

The European End Street Homelessness Campaign



Westminster Homeless Action Together WHAT_JULY16



West London Mission
Transforming lives since 1887



The Connection
at St Martin-in-the-Fields
helping homeless people
seven days a week



**THE
ABBAY
CENTRE**
conference and community centre



City of Westminster



St Mungo's
Ending homelessness
Rebuilding lives

Westminster Homeless Action Together WHAT_JULY16

Thank you so much for signing up to Westminster Homeless Action Together. Your support is crucial in helping us to end rough sleeping.

Rough sleeping is harmful and dangerous. People who sleep rough die prematurely – the average age of death of someone who's been homeless is 47 - and they are more likely to suffer poor mental health. Rough sleeping is also not good for the community in which it takes place. That is why we are planning this action week to end street homelessness

Westminster City Council (WCC) and its partners have been at the forefront of innovation in addressing the continuously changing nature of rough sleeping within the city, some of which has become part of proven methods for tackling the complexity of rough sleeping nationwide. Much has been achieved in striving to make sure that nobody spends more than one night on the streets; now 66% of new rough sleepers spend only one night outside. However, despite all of our best efforts, homelessness has been rising since 2010, especially in Westminster.

Westminster Homeless Action Together is part of a European-wide initiative to end rough sleeping. This survey week is all about engaging the public in a conversation on the issue of rough sleeping. It is an exercise to listen to homeless people about what has caused them to be homeless and what could make a difference to help them come off the streets. It is also an opportunity for the local community to be part of helping to provide perspectives and solutions beyond the usual people who work for homeless charities and the local Council.

We look forward to working with you during the week and our hope is that you feel inspired to remain involved in the campaign beyond this survey week.

Thank you again for your support, The Westminster Homeless Action team.



Rough sleeping in London - Facts and Figures

This bulletin presents information about people seen rough sleeping by outreach teams in London between April 2015 and March 2016. Information in the report is derived from the Combined Homelessness and Information Network (CHAIN), a multi-agency database recording information about rough sleepers and the wider street population in London. CHAIN, which is commissioned and funded by the Greater London Authority (GLA) and managed by St Mungo's, represents the UK's most detailed and comprehensive source of information about rough sleeping.

Headline findings

Overall

8,096 people were seen rough sleeping by outreach workers in 2015/16.

- This represents an increase of 7% compared to 2014/15. This is lower than the previous increase of 16% between 2013/14 and 2014/15, but higher than the increase of 1% between 2012/13 and 2013/14.

New rough sleepers

5,276 people (65% of the total) were seen sleeping rough for the first time in London in 2015/16.

- 64% of new rough sleepers were only seen once in the year, compared to 67% in 2014/15 and 70% in 2013/14.
- 25% of new rough sleepers attended No Second Night Out (NSNO) and 1,153 (87%) of these people were not seen rough sleeping again in the year.

Longer term rough sleepers

23% of rough sleepers in 2015/16 had also been seen in 2014/15, while 12% had returned to the streets after a period of at least one year when they had not been seen rough sleeping.

- The stock group (i.e. people who have been seen in consecutive years) have shown the greatest proportional increase over 2014/15, at 15% (compared to 3% for new rough sleepers, and 13% for people who returned after a period away).
- Two thirds of returners (662 people) were seen just once or twice, suggesting they didn't return to long term rough sleeping.
- 225 (3% of the total) rough sleepers were seen in all four quarters of 2015/16. This figure remains low, but this group is of particular concern because these people are more likely than others to be 'living on the streets'.

Borough profile

35% of those seen rough sleeping were contacted in Westminster (2,857 people).

- The number of people seen rough sleeping in Westminster has risen by 287 (an 11% increase).
- Five other boroughs recorded more than 300 rough sleepers in the year (Camden: 641; Lambeth: 445; City of London: 440; Tower Hamlets: 395; and Southwark: 372).
- Of the ten boroughs with the highest numbers of rough sleepers, Lambeth, Heathrow and Southwark (marginally) have shown decreased numbers on 2014/15.

Nationality

Two fifths (41%) of those seen rough sleeping were of UK nationality.

- The proportion of UK nationality rough sleepers has continued to fall over the last two years (43% in 2014/15 and 46% in 2013/14).
- 37% of those seen rough sleeping in 2015/16 were from Central and Eastern Europe* and 10% were from other European countries.
- Romanians were the single biggest non-UK nationality group, comprising 20% of all people seen rough sleeping in the year.

Age and gender

Those who slept rough were predominantly male (85%). One in ten were aged under 26.

- 15% (1,216 people) of those seen rough sleeping were female.
- The proportion of women has risen slightly over the last two years (14% in 2014/15 and 13% in 2013/14).
- 10% (830 people) of those seen rough sleeping were aged under 26, of whom just four people were under 18 years old.
- 11% of those seen were over 55.

Last settled base

2,792 new rough sleepers had information recorded about their last longer term or settled accommodation before rough sleeping.

- 57% reported their last settled base as being some form of long term accommodation, including 39% coming from private rented accommodation.
- 5% had been living in a hostel before first being seen rough sleeping.
- 3% reported their last settled base as prison or hospital.

Reason for leaving last settled base

2,771 new rough sleepers had information recorded about why they had left their last longer term or settled accommodation.

- 29% left their last settled accommodation after being asked to leave by the person they were staying with, or following eviction.
- 11% left their last settled home due to a relationship breakdown.
- 28% left to seek work or following the loss of a job.
- 804 people had sought help and advice from a Local Authority Housing Options service during the 12 months before they were first seen sleeping rough.

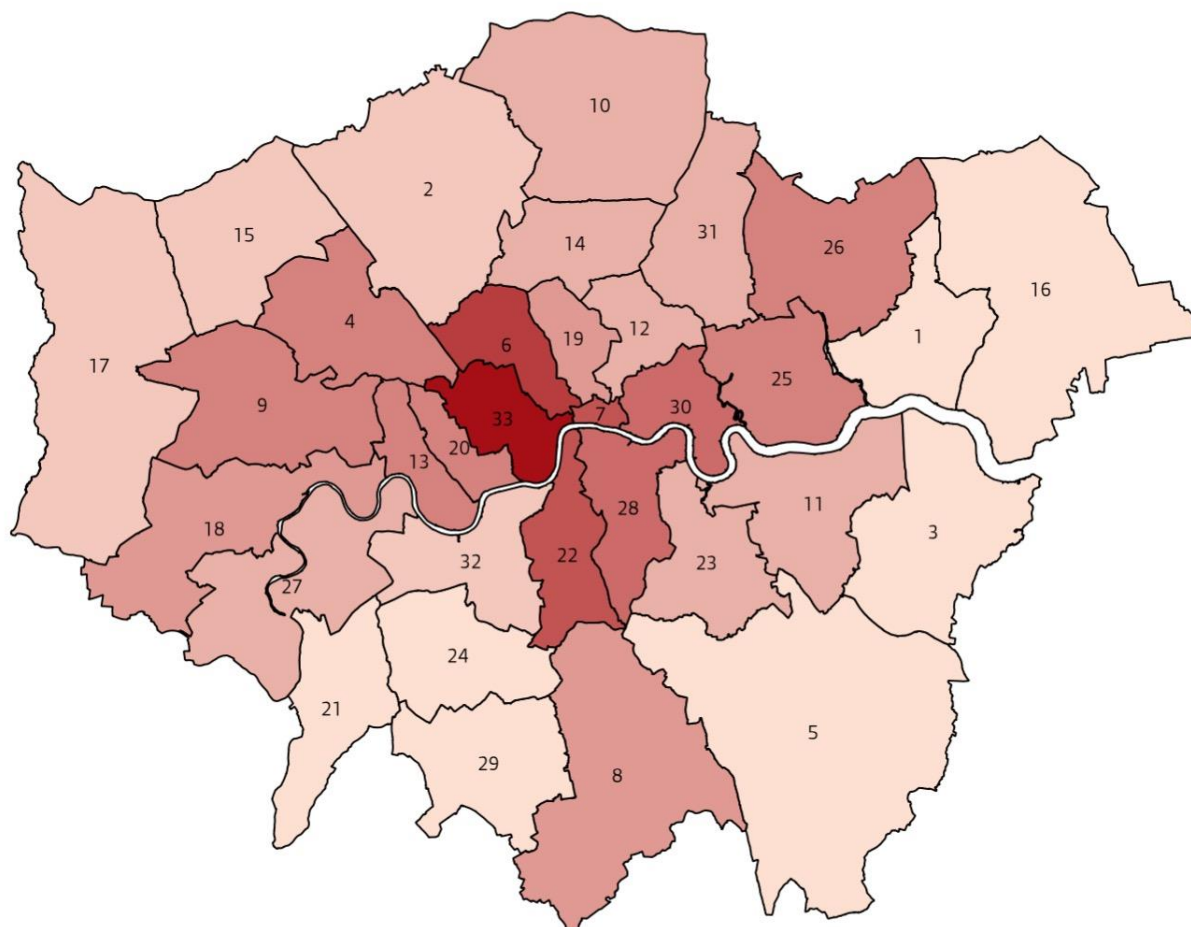
Moves off the street

Outreach teams and NSNO helped 2,450 (30%) of the people seen rough sleeping into accommodation or to return to their home area.

- A total of 2,867 bookings into accommodation were made for people seen rough sleeping during 2015/16.
- 44% of the 1,067 reconnections for rough sleepers in 2015/16 were to destinations outside the UK.
- 37% of departures from hostels and other temporary accommodation in 2015/16 were moves to medium to long term accommodation, compared to 39% in 2014/15.

* EU expansion in 2004 and 2007 enabled people from the following countries to come to the UK to work: Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia and Slovenia. These are referred to as Central and Eastern European (CEE) countries in this report.

The map below shows a colour coded representation of the total number of people seen rough sleeping during the year in each borough.



No. People Seen Rough Sleeping



Key	Borough	No.
1	Barking & Dagenham	32
2	Barnet	88
3	Bexley	26
4	Brent	212
5	Bromley	47
6	Camden	641
7	City of London	440
8	Croydon	166
9	Ealing	287
10	Enfield	136
11	Greenwich	110

Key	Borough	No.
12	Hackney	148
13	Hammersmith & Fulham	241
14	Haringey	135
15	Harrow	65
16	Havering	20
17	Hillingdon	56
18	Hounslow	191
19	Islington	158
20	Kensington & Chelsea	230
21	Kingston upon Thames	31
22	Lambeth	445

Key	Borough	No.
23	Lewisham	133
24	Merton	49
25	Newham	260
26	Redbridge	222
27	Richmond	133
28	Southwark	372
29	Sutton	35
30	Tower Hamlets	395
31	Waltham Forest	139
32	Wandsworth	96
33	Westminster	2857
34	Heathrow	241

Core Elements of the Westminster Homeless Action Together Campaign

Raising the profile and increasing understanding of the challenges of the growing rough sleeper problem, not only in London but across Europe.

Help to galvanise new energy and generate new thinking

Use the survey to better categorise and prioritise the housing needs of rough sleepers

Help deliver comparable data about rough sleepers European wide

Engage the wider community to help think about solutions so that gaps in provision can be filled

Ultimately help plan and set a new London wide target to end street homelessness in London

Tracking progress: regularly collecting and sharing person-specific data to accurately track progress toward ending homelessness.



This survey is the first pilot in the UK but has already been run successfully in a number of European countries. More are signing up!



What will happen during the week?

You start by attending the volunteer training and finding out more about WHAT and why it's important. You'll also receive copies of all the slides and will have the opportunity to make notes during the training.

At the end of the training you will be allocated your shift details of where you need to be and when.

The first shift is on the night of the 11th of July, and the last shift takes place on the morning of the 14th of July. You will find helpful information in this pack about your shift and what you will need to bring with you.

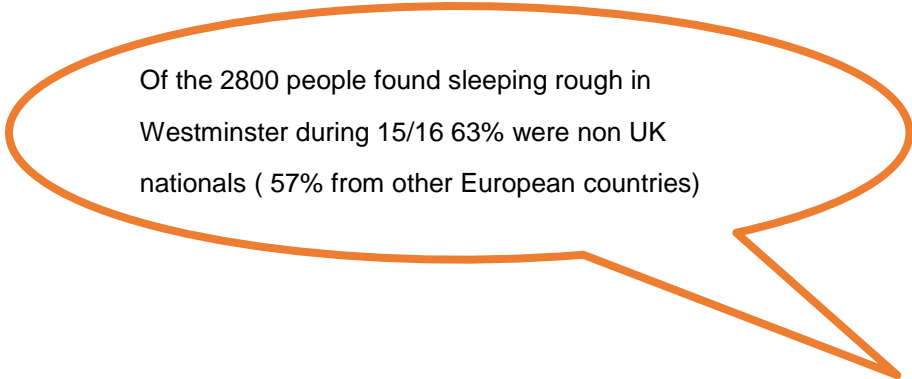
What happens with the survey information?

We will hold a debrief event (19th or 20th July) that we would like you to attend. We will present the initial survey findings and your experience feedback to stimulate discussion about ways to end rough sleeping.

We will write up the learning from the survey to inform the London campaign and share learning within the European End Street Homelessness campaign, the new Mayor's Rough Sleeping Strategy and other relevant initiatives such as the £100 million capital fund.

Ultimately, we want to use information to influence and help plan and set a new London-wide target to end street homelessness in our city, finding quicker and better ways to help people off the street.

Diversity of Rough Sleepers in Westminster



Of the 2800 people found sleeping rough in Westminster during 15/16 63% were non UK nationals (57% from other European countries)

The vast majority of people who end up sleeping rough on the streets of Westminster originate from other parts of London, the UK, Europe and the rest of the world. Westminster has always been a location where people end up in high numbers often seeking help, support, or employment. Whatever their origins, rough sleeping is harmful and even more so for those who find themselves destitute and not eligible to access emergency housing or support. The diversity of the rough sleeping population makes it very challenging for services as language and cultural differences can create further barriers and obstacles to providing help. A good example of this is the large number of Romanian Roma who have been rough sleeping in Westminster in increasing numbers.

Romanian nationals have been identified as the fastest growing group of rough sleepers across Greater London and particularly within the City of Westminster and neighbouring boroughs. According to official data from the Combined Homelessness and Information Network (CHAIN) database, there were 1,388 Romanian rough sleepers in London during 2014/15. This represents 18.7% of all rough sleepers in the capital and is the second largest group after UK nationals.

During the training you will be hearing from the Roma Support Group who will cover the following:

- Origins
- Language and communication
- History of discrimination and its impact on engagement with public services
- Cultural taboos and sensitive topics
- Best practice and useful tips on engagement

What are we asking you to do?

You will be asked to help us gather information from rough sleepers by going out onto the streets and asking people sleeping rough a set of questions about their situation. The survey we are using has been designed to capture the same data across major European cities and to work together to get new ideas, original insights and fresh perspectives on what could be done to end street homelessness.

We have a number of different volunteer roles ranging from volunteers who will go out onto the streets and speak directly to homeless people to support roles for those who want to help but would prefer to help at headquarters.

Thank you for signing up. Each volunteer will play a vital role in helping us during the survey week. During the training you will receive information and training that is relevant to your role. The majority of volunteers will be involved in taking part in surveying rough sleepers on the street



SURVEY VOLUNTEER

Volunteering as part of small teams out on the street, late at night talking and gathering information from rough sleepers



HQ VOLUNTEER

You will be running the show back at base making sure everything runs smoothly before during and after the survey shifts. It's a vital role ensuring things remain shipshape.

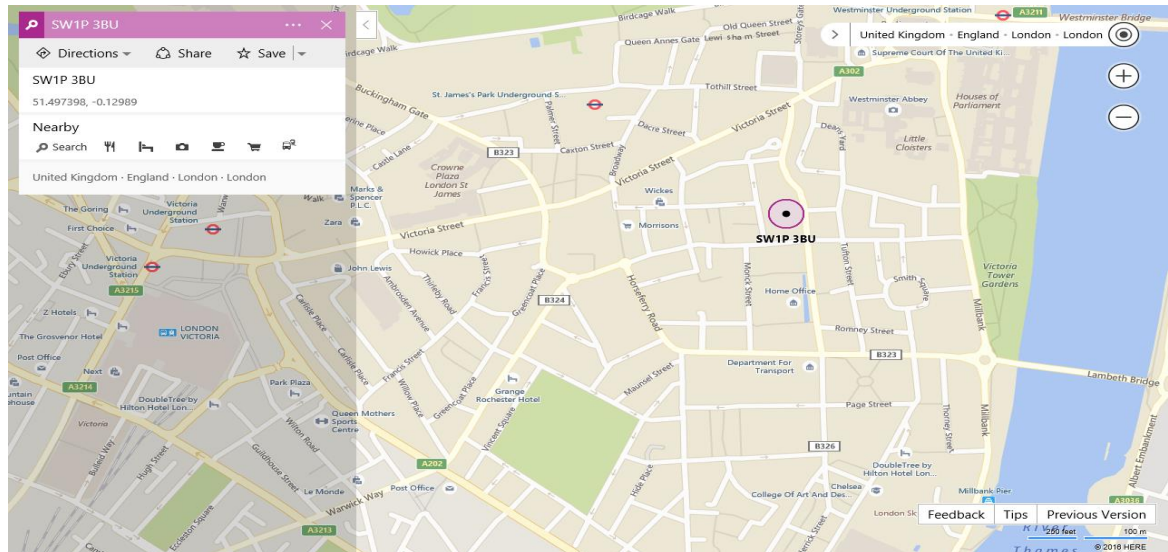


DATA VOLUNTEER

As data comes in from the street teams, data volunteers will be carefully logging the information. You will need an eye for detail and lots of patience! Information is power!

Headquarters for the week will be [please enter address details]

All shifts will start and end from **[please enter address details]**



Shift dates and times

11th of July 9pm-2am:

12th of July 9pm -2am

13th of July 9pm -2am

14th of July 6am-10am

Please ensure you arrive on time. If you have any problems please call:

[enter a contact telephone number]

You will be provided with an ID badge, and all necessary paperwork, clipboard etc.

What to remember

Wear appropriate clothing and sturdy footwear if you are going out on the street. (Consider the weather and a significant amount of walking).

A torch if you have one

Find out where you are going and your route back.

Before your shift you will discuss the route, sites to visit, and any areas or clients to avoid.

You will also have refresher briefing on the training you have received on the night of your shift.

The Survey

The European End Street Homelessness Campaign Team worked with pilot communities to determine common data fields that all communities participating in the Campaign must include in their common assessment

These fields are as follows:

- Gender Identity
- Country of Origin
- EU Citizenship
- Immigrant/Refugee Status
- Length of Time in Current Country
- Jail/Prison Stay in the Last 6 Months

Part One: The Pan-London survey Scoring System

- History of Housing and Homelessness
- Risks
- Socialisation and Daily Functioning
- Wellness
- Demographic Information



Part Two: Westminster specific questions

- Additional demographic information (sexuality, armed forces, local authority care etc.)
- Why people are sleeping rough in the local area, access to services and support, work, immigration history and mobile phone access

Please note, although we have added Westminster specific questions, we have agreed a pan London survey tool which will be used to run the survey in other areas of London starting with Croydon.

Information security

The survey asks for sensitive information

All participants will be asked to sign a consent form

We will not be collecting names on the surveys

Consent forms and surveys should be carried by different volunteers on the night

Please bring a sturdy, zippable bag to keep the forms in and take extra care not to lose or mislay any forms on the night

Data will be inputted without names so all electronic data is anonymised

The paper surveys will be destroyed once inputting is complete



What to remember

As you will have heard during the training there are certain expectations we will have of you when you are conducting the survey. You will have discussed these during the training. We have included these below as a reminder. Please read them before you go out on shift.

DO

Introduce yourself and explain what you are doing
Be sincere and thank people for their time
Remain calm
Keep aware of your surroundings
Be aware not everyone will speak English
Allow the person their individual space when you are talking with them
Honour requests not to participate or to skip certain questions
If you are uncertain someone is homeless, ask them so we don't miss surveying a rough sleeper.
Practice good body language
Keep your mobile phone on
Check with your team leader and refer to contact numbers if you need assistance of any kind
Be safe
Pay attention to your intuition
Excuse yourself if you don't feel safe & talk to your shift leader
Talk to your shift leader if you feel upset or shocked by something you have heard or seen
Be yourself



DON'T

Separate from your team
Go into any parks, locked up areas, buildings
Physically touch people to wake them up or get their attention
Don't shine a torch into people's face
Invade someone's personal space
Demand or insist participation
Put yourself or anyone in danger
Be judgmental
Promise housing or services
Give money or offer rides
Carry any expensive personal items
Share any confidential information



Maintaining boundaries

Due to our client group, it is important for volunteers to bear in mind how to work appropriately and how to maintain professionalism within their role as a volunteer.

Boundaries are limits we set ourselves in everyday relationships. They can relate to:

- ☐ The information we feel comfortable in sharing about ourselves, and who with
- ☐ Using the appropriate language in different settings (e.g. work or social situations)
- ☐ How and whether or not we assert ourselves
- ☐ The way we present ourselves (e.g. clothing, hair, make-up etc).

Boundaries can be set consciously or unconsciously, and will vary depending on the nature of the relationship we have with someone and the environment we are in. We all are comfortable with different levels of disclosure, for example with our own personal information and physical space. In our everyday lives, we operate within our own personal boundaries and expect others to respect them; this is true of volunteers, staff and clients.

While volunteering at WHAT

We expect you to observe the following boundaries:

- ☐ Do not borrow money from, or lend money to clients
- ☐ Do not accept personal gifts from, or give personal gifts to clients
- ☐ Do not share your personal contact details with clients
- ☐ Do not enter into a personal or sexual relationship with a client
- ☐ Do not use drugs or drink alcohol with clients
- ☐ Do not enter into a personal or sexual relationship with a client
- ☐ Do not buy anything from or sell anything to a client.

In your role as a volunteer you are likely to find that your personal boundaries are tested and not all boundaries are as clear cut as these.

If you are ever unsure how to deal with any such questions or behaviour, then please do speak to your shift leader or a member of staff. It is vitally important that both our clients and our volunteers are protected from harm and treated with the respect **they deserve.**

Maintaining confidentiality

In the course of your volunteering for WHAT you **WILL** come into contact with and use confidential information, including personal information about clients, such as information about people's circumstances, families, health and other private matters. It is vital that this information is kept confidential.

The **Volunteer Code of Conduct** explains what is expected of our volunteers in terms of confidentiality. Please do read and consider this important guidance carefully. We ask you to:

- ☐ Keep confidential any information that staff share with you about clients (as between you and the staff who gave you that information) and **DO NOT** share any such information with other clients.
- ☐ Avoid sharing your own personal information, including your address and personal contact details, personal lifestyle choices and financial situation.

Safeguarding

Why do we need to think about safeguarding?

- Keep people safe and prevent harm or abuse, protect their health, wellbeing and human rights
- Empower people to prevent abuse for themselves
- We have a legal duty to safeguard everyone from harm and to work in partnership with others to achieve this

Possible forms of abuse include

- Physical abuse
- Neglect
- Psychological and Emotional abuse
- Sexual abuse
- Financial and material
- Organisational abuse
- Self-neglect
- Modern Slavery
- Domestic Abuse
- Discriminatory Abuse
- Sexual Exploitation

What should you do if you have a concern?

- Do not try to investigate
Let the shift leader know as soon as possible
Do not disclose information with anyone else
Give as much information as possible...
 - When-Where-What-Who
- If you are not sure if it is a safeguarding matter, still report it as it may still be an issue that needs to be addressed.



The survey night

- Know where HQ is and please be on time!
- Plan how you will travel to/from your shift
- If you are a survey volunteer, wear appropriate clothing and sturdy footwear (consider the weather and a significant amount of walking)
- Please bring your volunteer handbook with you
- There will be a refresher briefing on the night so don't panic
- If you can no longer make your shift please contact **[please enter a contact name and number]**
- If you want to do more shifts, use the same number
- Make sure your phone is fully charged
- Tweet about your experiences and please tag us at # WHATJuly16
- Remember no question is a silly question!





Volunteers are vital to the success of Westminster Homeless Action Together. With over 250 volunteers, we couldn't run the week without your support and we want to keep you involved. This is why:

Petra Salva of St Mungo's says *'Volunteering is at the core of all organisations involved in this initiative. Which is why we want you to remain involved with us even after this week. For those of you who don't routinely work in this area, I hope you will come away moved by the people you meet and the stories you hear. I am also absolutely convinced that we need your help to think differently about finding ways of ending rough sleeping. Organisations like mine want the public and wider community involved in the conversation about rough sleeping and also in helping to find solutions to end this scandal.'*

Roger Clark from the Passage said *'The Passage was started in 1980 by the voluntary efforts of the Daughters of Charity of St Vincent de Paul. We have retained the essence of volunteering at our heart, with over a 4:1 ratio of volunteers to paid staff. We absolutely believe in the action of coming together and of inviting those who are not exposed to the day-to-day challenges of working with rough sleepers to refresh our thinking and to work towards a common goal of a better society for all'*

Jon Kuhrt from West London Mission said *'Next year, West London Mission will be 130 years old and for all that time, volunteers have been right at the heart of all we do. Our Day Centre in Marylebone could not operate without our volunteers and we coordinate the Westminster Churches Winter Shelter which brings together hundreds of volunteers from 13 churches and a synagogue to provide shelter to homeless people during the coldest months of the year. We know well the special energy and commitment that volunteers bring. WHAT is a great opportunity for this to be seen again as we work together to help understand better the situations of those living on London's streets.'*

Lainya Offside-Keivani of the Abbey Community Centre says *'We are all so grateful to each and every one of you for volunteering in this very important project. It can be tempting to think that individuals can't make a difference, especially regards an issue like rough sleeping. Our experience of working with volunteers confirms that people just like you are making a massive contribution to achieving a fairer and kinder society every single day. Thank you for sharing your time, skills and compassion'*

Jennifer Travassos from Westminster City Council says *'Westminster City Council's vision is based on community action and engagement and people volunteering their time enables us to develop a stronger understanding of those who are often unseen or unheard in communities. The reach of volunteers in areas such as rough sleeping and homelessness cannot be underplayed; in fact a volunteer taking time to share their skills or even just to ask questions can help our community to further develop opportunities for the building blocks towards recovery. In short, we couldn't do this without any of you and your time and ideas!'*

Colin Glover from Connections at St Martin said *'As rough sleeping continues to rise we need new and innovative solutions to address the problem and it could be you, the volunteers, who then come up with these solutions. Stepping outside of our comfort zone is never easy but by volunteering you are going to help us look at these challenges with fresh eyes- so thank you for giving up your time. Rough sleeping is a problem for the whole community and by bringing together the community over the next few weeks we hope to be able to make our society better for everyone'*

Media and social media

We want WHAT to raise awareness about ending homelessness – and are hoping for mainstream and social media coverage during July. We need your help with this.

Social media – please

* Tweet about your experience, but in a mindful, respectful way. That is, talk about what you are doing, rather than full details of the person you're talking to. Here is some guidance for using Twitter and Instagram.

Hashtags

#WHATJuly16

#endhomelessness

Suggested tweets

We suggest using Q12 from the survey to focus on the strengths and skills of the people you meet, helping to break down misconceptions about those who are homeless. For example:

- “Met Robert today and talked about his love of playing the guitar #WHATJuly16”
- “Annie - film buff & sci fi fan. Speaking with her about why she is homeless & how we can help #WHATJuly16”

Tweets about how you’ve found the experience:

“Very moving listening to the stories of those sleeping rough & their experiences. #endhomelessness”

- “Inspiring to be part of #WHATJuly16 coming together to #endhomelessness”
- “Finding out why someone is homeless is the first step to helping ppl end their homelessness. Proud to be part of #WHATJuly16”

Do:

Ensure you have consent signed by the person you’re talking to
Use the client’s name in your tweet **only** if you have permission
Be conversational in your Tweets, and if people reply to you, then favourite, retweet or reply saying “Thanks”.

Don’t:

Take any photos without first discussing with the client
Give out personal details of clients eg surname, where they are sleeping, email address etc.

Dealing with TW/FB questions and complaints

If people would like more info about WHAT, including setting up their own week of action, you can refer them to <http://www.westminsterhomelessactiontogether.org/>. If they have a question, they can contact us on there, and we’ll get back to them as soon as possible.

If people want to know how they can help people sleeping rough:

“Hi @NAME. Please contact StreetLink on @Tell_Streetlink who connect ppl nationally to local support & help”

If someone has a complaint, please direct them to the contact us form on the WHAT website above.

Please don't be tempted to get in a to and fro conversation about the issue which can be tricky in 140 characters.

"Hi @XXXX, thanks for getting in touch. Pls can you send us all the details of this so we can look into this?"

<http://www.westminsterhomelessactiontogether.org/new-page/> Thx"

If people want to know what happens next:

"We'll be meeting soon to share our findings from the survey. Watch this space"

* Pictures – take none of the survey participants please, unless they particularly want to be photographed. But please do post pictures of you taking part, or perhaps unattended sleeping bags, cardboard, some non-person pics, as you are on the shift

* The experience – this is about conversations, experiences, so please focus on that rather than feeling you have to share continuously on social media during your training and shift.

Media

We view the media as an important ally in our efforts to engage the community around homelessness.

We are hoping some print, radio and TV journalists will come out and cover some of the shifts and report on WHAT, your experience and that of the survey participants – and what could happen next.

We will also have some commissioned photographers taking pictures on some shifts and perhaps some film makers.

Media protocol – we are going to ask media to respect a media protocol in terms of their involvement. This will cover, for example:

* Initial approach – people with cameras remaining at a distance initially, in order to maximise the survey response rate. Then volunteers leads seeing if the person and the volunteer might be up for photos or an interview. Only then, after consent given, for filming to begin

* Asking them to be sensitive and respectful of people's situation and willingness, or not, to share their stories.

If you have any concerns about inappropriate media/social media, please alert your volunteer lead immediately.

Want to stay involved?

Are you committed to Westminster Homeless Action Together? Are you keen to continue to volunteer your time? Read on for how to stay involved with organisations involved in WHAT and find out more about how to get involved with other organisations.

Team Westminster – to keep up to date with all volunteering opportunities in Westminster log onto <https://do-it.westminster.gov.uk/>

St Mungo's – St Mungo's has a wide range of roles across London and the South and South west of England. Log onto http://www.mungos.org/how_you_can_help/volunteer/volunteer_roles or follow @stmungos, email volunteerservices@mungos.org or call 0203 856 6160 for more information

The Passage – The Passage is based in Victoria and provides support for over 200 individuals and has a huge number of roles to support vulnerable clients. Find out more at <http://passage.org.uk/volunteering/>, follow @thepassage, email volunteering@passage.org.uk or call 020 7592 1850

The Abbey Community Centre – Based in the heart of Westminster the centre provides a community hub and café, running activities and providing support. They have a great range of roles and more information can be found at <http://www.theabbeycentre.org.uk/community/index.php/what-we-do/volunteering> or by 0207 227 0650

Connections @St Martins- The Connection supports people away from the streets through specialist services including: a day & night centre, street outreach, help finding employment & specialist mental health & addiction support to find out more log onto www.connection-at-stmartins.org.uk/volunteer

West London Mission- The West London Mission has been serving homeless and marginalised people since 1887. We have developed a range of innovative projects which support and empower some of the most vulnerable people in London. For more information log onto <http://www.wlm.org.uk/how-you-can-help/volunteers> or for general enquiries call 020 7935 6179 or follow @wlm_uk

Groundswell- Since 1996 Groundswell have been supporting homeless people to be involved in delivering solutions to homelessness – including peer research, client involvement and health. All roles are for those with

personal experience of homelessness. For more information log onto <http://groundswell.org.uk/volunteer-progression-programme/> or follow @ItsGroundswell

Evolve: Evolve support 545 people in supported housing, They have a range of roles as they support their customers with their recovery. To find out more visit <http://www.evolvehousing.org.uk/get-involved/volunteer-for-us/> or follow @EvolveLDN

Crisis: Crisis have a range of roles in their Skylight centres and in their head office as well as their yearly Crisis at Christmas attracting over 9000 volunteers. Find out more at <http://www.crisis.org.uk/pages/current-opportunities-london.html> or follow @crisis_uk

Thames Reach: Volunteer roles include working with street outreach services, working with homeless people in their hostels and supported housing projects, peer mentoring, office based work and fundraising and events opportunities. <http://www.thamesreach.org.uk/help-us/volunteer/> or follow @ThamesReach

Useful terms

Assertive outreach : A way of working with an identified client group who do not effectively engage with services; usually work with clients in their own environment, wherever that may be which allows services to be provided to people who may not otherwise receive them.

Bedded down: A term used by outreach teams to signify that a person was sleeping rough when encountered.

CHAIN: Combined Homelessness and Information Network (CHAIN) is a multi-agency database recording information about rough sleepers and the wider street population in London.

Clearing House: This service is a partnership with approximately 50 Housing Associations who provide accommodation for people with a history of sleeping rough

Clients and residents: A resident is someone who sleeps in a bed in accommodation. A client is someone who accesses any of our services. It is less confusing to use clients as the overarching term.

Homelessness: A person is homeless when they have nowhere at all they can stay. You do not have to be sleeping on the streets to be classed as homeless.

Hostel: Temporary accommodation, usually shared with others. Some hostels also provide support and advice to help people move on. The length of time a person can stay varies.

Housing First: Housing First approaches are based on the concept that a homeless individual or household's first and primary need is to obtain stable housing, and that other issues that may affect the household can and should be addressed once housing is obtained.

Move-on: Accommodation specifically provided for residents to move on to after having stayed for a period of time in a hostel or housing project.

NSNO: The No Second Night Out scheme focuses on helping people who are new to rough sleeping on the streets of London. They are helped off the streets quickly and, through our assessment hubs, assist them to find alternative accommodation, so they do not have to sleep out for a second night.

Personalisation: personalisation is about giving clients real control over their own lives and over how they use the resources and choices available to them. It is about working with clients to identify their own individual pathways and they trying to provide, or help them find elsewhere, the support that they want and need, at the time they need it, for their own individual recovery journey.

Projects: This is an overall term to refer to all types of services we run, including both accommodation projects and non-accommodation projects.

Recovery approach: The recovery approach is about using the best skills and resources we can provide to work with our clients, respecting their experience, valuing their qualities, and believing in their aspirations, in order that they find practical, lasting and real ways to achieve their potential.

Single homeless person: Generally understood to be those who are homeless but do not meet the priority need criteria to be housed by their local authority. They may live in supported accommodation, e.g. hostels and semi-independent housing projects, or sleep rough.

Sleeping rough: Not having accommodation. Includes sleeping on the streets, in open buildings (for example, a car park), in a tent, or in a vehicle.

Specialist accommodation: Accommodation with specific support provided, such as for drug/alcohol addictions or mental health conditions.

StreetLink: A national referral service for the public to connect people sleeping rough with local services.

Street outreach: These are teams which make contact with people sleeping rough on the streets, providing them with advice and referring them to accommodation and other services.

Verified: Indicates that someone was met bedded down on the street by a commissioned outreach team and their details have been added to the CHAIN database.

Finally, if you see someone sleeping rough at any time please contact @Tell_Streetlink , www.streetlink.org.uk, on 0300 500 0914 or download the app on Android or I-tunes

