosocial well-being, and more fully realize their rights.</p> <p>*Content warning: potential incidents of abuse, violence, harmful practices, triggering environments. If attendants need to take a break or grab some water, they should feel able to. Facilitators will be around for breakout discussion.</p>

<p>Group agreement (5mins)</p>	<p>Outline the co-produced women's space group agreement</p> <p>Additional points for the walkthrough:</p> <ul style="list-style-type: none"> - Stay together so that each person is listened to and heard. - Attendants' experiences of spaces will differ- respect this. - Be mindful of the person taking notes. - Try to make solution-focused comments of how we can improve the space. <p>Ask attendants if they have anything to add or if any point of the agreement resonates?</p>
<p>Focus group safer spaces (30mins)</p>	<p>Prompts:</p> <p>Which are the spaces women feel particularly safe or unsafe to go to?</p> <p>Are there restrictions on the time of the day, day of the week, or spaces a woman may go to?</p> <p>Do women take any precautions in these spaces?</p> <p>Who do women approach for help? Did they feel the response met their needs?</p> <p>What could be done in this community to create a safe environment for women?</p> <p>Areas in which women will meet and talk freely?</p>
<p>Break (10 mins)</p>	<p>(Remind the group of the time they need to return)</p>

<p>Walkthrough (30mins)</p>	<p>Attendants can be given clipboards and paper to take any notes whilst on the walkthrough.</p> <p>It is important to give space for them to record any feelings or instincts when moving into a new space, before opening to the below questions:</p> <p>The walkthrough should cover all areas of the site (internal and external) that a women might use during her stay. As such, depending on the size of the site, time may vary.</p> <p>Within each area ask attendants to consider:</p> <p>First Impressions</p> <ul style="list-style-type: none"> – <i>What is your first reaction to this place?</i> – <i>Busy areas or isolated space?</i> – <i>What three words best describe this area?</i> – <i>Are there a lot of people using this area? What are they doing (e.g. walking, hanging out, eating, meeting)?</i> – <i>Does this make you feel safe/unsafe? Why?</i> – <i>Are there places that feel empty and unsafe? Why is this?</i> – <i>Where would you go for help?</i> – <i>When might problems occur?</i> – <i>Underlying causes of harm?</i> <p>Lighting</p> <ul style="list-style-type: none"> – <i>How well-lit is the area?</i> – <i>Does this make you feel safe/ unsafe? Why?</i> – <i>What areas may need better lighting?</i> <p>Maintenance</p> <ul style="list-style-type: none"> – <i>How well maintained is the area?</i> – <i>Does the general state of maintenance of the area make you feel safe/ unsafe? Why?</i> – <i>What could be improved in this area?</i> <p>Signage</p> <ul style="list-style-type: none"> – <i>Is it clear how to access places?</i> – <i>Does this make you feel safe/unsafe? Why?</i> – <i>What could signage outline to make the space more accessible and things clearer?</i>
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	<p>Security</p> <ul style="list-style-type: none"> – <i>Do you feel that team members and security are present in this area?</i> – <i>Do you feel the CCTV/ surveillance is visible/present?</i> – <i>What areas do you feel there could be more/less surveillance?</i> – <i>How does the surveillance make you feel?</i>
Kitchen	<p>First impressions: Security: Lighting: Maintenance: Signage:</p>
Back hallway	<p>First impressions: Security: Lighting: Maintenance: Signage:</p>
Communal area	<p>First impressions: Security: Lighting: Maintenance: Signage:</p>
Front external	<p>First impressions: Security: Lighting: Maintenance: Signage</p>
Reception	<p>First impressions: Security: Lighting: Maintenance: Signage</p>
Closing (5 mins)	<p>Come back into the circle and allow space for women to debrief with one another. Go around the circle and share in one word how you are feeling, and what you feel is the most important thing that was said today?</p>

Additional Resources

Gendered Lens:

Toolkit: FLIC, SHP and STADA, Working Effectively with Perpetrators and Survivors of Domestic Abuse in Homelessness Settings [Download.ashx \(shp.org.uk\)](#)

Toolkit: St Mungo's and STADA ["Keeping Us Safer: An Approach for Supporting Homeless Women Experiencing Multiple Disadvantage"](#)

Toolkit: St Mungo's [Women and Homelessness: St Mungo's approach to supporting women experiencing homelessness](#)

Training: Homeless Link [Women Experiencing Homelessness](#)

Training: Homeless Link [Domestic Abuse and Homelessness](#)

Co-Production:

Toolkit: Homeless Link [Co-Production](#)

Toolkit: Fulfilling Lives Southeast Partnership [employing people with lived experience of multiple disadvantage](#)

Valuing Relationships:

Toolkit: Homeless Link & Brighter Futures [Reconnecting Families](#)

E-Learning: AVA [Domestic Abuse and Child removal](#)

Toolkit & Guidance: National Voices [Peer Support Hub](#)

Toolkit: St Mungo's, [Homeless Couples and Relationships Toolkit - St Mungo's \(mungos.org\)](#)

Working Together:

Guidance: Fulfilling Lives Islington and Camden [Guide to Co-Location](#)

Toolkit: Homeless Link Partnership Toolkit- when finished

Guidance and Template : Single Homeless Project [Team Around Me, case conferencing tool](#)

Guidance: Homeless Link [Better commissioning of homelessness services](#)

Intersectional:

Guidance: Outside Project and Homeless Link [Supporting LGBTIQ+ people in homelessness services an introduction for frontline staff](#)

Guidance: Galop [Commissioning for Inclusion](#): delivering services for LGBT+ survivors of Domestic Abuse

Guidance: Homeless Link [Cultural Festival's](#)

Guidance: Homeless Link [Tackling Hate Crime](#)

Workshop: Homeless Link [Building partnerships for quality commissioning- inclusive service for homeless migrants](#)

Training: Ask your local by and for and specialist organisations if they have a training offer. Examples include [Cultural Mediation - Hibiscus Initiatives](#) ; [Halo Project: Trauma Informed training packages](#)

Actively Inclusive:

Factsheet: Galop [Barriers faced by LGBT+ people in accessing non-LGBT+ domestic abuse support services](#)

Toolkit: Homeless Link [Learning Disabilities and Homelessness](#)

Guidance: Homeless Link [Working with Refugees and people seeking Asylum](#)

Guidance: [Stronger Together – Guidance for women's services on the inclusion of transgender women](#)

Trauma Informed:

Toolkit: One Small Thing, [Becoming Trauma Informed Tool Kit for Women's Community Service Providers](#)

Training: [Homeless Link Trauma Informed Training](#)

Consultancy: [Homeless Link Becoming Trauma Informed](#)

Safer Spaces:

Toolkit: Women's Development Unit [Women's spaces within homelessness settings: Setting up your service](#)

Guidance: [DAHA Domestic abuse risk identification, assessment and management – A guidance for housing professionals](#)

Guidance: Stonewall Housing [Finding safe spaces](#)
[Understanding the experiences of lesbian, gay, bisexual and trans* rough sleepers](#)

Training & Guidance: Homeless Link [Psychologically informed environments](#)

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Homeless Link

What we do

Homeless Link is the national membership charity for frontline homelessness services. We work to improve services through research, guidance and learning, and campaign for policy change that will ensure everyone has a place to call home and the support they need to keep it.

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