



Improving Services for Homeless Women; event summary

On Tuesday 24 July, Crisis held an event in response to a range of issues brought to light through recent research. 'Improving Services for Homeless Women' was a cross-sectoral exchange that followed the release of *Homeless Women: Homelessness Careers, Homelessness Landscapes*, a report focusing on homeless women's trajectories through homelessness. It is available online www.crisis.org.uk/researchbank. This publication builds upon *Homeless Women; Still Being Failed Yet Striving To Survive*, a report published by Crisis in November 2006 that explored the causes and consequences of women's homelessness, patterns of service use, and the survival strategies that homeless women employ to manage and cope with their situations.

The event brought together a diverse group of people – decision makers, practitioners and service-users – from a range of sectors and services, both non-homelessness and homelessness. It consisted of four workshops and a panel discussion. These brought out interesting and innovative ideas and allowed people to share their thoughts on what homeless women need, to explore how gaps in provision may be letting homeless women down, and to consider potential action to be taken now in order to help resolve these issues.

Below is:

- a list of those who attended the event
- a summary of the four workshops
- a summary of the panel discussion

The material in this document is not intended to represent the views of Crisis but the views expressed at the event by those who attended. It is recorded here with the purpose of reminding participants of the discussion and stimulating further discussion. Crisis is currently working on its response to the research.

Current action at Crisis:

- In order for those who attended the event to maintain contact and for those interested in the subject of the event to share ideas and examples of best practise, Crisis is in the process of establishing an online forum. This will be accessible via the Crisis website and you will receive an email notification when it is live.
- Crisis Skylight has started a new Women's Zone. The Zone runs every Tuesday and has been established to provide women with a safe and welcoming environment in which they are free to develop new and existing skills of interest to them. A women's steering group is being set up to ensure that the women participating in the Zone are able to influence the way it runs and influence the programme of activities available. For more information on the Women's Zone call Crisis Skylight on 020 7426 5650.

Improving Services for Homeless Women

List of attendees

Broadway	Channa McDonald
Cardinal Hume Centre	Wendy Dugba
Centre For Regional, Economic and Social Research	Kesia Reeve
Communities and Local Government	Keith Kirby
Communities and Local Government	Siobhan Larking
Crisis	Beverly Smith
Crisis	Bryony Duncan
Crisis	Duncan Shrubsole
Crisis (Skylight Newcastle)	June Grimes
Crisis (Skylight London)	Laura Phillips
Crisis	Leslie Morphy
Crisis	Rosie Martin
Dock Street Hostel	Sarah Cotterill
Foyer Federation	Patricia McAllister
Homeless Link	Gail Emerson
Homeless Link	Michelle Mansfield
Homeless Link	Paul Anderson
Housing Corporation	David Anteh
Julian Housing Project	Annette Vincent
Julian Housing Project	Lindsey Jones
Medicins Du Monde	Fizza Qureshi
OSW	Debbie Hilton
OSW	Michael Fothergill
Poppy Project (Eaves For Women)	Sarah Stephen-Smith
Refugee Council	Elaheh Rambarzini
Salvation Army	Natasha Grey
Salvation Army	Deborah Whitell
Social Exclusion Taskforce	Nick O'Shea
St Mary's (NHS)	Helen Aitchison
St Mungo's	Alexia Murphy
St Mungo's	Angela Perry
St Mungo's	Diane McDonald
St Mungo's	Eva Studzinska
St Mungo's	Joanne Morton
St Mungo's	Kirsty McCarthy
St Mungo's	Pauline Laville
Women In Prison	Kelly Minio-Paluello
The Women's Resource Centre	Sara Martini

Workshop 1: Improving services; what do homeless women need?

This workshop considered how services can be improved to better meet the needs of homeless women, looking specifically at ways in which homeless women's needs and preferences differ from those of men.

1. How do homeless women's needs differ from homeless men's?

- If homeless women are mostly invisible how do we know what they need? There is a lack of consultation with homeless women about needs.
- Women who become homeless may be more likely to have experienced domestic violence than men.
- Women may be more physically vulnerable inside homelessness services as well as on the streets.
- Women present to services later by which time their needs have become more complex.
- There is a lack of generic services for women – they are often specialized i.e. A woman can only access a 'women's homelessness' service if she is a woman who also has mental health problems, or a woman who also speaks English as a second language etc.
- Pregnancy and children. There is currently little opportunity for women who are homeless to have safe contact with their children. Despite societal emphasis on family and a psychological understanding of the key nature of the mother/child relationship, this is acknowledged virtually nowhere in non-statutory homelessness provision.
- Environment is important - women seem to be put off by institutional appearance of services.
- Women are more likely to be 'defined' by their sex rather than men when it comes to living in hostels etc. They are prone to sexual advances and aggression and may be forced into 'relationships' and/or selling sex as ways of attempting to 'find safety'. It was however pointed out by some members of the group that actually "pimping" also takes place in some all-female hostels when drug use is prevalent.
- Women move out of services quickly and "get lost."

2. If you were designing a service for homeless women what would be the key features?

- Services designed by women for women. Service users consulted at every step of the way.
- Women need choice in how their needs are addressed. Choice is currently lacking due to a shortage of single sex projects, places for women who sell sex, alternatives to hostels etc. More diversity of provision is needed. Funding was identified as a restriction on options and choice.
- There is a need to move away from 'one service suits all' ideology – i.e. recognize women's needs.
- A service for all women is needed – one that does not limit itself to addressing a specific/complex need.
- Staff in services need to be trained on domestic violence issues. Workers need to be skilled, knowledgeable and good communicators.
- Rules and regulations are off-putting. Services should be less judgemental/dictatorial

- Services need to be physically accessible and welcoming. Environment planning is crucial. There should be more creativity in relation to buildings bought.
- Agencies/services need to work together.
- Services should have service user reps.
- Services should provide empowerment programmes/confidence building.
- There should be a wide range of housing provision. Housing should be called homes not accommodation.
- There should be a balance between housing provision and support needs. Support should be appropriate and on-going.
- Service users should receive better pre-tenancy training.
- Services should provide a space for 'leisure time.'
- There should be a move away from single homeless thinking – recognition of broken relationships, connection to partners, friends, children and social support networks.

Other points raised in this workshop...

- Despite approximately three quarters of women having slept rough, **very few women who do sleep rough come into contact with outreach workers**. This not only prevents them accessing first stage accommodation, but means that they are not verified on the Combined Homelessness and Information Network (CHAIN) and so do not have access to clearing house nominations, making move on into any permanent accommodation extremely difficult. (For more information on CHAIN see <http://www.broadwaylondon.org/chain/>)
- **The pre-Supporting People needs-mapping process may have not have sufficiently included the needs of homeless women**. As this mapping was the foundation of the commissioning of nearly all supported housing projects in most of the country an ongoing problem has been created. The needs mapping may have been inadequate because homeless women are more likely to be missed by conventional services such as outreach teams if their homelessness is invisible due to using libraries, cafes, buses etc. as ways of trying to keep themselves safe.
- **Borough boundaries are too restrictive**. Cross-borough monies are not available. "Localisation" creates problems. Problems in accessing services have been produced by the way Supporting People is being implemented. As more boroughs concentrate exclusively on "their" clients fewer options become available to women needing assistance - which brings us back to the point about choice being key.
- **Couples accommodation is important but also presents challenges**. Whilst couples rooms are necessary for some people to come off the street, a challenge is created in a hostel/supported housing environment as to where the line between domestic and organisational responsibility lie? What message could it send out about domestic violence if abuse is seen to be 'tolerated' by a service?
- **Provider's agendas are different from Local Authority's and the Police**.
- **There should be more promotion/campaigning to address hidden homelessness**.

Workshop 2: Local authority homelessness decisions and practices: rethinking the statutory response to homeless women

This workshop looked at the ways in which local authorities respond to homeless women who approach them for assistance. Thought was given to how legislation, policy and practice could be improved.

Points made in discussion:

Comment

- There *are* specific issues for homeless women – rape, prostitution (not as common for men).
- Women may not disclose their vulnerability due to embarrassment/shame.
- Health services are an important service for homeless women – they are often in a position to intervene effectively early on in a woman's homelessness career.
- Smaller organizations are valuable in engaging effectively with homeless women.

Criticism

- Local Authority staff 'fob-off' women more easily.
- Local Authority front-line staff (and Job Centre Plus staff) lack the training to deal appropriately with vulnerable people.
- Supporting People funding determines that only local authorities can refer people to housing, but often they do not have the skills.
- Under Supporting People smaller specialist supporting organizations are closing due to lack of funding.
- Services are in competition due to funding mechanisms – replication/secretcy – there is a need for more strategic planning.
- The government are not making women a priority.
- Female asylum seekers are not being legislated for.
- There is a need for services to understand female asylum seekers whole history.
- There is a lack of appropriate smaller scale accommodation.
- Sex workers are having to stay in unsuitable/violent accommodation with ex-partners.
- People lack knowledge of what local services exist, especially people within black and minority ethnic groups.

Suggestion

- Women's needs should be embedded across all government strategies and departments.
- Homeless women should know their rights so they can challenge local authority judgements.
- Local authority websites should be accessible and/or standardized.
- Local authorities should work in close partnership with those third sector services that have the skills and take referrals from them.
- There should be more stringent complaints processes to support changing services.
- Appropriate information should target homeless women in spaces/services where they present themselves.
- One in four people who are homeless have their first experience of homelessness when they are under sixteen years old – schools need to educate pupils on the issues, they mostly get the wrong 'peer' advice.

- A range of provision is needed.
- There is a need to raise the profile of hidden homeless single women to influence the political agenda.

Key Points Overall

- Importance of front-line staff. Knowledge/staff approach/skills/information. Value of understanding history and assessing vulnerability
- Funding of services/identifying best practices. Planning involves “what do we not know?” Understanding unmet and varied need.
- Making gender an issue. The importance of: political will; networking and gathering evidence; the Gender Equality Duty; interpretations of priority need and intentionality; positively challenging decisions and decision makers; lobbying.

Workshop 3: What roles do non-homelessness services have in reaching and meeting the needs of homeless women?

This workshop discussed homeless women's use of non-homelessness services and spaces, the reasons why these places are important to homeless women, and whether the sector can play a role in meeting the needs of homeless women. Discussion particularly focussed around the idea of a new non-homelessness service/space for women.

1. Engaging with homeless women

Homeless women are considered a "hard to reach" group – why? They are not hard to reach; people trying to reach them are in the wrong places.

If homelessness services aren't reaching homeless women, what services *are* homeless women accessing? If they travel on buses, should there be information on buses that would signpost them to services? Where would they be signposted?

Debate ensues over intruding on non-homelessness spaces. If appeal is that people feel anonymous and not part of 'homeless community,' – i.e. if women feel stigmatised by homelessness label - targeting homeless women in these spaces disrupts this feeling of 'normality.'

The library shouldn't be a place where you're harassed about homelessness. No but women's services could. 'Safe Space' staff could. Also leaflets are not really harassment. They do not have to advertise as leaflets on/for homeless people. They can be discreet.

2. The need for a new non-homelessness service: the Safe Space for Women

What would this service consist of? Why would it not be just like any other service?

The new non-homelessness service would be a safe space for women. The Safe Space should be a place of inspiration. People should come into a 'hub,' which links into lots of non-homelessness services. It would help the person attending to problem solve and be resilient to the inevitable knocks of life.

The Safe Space would include the following services:

Practical services that could help prevent/build a way out of homelessness:

- Banking advice
- Job advice
- Housing advice
- A benefit advocate who would help individual understand and get into benefit system and would accompany them to JobCentre Plus and help with forms.
- A female key worker to guide you through services available outside the centre – not like a regular key worker who often has so much to do they only have time to give housing advice. Key worker establishes stability.

'Personal' services:

- Help to get over "shame" – confidence building.
- A 'life coach' – what are your personal goals?
- A 'personal history' service. The woman attending could discuss full history if desired in order for route of problems to be dealt with. (through referral to GP, psychiatrist etc.)

Escapism services:

- Space should provide leisure services, not just skills. Not just the production of a useful human being!
- Listening to music/stories on earphones
- Films
- Language learning on headphones
- Magazines/books
- Head massage/reiki classes
- Manicure/pedicure classes

A service should not 'go internal' – staff should be 'out there' building relationships with other services.

Why would women - homeless or non-homeless – use the safe space?

The safe space would have to advertise. This is the service that could be advertised in buses, libraries, by police attending incidents. It would have to do outreach - at festivals around England, at colleges and universities, at schools (for mothers, not necessarily children), at clothes shops and coffee shops.

3. The need for education

There needs to be a process of education – talking to police, library staff, park staff, and airport staff. Non-homelessness services should be educated about the issues in the new Crisis report. For example, police are often in situations where they could assist a positive change in a woman's life. (There was a scheme where police discretely handed out cards with information about appropriate support services to women when attending incidents of domestic violence.) Non-homelessness services need education to help them stop thinking of homeless people as a security threat.

Local Authorities have the budget for homelessness and would say "we're already taking action on homelessness and our funds are allocated." Need to illustrate the need for these schemes. Possibly need to show ineffectiveness of some services to engage women.

4. The need for a new non-homelessness service: the Transition Service

Non-homeless service that needs to be developed is the 'transition service.' The research focuses on the transition points of women's lives, points when they could have stepped out of homelessness if support/advice had been better. People who can step in to help when people are experiencing difficulties, are sick of it and want someone else to post their letter for example.

Local Authorities should invest before women get into the homelessness cycle.

a) A Transition Service can pre-empt homelessness

Which services should be involved in early intervention? What agencies are likely to see the warning signs?

Schools need skills to recognize pupils who are at risk of becoming homeless and knowledge to bring in other agencies, or transition workers, who can help.

The Safe Moves programme recognized the importance of early intervention. In Safe Moves a range of people are given responsibilities. It was about promoting and making community responsibility. It was an initiative testing a new model of preventing homelessness for young people in two rural and two urban areas. It developed and delivered a package of services to young people, and where appropriate their families, including life-skills training, family/ inter-generational mediation and support, peer mentoring, appropriate support to move into supported or independent accommodation, where needed.

(<http://www.york.ac.uk/inst/chp/publications/PDF/safemovesfinal.pdf>)

The Foyer Federation's Futurebuilders programme aims to improve a range of non-homelessness services in order to deliver support to young people throughout the period of transition from adolescence into adulthood: "There is a wealth of research drawing attention to the complex transitions that need to be made in moving from adolescence to adulthood. The evidence shows that despite support young people at risk often still end up with poor outcomes and there is a need to develop different approaches that will help improve this process."

b) A Transition Service can assist the move-on from homelessness

The group recognized that non-homelessness services are crucial not only at the very beginning of a woman's homelessness career but at the 'move-on' stage. Hostels have a duty to work out how to appropriately move people out of the 'homelessness' stage of their life. Once women are in homeless services they inevitably have to go on to non-homeless services.

E.g. Colleges may be able to help recently-homeless people who are ready to move on.

(NB the availability of move-on accommodation is of course crucial here)

5. The need for Government policy and, by association, funding to recognize gender difference.

Government equality policy has changed in recent years. It now says, "we are all part of the human race," so it is not aimed at specialities like gender but at "universally human" things like skills. Consequently 'women's stuff' has become a fringe issue.

Workshop 4: Women's homelessness careers; identifying points of intervention

The purpose of this workshop was to try and understand women's homelessness careers and identify critical points in these careers when intervention may have been most beneficial.

Through focussing on homeless careers and the importance of interventions/transitions, the group picked up on four main issues:

1. Local authority decisions

- In their recent review of London authorities' homelessness strategies, Homeless Link found that although many strategies do take a comprehensive view, some of the strategies need to ask wider questions and increase focus on non-statutory homelessness.
- St Mungo's challenge intentionality decisions on individual bases – where they are successful it is generally due to assertive housing advice workers being stubborn.
- There are many ways to improve environments and first contact with people. For example, in Tower Hamlets Homeless Person's Unit, they have adopted a model from Barnet, which is seen as a flagship for good practice. They're trying to make the Homeless Person's Unit a 'Housing Options Service'.
- There is a new service being set up in Tower Hamlets, aimed at helping people who are not in priority need. It involves a more hand-held approach, including an assessment of their needs and early sign-posting.

2. Advice and guidance

- Women's (often negative) contact with local authorities is a wasted opportunity for intervention.
- The advice and assistance provided by local authorities is extremely patchy – this could be improved. Sharing good practice between local authorities is vital.
- Measures of providing advice and assistance are not tied to any assessment of local authority targets, and so it relies on individual understandings of the Code of Guidance. The problem is that government targets are negative targets, not positive targets (e.g., number of people been given advice etc).
- Good housing advice and assistance is key to preventing homelessness.
- There is a need for better information about specialist services, both for homeless people themselves and for other agencies.

3. Recognising that a woman's history will shape how she responds to situations and services throughout her life is key

- Services need to be delivered in an individualised way.
- There should be an increased recognition of the importance of therapeutic inputs, to help women deal with the issues of their past.
- A non-judgemental and listening approach is very important for women
- There is a need to listen to and respond to individuals, to help support people at that point in time.
- A key element of this is the idea of a generic worker, who would see the person in the round, and could work with a woman as a woman with various needs.

4. Long-term relationships with clients

- There is a real need for long-term relationship-building with clients, to provide some continuity.
- By referring people to different agencies, who in turn 'finish' working with someone and refer them onto somewhere else, we are re-enacting the abandonment of women's earlier years.
- Multi-disciplinary working is good, but that's why you get patchy working. You need a generic person to maintain relationships.
- Manor Hostel maintains contact with people after they have moved out – they move to provide less and less support as time goes on, to help people stand on their own feet.
- Generally, unless they have a specific relationship, services do not know enough about each other and what other services are available.
- Centralising public services into a kind of one-stop shop could be one approach – one door for people accessing housing, health, council etc. This could lead to increased communication between agencies
- The Criminal Justice system should have a key role in supporting people who are leaving prison

The group imagined a new service that focussed on points of transition – that was constant and secure and helped women through points of change that could potentially lead to homelessness.

Ideally this would be a truly floating support service, not bound by any categories of client group, or geography, or organisation - one that a woman could go in and out of contact with, regardless of her situation.

It would be an organization with an overview that could help prevent women falling out of positive services engagement and off the radar.

Panel Discussion

The people attending Improving Services For Homeless women re-convened after the workshops to partake in a panel discussion. The discussion was chaired by Leslie Morphy, Crisis CEO. Panel members were:

Alice Peycke, Safe Exit At Toynbee Hall. The Safe Exit Partnership initiative develops better services for people in prostitution and reduces the impact of prostitution on communities. In 2005 Safe Exit published a pioneering Handbook that is a comprehensive guide for people involved in prostitution in Tower Hamlets.

Debbie Hilton, Off The Streets And Into Work (OSW), Transitional Spaces Project. The Transitional Spaces Project aims to address the problem of 'silt-up' - the lack of an adequate supply of move-on housing, which means that individuals stay in hostels longer than they need to - through linking access to sustainable employment to access to sustainable accommodation in the private rented sector

Nick O'Shea, Programme Manager ACE Team. ACE is the governments Adults facing Chronic Exclusion pilots programme. The pilots are being designed to assess how changes can be made to the way services are provided or accessed in order to improve outcomes for adults facing chronic exclusion.

Dr Kesia Reeve, Researcher at the Centre for Regional Economic and Social Research. Conducted research for Crisis report on women and homelessness

Below is a categorized summary of the discussion.

1. Skills and qualifications amongst frontline staff

Points from the floor;

Upskilling hostel staff is crucial. Hostel staff and local authority staff should have qualifications to ensure that they are working with people in the best possible way and putting Codes of Guidance into practice.

When a service advertises for front-line staff applicants inevitably have prejudices derived from culture. Do front-line staff need a qualification or an understanding of the particularly experiences clients have gone through, as a woman and as an individual?

Training for staff has to be based on practical experience because ability is inextricably linked with culture, which can't be taught. It is important to be able to get on someone's level.

Alice Peycke; Staff need to upskill and their prejudices need to be challenged. This needs to be multi-agency work (Safe Exit is a good example of this)

Debbie Hilton; there *is* a training issue in the homelessness sector. There must be more understanding of the routes out of homelessness and where those routes are leading - staff must be able to convince someone that the non-homeless world is good.

Kesia Reeve; front-line staff need to be aware of the consequences of their actions - not necessarily through high-level training. They need to know that small things make a difference, for example looking a woman in the eye when they are communicating.

Nick O'Shea; Frontline staff have challenging work. But customer service – and therefore customer service training - is crucial. Homelessness/housing services need to practice customer service in the same way theatres or department stores do. Turning people away is costly, socially and economically. There is a lot of money put into the “welcome” in the private sector – the physical reception area and the staff.

2. Pay of front-line staff

Kesia Reeve; front line staff are not paid well so can't be expected to be qualified *and* experienced.

Nick O'Shea; You have to pay for good quality at the front line. Wages need to go up, and in conjunction a coalition of the worthy needs to be produced. It must be high profile. It must change the status of workers in the same way the status of teachers has changed – front-line workers must be able to be proud of their job. People on the front line need to be able– and need to feel they are able – to make a difference. Workers need to be freed from bureaucracy so they *can* make a difference.

3. Appropriate approaches...

a)... of homelessness-service staff

Points from the floor;

- Front-line staff may make an assessment on vulnerability without having any mental health understanding. Clients are put into categories that determine their access to housing as a result of a snap assessment.
- Approaches of staff need to be appropriate.

Nick O'Shea; on the whole it doesn't matter *who* staff are as long as they are good at their job. I was judged on how I looked (i.e. wearing a suit) when working in a prison but clients got over it, as I was effective at the job. *However*, this is different with women. For a woman that has been abused by a man, it may not be appropriate for her main contact at a service to be male.

Point from the floor;

- How important is it for front-line workers to recognize gender specific needs of client group? Do front-line staff need gender specific training?

Debbie Hilton; Yes and training that includes recognition of other differences such as different ethnicities and sexual orientation.

Points from the floor;

- Staff should be educated on the issues that are different for women and be sensitive to women's experiences/histories and problems.
- There also needs to be an understanding that front-line staffs frame-of-reference/personal social situation exerts a great influence on the clients they build relationships with. E.g. a young member of staff who has had a good travelling experience may create a desire to go travelling in a client.

Debbie Hilton; There is an absolute relationship between staff/mentors suggestions and clients behaviour.

b) ... of non-homelessness service staff

Points from the floor;

- As a homeless woman I have experienced and seen a lot of negativity from members of the Police. Police staff see homeless people as non-people. Police are not carrying out a supportive role.
- To generalize, people who join the police force are not joining because it is an organization that empathizes with the socially excluded and tries to help them. It is an institution that often calls socially excluded people criminals. Police are people who also bring to their role prejudices from culture.

Nick O'Shea; Police are demand led – there have to be enough that they always come when you call them. Today though they are often asked to perform a social-worker type role. They are overwhelmed. Other services should be better funded so they are not asked to fulfil this role.

Alice Peycke; But a police person has the responsibility to treat someone with respect and understanding.

c)... of services (i.e. policy not just front-line staff)

Kesia Reeve; all services need to think about women as women, with specific needs and specific histories.

Debbie Hilton; women appreciate not being judged, and being moved to the right service when it's appropriate. They may avoid approaching the Local Housing Authority because of the stigma. For those women who don't want help from the Local Authority, this help is not appropriate.

Alice Peycke; decisions made by local authorities that effect a woman negatively should be appealed. Women need the support to complain.

Clients must be asked what they want. If they want someone to accompany them when they approach a service they should have that.

Point from the floor;

- Cultivating trust is exceptionally important. Homelessness occurs as a result of a failure of trust. Services must carry out what they have promised to carry out.

Debbie Hilton; We need to look at how people who are homeless *now* have become homeless, in order to support the organizations that are working appropriately to help resolve the problems that have caused this homelessness.

4. Non-homelessness services

Alice Peycke; there should be a long-term, stable service that is a women's not a homelessness service. There is also a project needed on advocacy in non-homeless safe-spaces (airports, libraries, parks).

Points from the floor;

- Trust and the idea of not being hassled. If safe/non-homelessness spaces try to engage with homeless women, they may leave.
- Considering the extreme hidden nature of women's homelessness and the discussion about how to engage women in services, a national phone line for women should be created. This would be a high profile national service operating similarly to child line. Women would be able to receive help and advice on any topic and remain anonymous this way. Outreach in libraries would still be unable to reach a lot of homeless women
- Alternative space should also exist. There should be a facility for women to present at, whatever they are experiencing - a service where a person would feel comfortable presenting as a woman who would like support.

5. The label of 'homelessness'

Point from the floor;

- There is a need to remove the 'homelessness' label. It is about transition points in people's lives. All of us go through transitions. If you deal with these, the homelessness sector is defunct. People don't need to have the homelessness label dumped upon them as another category of problems.

Kesia Reeve; Removing the label of 'homelessness', and therefore the category of services that are set up and accessed by homeless people in particular, could produce a situation where we all lament the lack of them in the future. There is a need for homelessness services. Library spaces should stay safe – should stay 'non-homeless,' but providing information in them is OK.

7. On funding

Point from the floor;

- Funding today is focussed on an outcomes agenda, therefore not on history – it does not recognize damage done in peoples personal pasts.

Debbie Hilton; we need to lobby funders into supporting services that are here to solve hidden homelessness. Funding is crucial and is real; we need it now, today.

8. On sharing best practise/organizations working together

Point from the floor;

- Organizations need to look outwards. They need to spread things that are going right.