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Homeless Link

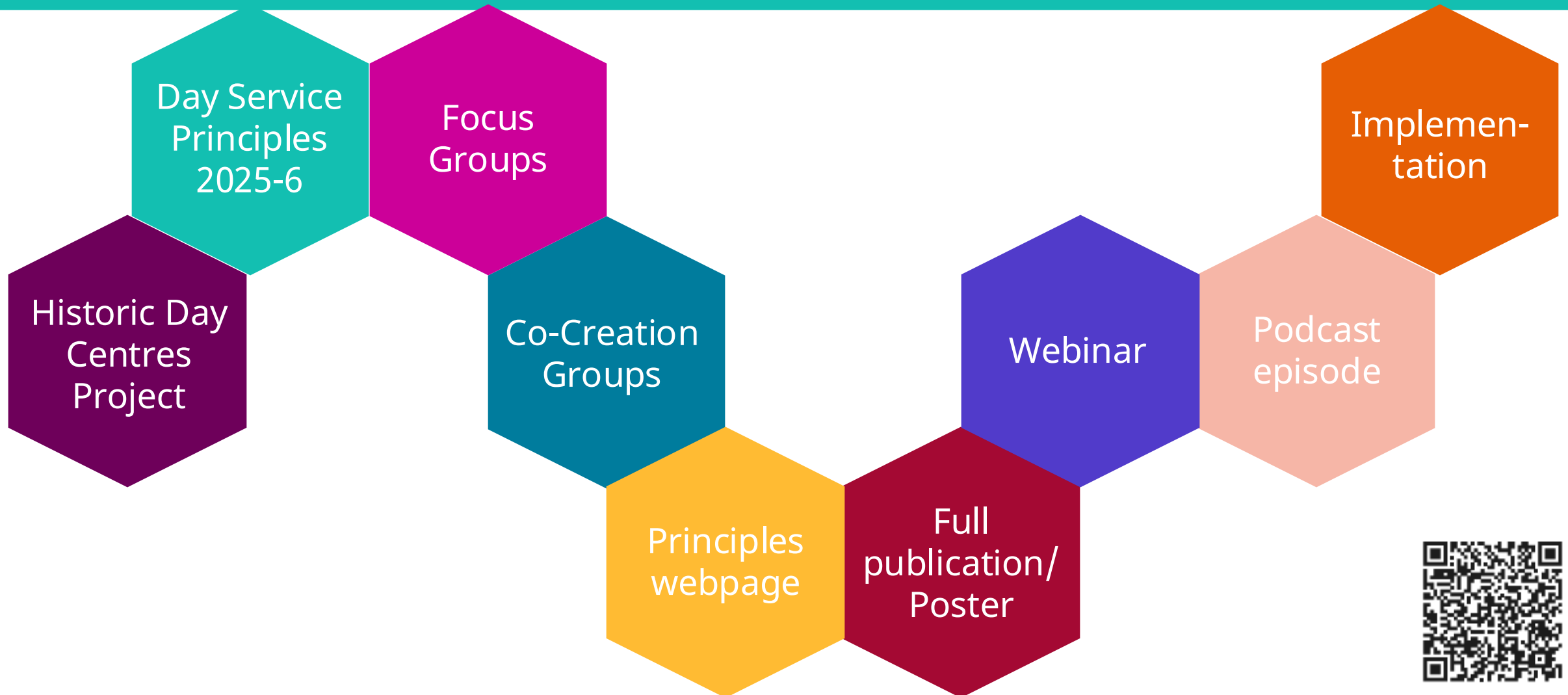
Principles for effective Day Services



In partnership with



Homeless Link's Day Services work



Background



- Around 173 Day Services in England.
- An estimated 1,938 people are supported by a Day Service on a given day
- 130,349 people over the course of a year (April 2023 - March 2024).
- 60% funded primarily from individual donors, grants and fundraising activities.
- 26% receive their main source of income from commissions from the Local Authority
- Only 39% receive any local authority contracts or commissions.

Source: Homeless Link Annual Review of Support for Single Homeless People 2024

Purpose



Demonstrate the value and impact of Day Services



Development and service design

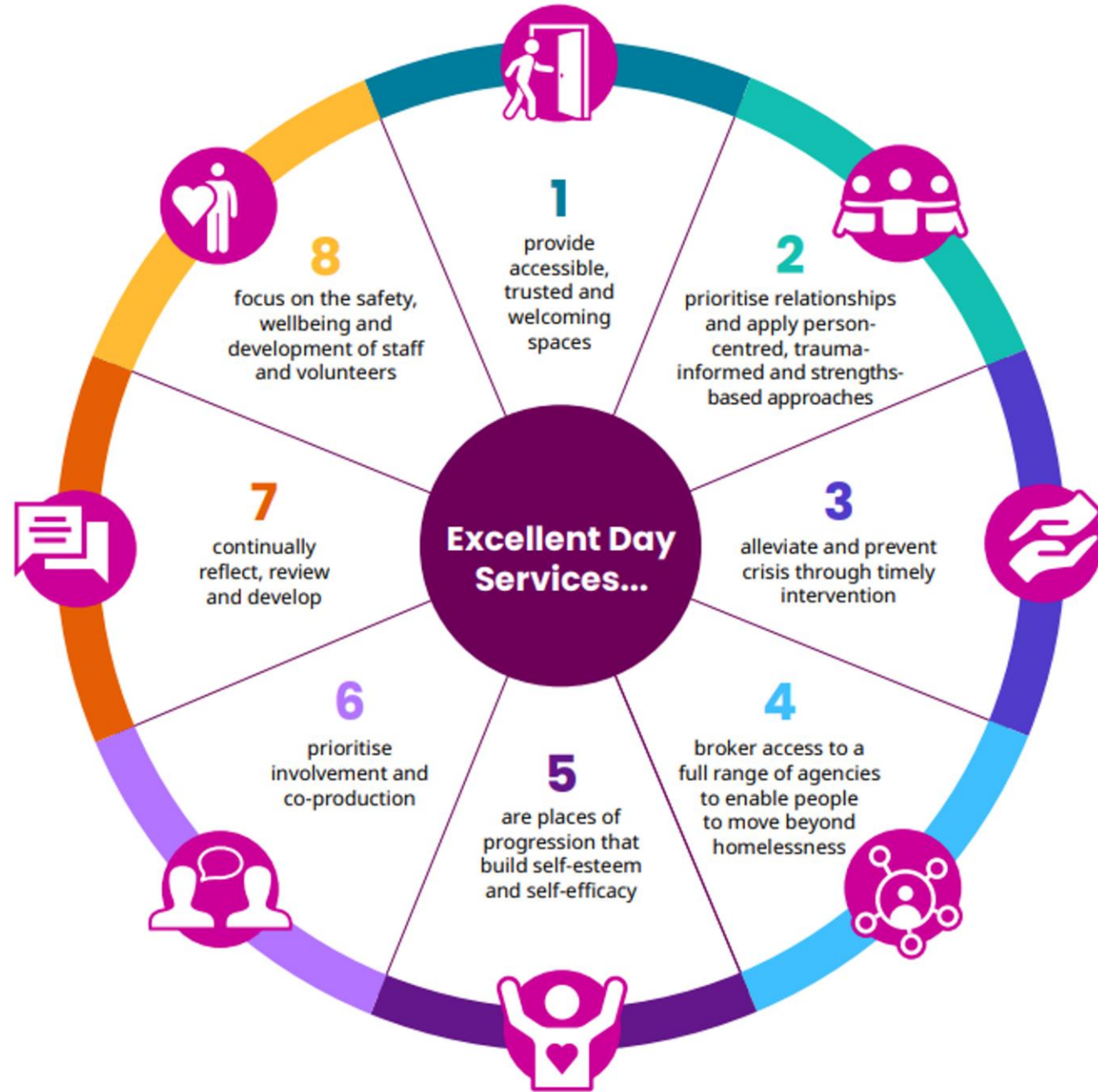
Core values



Connection



Progression



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Progression



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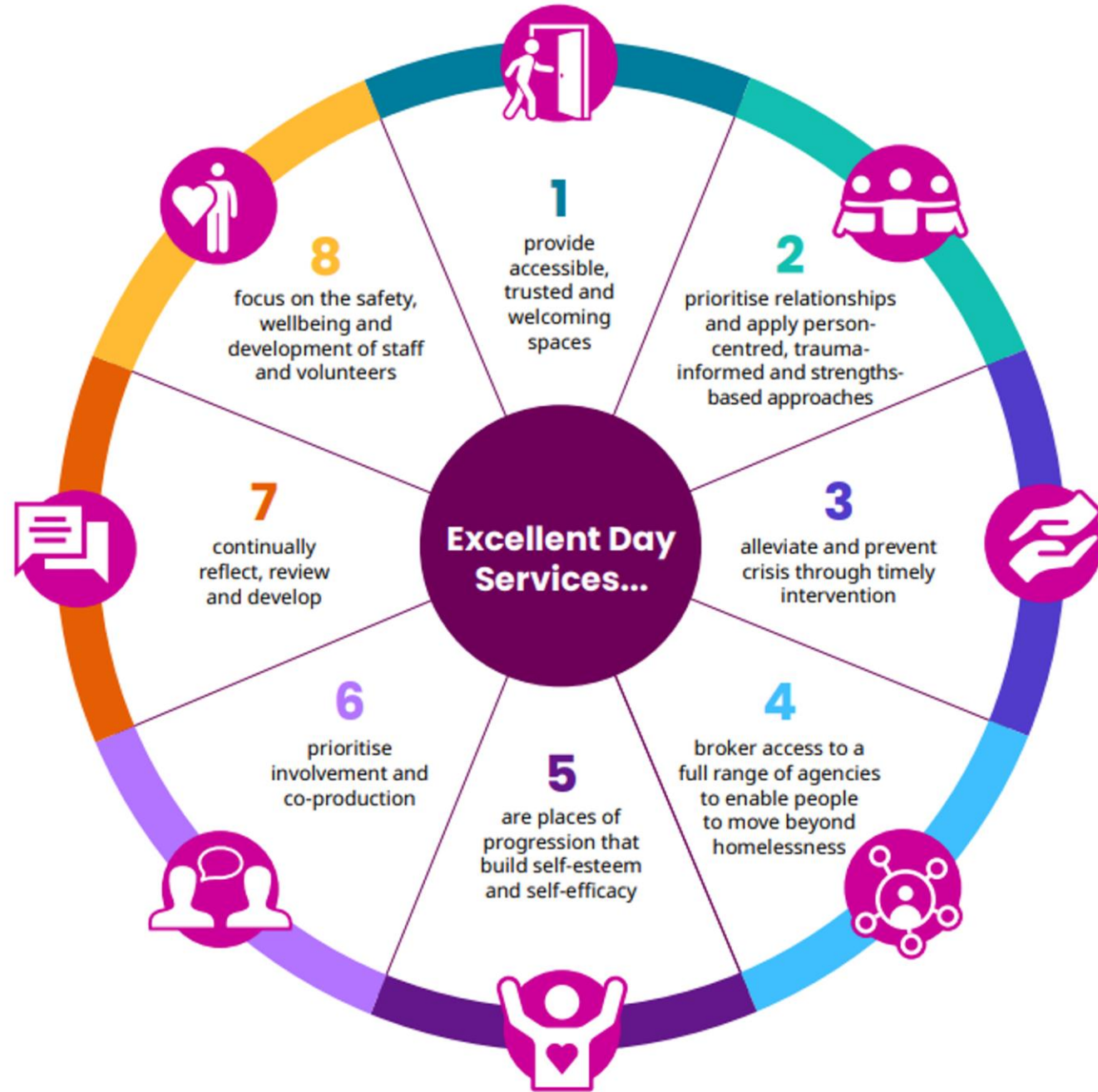
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Maximising the potential of Day Services



In partnership with





Connection



Progression

1. Provide accessible, trusted and welcoming spaces

This means Day Services...

- are based in locations that **facilitate access**.
- **promote awareness** of their service
- are often (but not always) **open access spaces**.
- provide **welcoming, non-judgmental and inclusive** spaces.
- provide a sense of **community and belonging**.
- **take steps to be inclusive**.
- aim to provide **high quality spaces** that.
- are available to those who need to return.



2. Prioritise relationships and apply person-centred, trauma-informed and strengths-based approaches

This means Day Services...

- prioritise building **trusting relationships**
 - aim to ensure that people feel **respected, valued, trusted and listened to.**
 - aim to provide a **consistent and warm environment.**
 - work to create **physical and psychological safety.**
- apply **trauma-informed approaches.**
 - work in a **person-centred and strengths-based way.**
 - actively seek to create environments that **reduce bars and exclusions.**

3. Alleviate and prevent crisis through timely intervention

This means Day Services...

- **rapidly assess** people's wants and needs.
- **meet essential and immediate needs.**
- aim to **respond quickly and effectively** to crisis and emerging needs.
- have **clear pathways** for linking people to emergency support.

4. Broker access to a full range of agencies to enable people to move beyond homelessness

This means Day Services...

- **facilitate access** to a full range of support.
- **bring multiple agencies together** in one location
- deliver service provision in a way that is **accessible**.
- develop **outstanding partnerships** with other agencies.
- are embedded within a **network of organisations**.
- have a thorough understanding of the **wider system and factors**.
- **prevent re-occurring homelessness** by providing opportunities to re-connect.

5. Are places of progression that build self-esteem and self-efficacy

This means Day Services...

- have a **clear intention** to be places of progression.
- provide **positive, active spaces** and create a **sense of connection and belonging**.
- **build self-esteem** and empower people with the knowledge and tools to self-advocate.
- deliver a range of **activities** to explore strengths and interests.
- encourage people to engage in activities within the **local community** where appropriate.
- encourage the development of **positive social relationships**.
- support people to **move on from the service** if and when appropriate.

6. Prioritise involvement and co-production

This means Day Services...

- ensure that people have a **voice** and are treated as equal partners.
- encourage people to feel a **sense of ownership**.
- provide opportunities for formal and informal **volunteering**.
- engage with **peer mentoring** schemes.
- to involve people accessing the service and others with lived experience in the **planning and delivery** of the organisation.

7. Continually reflect, review and develop

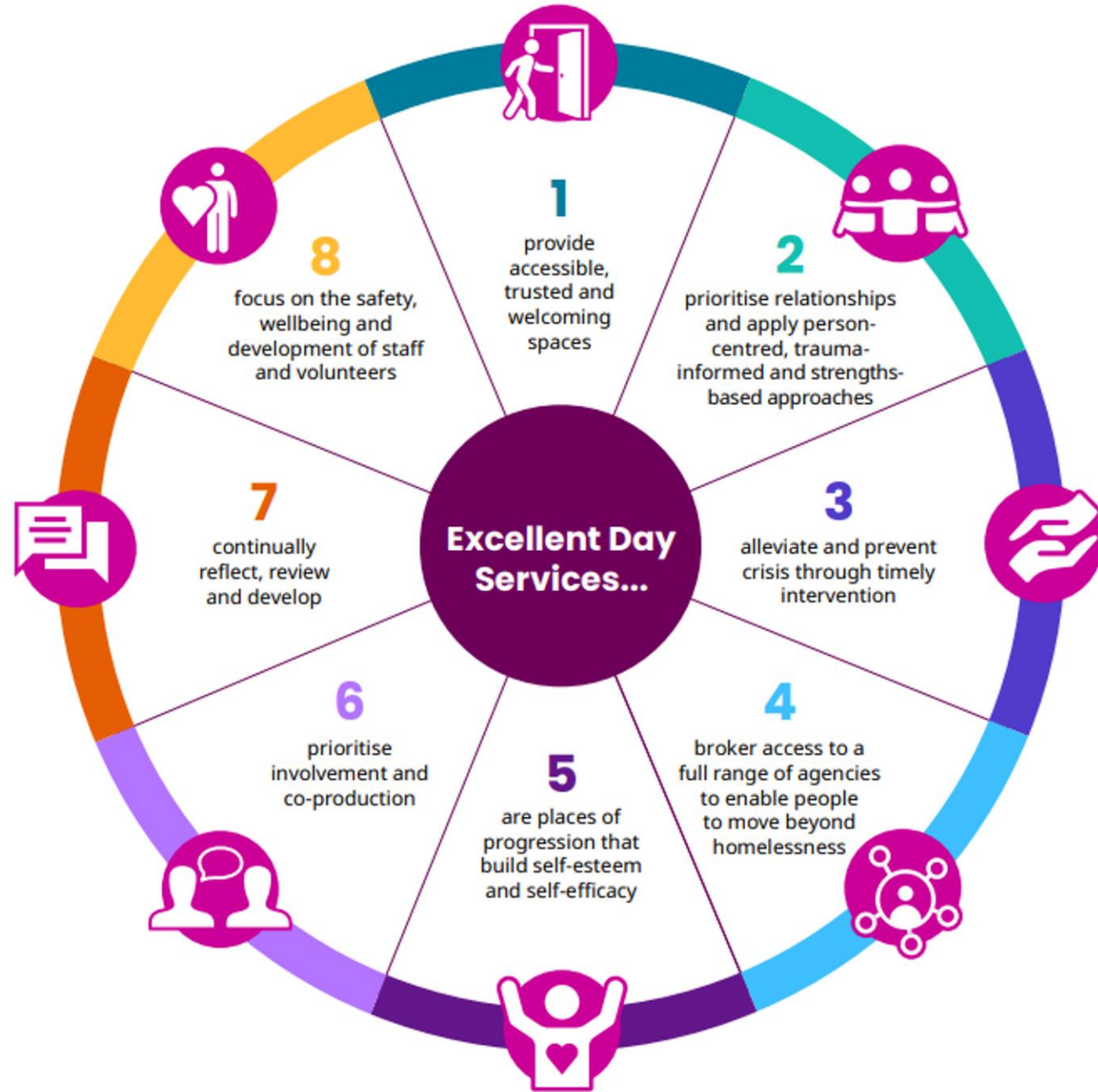
This means Day Services...

- regularly **review the approach** and service offer.
- prioritise **reflection, learning and development**.
- collect relevant **data** and measure outcomes to understand how the service can develop, evolve and improve.
- understand **emerging needs** within the local area.

8. Focus on the safety, wellbeing, and development of staff and volunteers

This means Day Services...

- work to ensure the **physical and emotional safety** of staff and volunteers in the service.
- focus on maintaining the **wellbeing** of staff and volunteers.
- have a **robust induction process**.
- maintain a focus on **ongoing staff training and development**.
- ensure that staff have access to regular **supervision, reflective practice and debrief**.
- ensure there is a **diversity of knowledge and experience**.



Connection



Progression

