

Day Services Research

Eve McCallam - Programme Lead



**HOUSING
JUSTICE**

FROM HOMELESSNESS TO BELONGING



INTRODUCTION

OVERVIEW



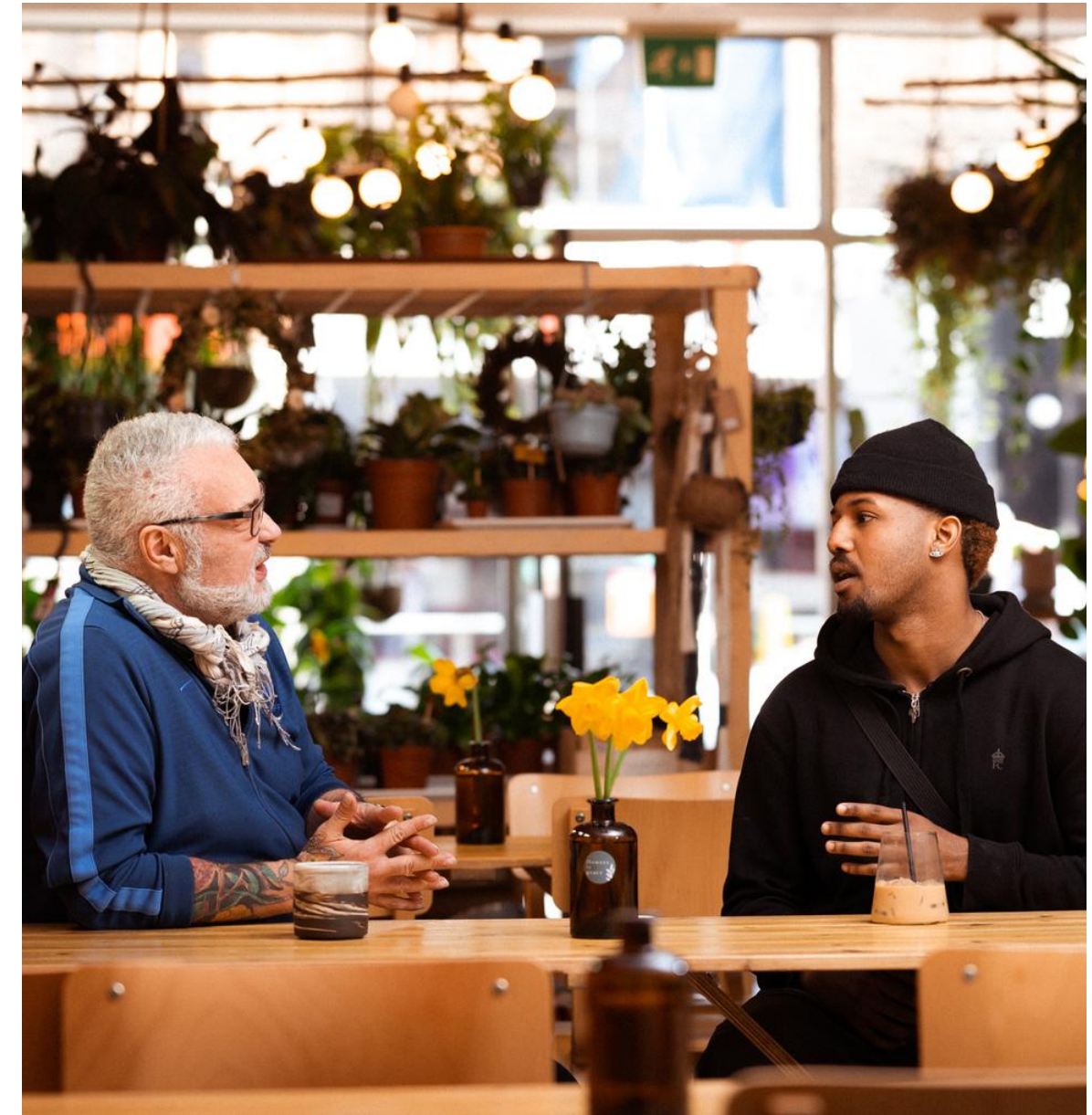
- Why we are interested in this area
- Our research project – why this topic, aims and methods
- Early survey findings
- Next steps



HOUSING JUSTICE & DAY SERVICES



- Housing Justice's role in supporting day services
- Growing part of the team's work
- Emerged from supporting shelters
- Shifts in policy, practice and HJ priorities created wider view than shelters





OUR RESEARCH

RESEARCH RATIONALE

- **Role in prevention** – esp. in preventing repeat homelessness
- **Community and connection** – trusted spaces, delivered by faith and community organisations
- **Independent, non-commissioned** services – often under-resourced
- **Opportunities emerging** through the Ending Homelessness in Communities Fund
- **Lower profile than some models** – and not always recognised for their contribution as a key model tackling homelessness



AIMS

- **Understand and describe** the work of faith and community-based day services.
- **Identify the challenges** and what services need to develop and thrive.
- **Increase the profile** and understanding of services.



METHODS

- **Compiling data** about day services
- Online **survey**
- Follow up **case studies** in five areas (final interviews this week)
- **Visits** to centres
- Interviews with **guests, service managers and staff**
- Follow up interviews with **partner organisations**

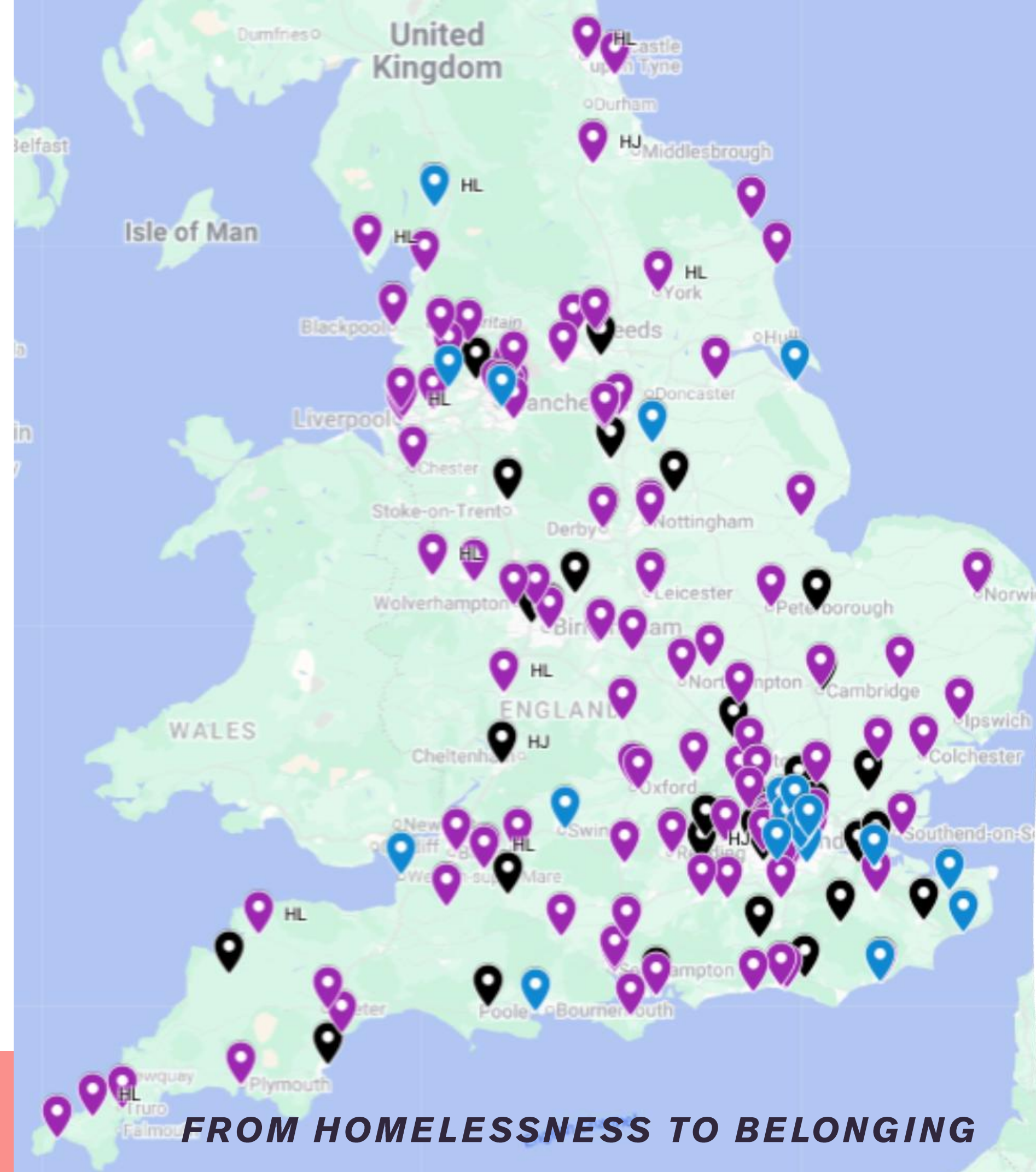




EARLY FINDINGS

DATA COMPILATION

- Combining data from Homeless England and Housing Justice's **database**
 - **232** day services were identified
 - Survey sent to all services, and promoted via Linked In
 - **90** surveys were completed



WHO ACCESSES DAY SERVICES

Response Options	Count (n=85)	Percent
People experiencing rough sleeping currently	5	6%
People experiencing homelessness more broadly (e.g. rough sleeping, sofa surfing, poor living conditions)	15	35%
People experiencing homelessness (including those who have accessed services in the past and have since moved on)	30	22%
A wider group experiencing issues such as poverty and social isolation)	19	19%
Primarily shelter service users	1	1%
Other	16	17%

THE ROLE OF DAY SERVICES

We work to prevent homelessness as well as responding to when it happens

87%

We would say we are a 'homelessness' project/service primarily

85%

Our centre is used by a range of services as a base to work with people from (e.g. for outreach teams to meet with a client)

83%

We focus mainly on those who are currently experiencing homelessness, to manage the demands of the service

77%

In general in our area there is not enough 'aftercare' or onward support to prevent repeat homelessness

75%

Some parts of the service welcome everyone regardless of their housing situation

73%

We find it hard to work out the best offer for those who have moved on but still wish to return to our service for connection and support

40%

PREVENTING HOMELESSNESS



- **Prevention of repeat** homelessness is a particular theme in the research findings
- **Capacity constraints** shape prevention, boundaries and continuity of support
- **Community connection** seems to be viewed by many services as **prevention** in itself
- **Practical, hands-on support is critical** to sustaining **tenancies** but often under-resourced



“In talking about prevention, it's really important to be clear about what this actually means as it's a broad term with a number of potential interpretations....We are interested in preventing homelessness, at the point of crisis... To try and do it earlier would spread our resources far too thinly.”



“We become people’s family so even when they move-on we stay involved sometimes for years. We don't just focus on the practicals such as direct debits but on supporting people to access their new community.”

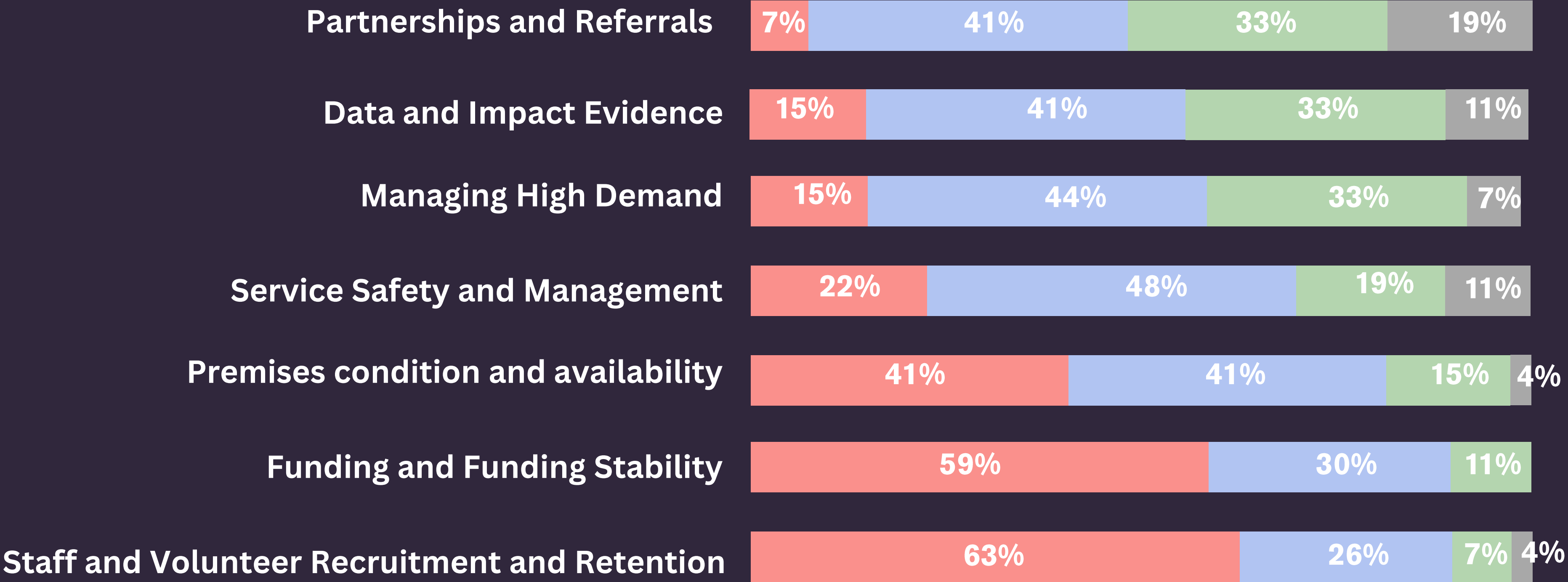
THE UNIQUE ROLE OF DAY SERVICES (EXAMPLES)



- **Local space** - often the only place for people to physically go for support and connection.
- **A trusted, relational alternative** to statutory services - continuity and trust, rather than short-term or transactional support.
- **Multi-service hub/single point of access** - Enabling other services to reach people more effectively.

“WE HAVE A RANGE OF CO-LOCATED SERVICES THAT OPERATE OUT OF THE CENTRE... WE ARE VIEWED AS A HUB AND MAIN POINT OF CONTACT”

CHALLENGES



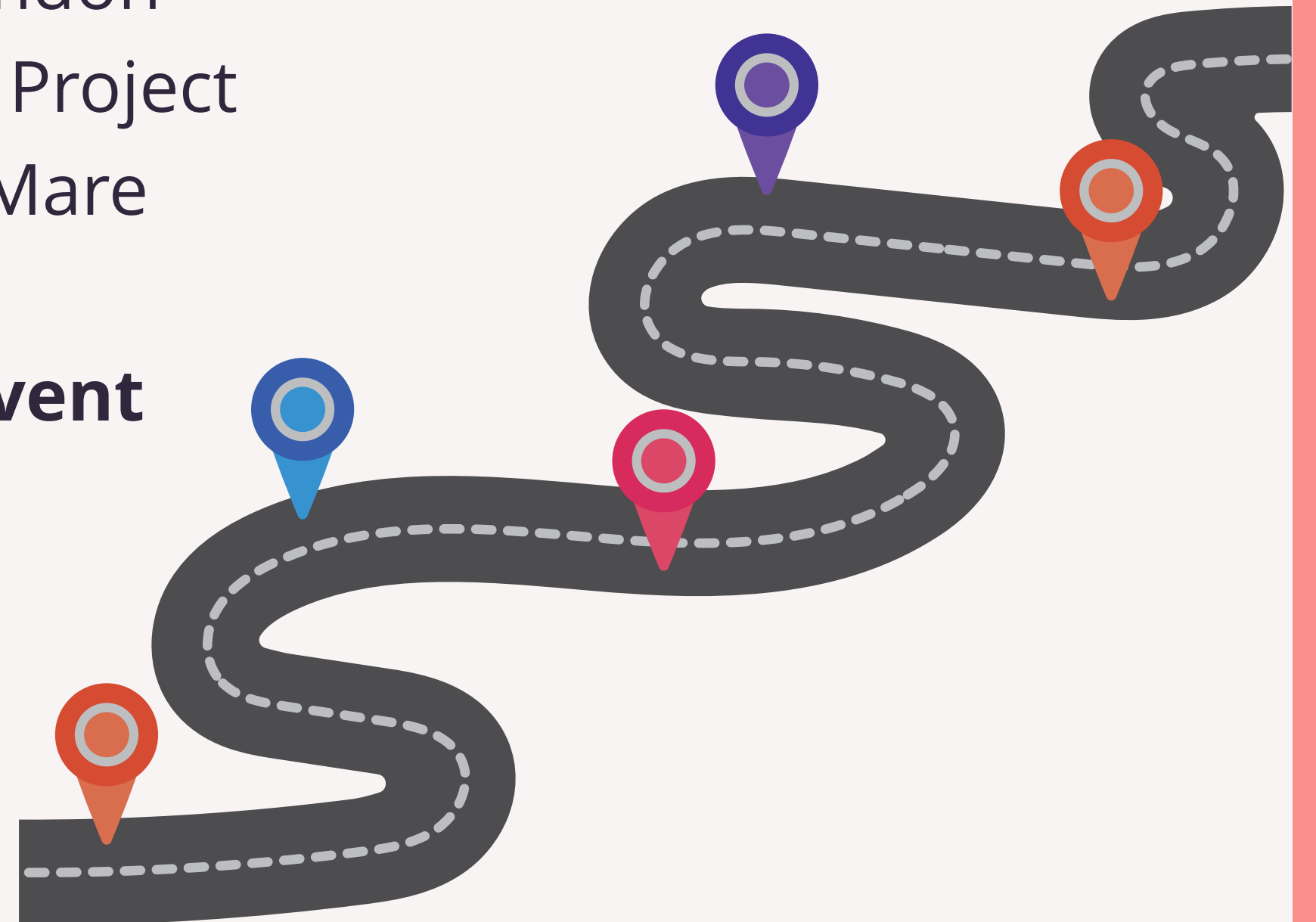
Key Challenge **Moderate** **Not a challenge** **Unsure**



NEXT STEPS

NEXT STEPS

- **Case studies nearly complete at:**
 - Catching Lives – Canterbury
 - Homeless Action Barnet – North London
 - Springboard – Harrogate Homeless Project
 - Somewhere to Go – Weston-super-Mare
 - Emmanuel House – Nottingham
- **Reporting – publication and online event**



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