

# INTRODUCING HOMELESS LINK'S ONLINE INFORMATION SERVICES



**FOLLOWING THE MERGER WITH RESOURCE INFORMATION SERVICE IN APRIL 2009, HOMELESS LINK NOW PROVIDES A RANGE OF FREE HIGH QUALITY, ONLINE INFORMATION. OUR WEBSITES HELP YOU AND YOUR ORGANISATION TO TACKLE HOMELESSNESS BY PROVIDING UP TO DATE INFORMATION ON SERVICES, HOSTEL VACANCIES AND PUBLICATIONS AND RESEARCH ABOUT HOMELESSNESS ISSUES.**

# INFORMING THE HOMELESSNESS SECTOR

## HOMELESS UK

### WWW.HOMELESSUK.ORG

Find the services you need. Homeless UK is the only national source of comprehensive information about 9,000 services for homeless people and those at risk of homelessness. It includes details of 3,100 services specifically for homeless people and more than 42,000 hostel and accommodation bed spaces.

For research purposes, it also provides a clear picture of homelessness services at a national and regional level.

Homeless UK receives more than 13,000 visits a month (more than 400 a day). The site is funded by Communities and Local Government (CLG).

## HOMELESS LONDON

### WWW.HOMELESSLONDON.ORG

If your focus is London, Homeless London provides you with up to date details about 1,600 services, alongside other relevant information about the sector and each London borough.

Registered users of Homeless London save time on the phone by logging in to view live current vacancies at more than 90 hostels. The system enables staff to quickly identify vacant beds and open waiting lists. It also helps hostels fill vacancies more efficiently and saves staff time answering enquiries about vacancies.

The site receives more than 20,000 visits a month. Information from Homeless London is also available in a handy printed directory format. Homeless London is funded by CLG.

**If you are working with homeless people in London, and would like a username and password to view vacancies, please contact Jane Bancroft on 020 7840 9955 or email [jane.bancroft@homelesslink.org.uk](mailto:jane.bancroft@homelesslink.org.uk)**

## HOMELESS PAGES

### WWW.HOMELESSPAGES.ORG.UK

Find out what's new in homelessness thinking by visiting Homeless Pages, the leading source of

information on publications and research on homelessness in the UK. This major site gives details of more than 1,600 research reports, online documents, books and other resources.

Homeless Pages receives more than 20,000 visits a month. With funding from CLG and CRASH, we are redeveloping the site in 2009 to add new features and functionality.

## CUSTOMISE AN ONLINE SYSTEM FOR YOUR LOCAL AREA

We develop online directory and vacancy systems for other local and regional areas by working in partnership with local authorities and voluntary organisations. These sites help agencies working with homeless people and those at risk of homelessness to find appropriate accommodation and advice, as well as details of prevention and referral services.

A great example of how we can customise sites to meet local requirements around homelessness prevention is Birmingham Housing Options site ([www.birminghamhousingoptions.org](http://www.birminghamhousingoptions.org)) run by Birmingham City Council. Sites use existing data about services and IT functionality so are very cost effective. Features can include:

- Comprehensive online directory of services
- Live vacancy information in hostels and floating support services
- Reporting tools on vacancy levels
- Communication tools for local agencies
- Functions and reports that can help monitor referrals and clients.

We have developed other local sites in Edinburgh, Northern Ireland, Dublin and Cork.

**If you would like to find out about how we can develop a local site for you, please contact Peter Watson on 020 7840 9967 or email [peter.watson@homelesslink.org.uk](mailto:peter.watson@homelesslink.org.uk)**

## CONTACT

Please visit our sites and let us know what you think about them.

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