Homeless Link

Making the most of your Homeless Link membership

Whether you've recently joined or been with us for a while, take advantage of the benefits of being a Homeless Link member

homeless.org.uk

Explore our resources

Access the latest practice and policy guidance

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Build your network

Connect with peers from across the sector

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Raise your voice

Shape our policy development and get involved in campaigning

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Develop your service

Get support to build your organisation's resilience

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Develop your and your team's skills

Access discounted training and leadership support

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Share your success

Inspire others and share lessons for change

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Get everyone involved!

As an organisational member all of your staff and volunteers can access the benefits of Homeless Link membership. We need your help to get the word out about Homeless Link membership in your organisation.

Please ask everyone to sign up to our member newsletter to be the first to hear about what's going on and access upcoming opportunities.

› homeless.org.uk/email-sign-up

Exclusive member discounts

All Homeless Link members and their staff enjoy **savings on** our training, job advertising, and consultancy.

Welcome

Thank you for being part of the movement to end homelessness for good.

At Homeless Link our vision is to ensure everyone has a place to call home and the support they need to keep it.

This year marks our twenty fifth anniversary, a milestone that reflects a quarter of a century working alongside our members to build a strong, collaborative movement for change. Together, we have developed deep expertise, strengthened frontline delivery, and influenced the systems in which homelessness services operate. These foundations put us in a strong position to continue championing our members as we work towards a country free from homelessness.

Your skills, experience, resources and passion are central to everything we do at Homeless Link. Your voice shapes all our work, from how we lobby government to what resources we develop. And your membership fee ensures our campaign work is independent and led by our members' voices, so the money goes straight back into supporting our shared mission to end homelessness.

We're here not just to listen to you but to support you – whether through helping you to navigate good practice, access training and development opportunities, or by bringing you into a network of other organisations and professionals working to end homelessness. So please explore the opportunities listed here and share them with the rest of your organisation.

This brochure sets out how to make the most of the benefits of being a Homeless Link member. Rather than a long list of things to do, I hope this shows avenues to support and ways to collaborate to deliver change.

And, as a member, if you do have any feedback or suggestions on how to make your membership experience better feel free to drop us a line at **membership@homelesslink.org.uk**.

Looking forward to speaking to you again soon.

Best wishes,
Rick Henderson
Chief Executive

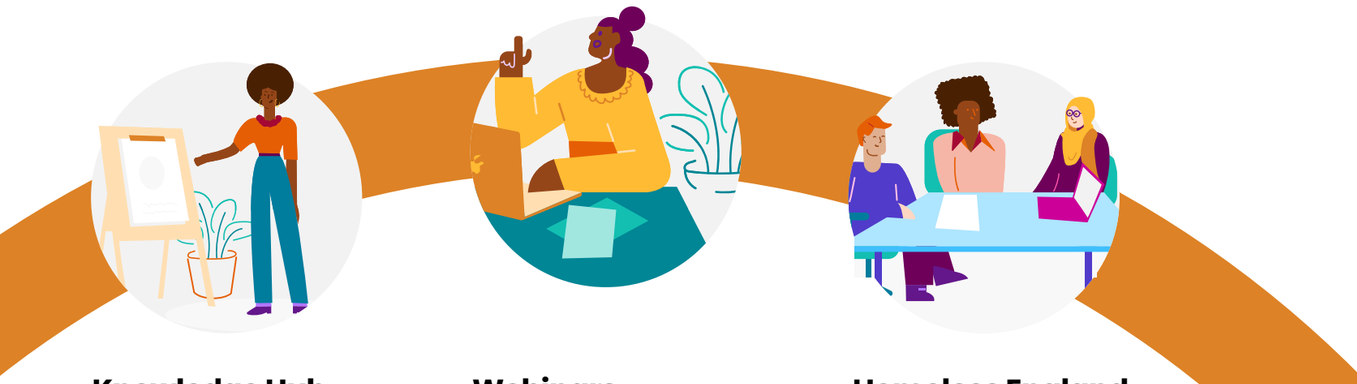
Explore our resources

How do I support people to access mental health services? How can my service be more inclusive? Are there any good examples of non-commissioned services working with local authorities?

Every day people working in homelessness are confronted with complex questions and few resources to solve them. We've created resources informed directly by our members' practice and expertise which you can use to help you in your work.

"The podcast deeply influenced the way I approach my role and how we support the people we work with."

– GOING BEYOND LISTENER



Knowledge Hub

Explore our latest research, guidance, podcasts, policy documents, webinar recordings and bitesize e-learning packages via the Knowledge Hub. Through these online resources we provide expert practical guidance to help you adapt to changing demands, stay up to date with latest thinking and develop new approaches to support people out of homelessness.

> Browse the Knowledge Hub

Webinars

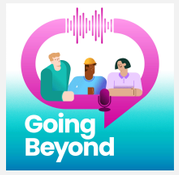
We run free topical webinars as needed, in response to what's happening in the sector and in the wider society. Our webinars are designed to be a short, informative session with tools, ideas, and routes to gain further help and advice should you need it. All recordings are available in the Knowledge Hub.

> To sign-up to our next webinar, visit our event pages

Homeless England

Homeless England is the most comprehensive database of homelessness services. It is constantly updated and lists 1500 projects up and down the country with contact details and service descriptions. You and the people you support can use this information to find homelessness support services available in your area. The database also informs research projects that map the provision of services across the country and trends in the homelessness sector.

> **Search homelessness support services**



GOING BEYOND
Want to learn on the go? Listen to our practice podcast for people working in homelessness services. In each episode, we speak to a guest to discuss the realities of working in the sector. Learn about a wide range of topics, from how early trauma can impact people's relationships to the importance of debriefing and reflective practice for frontline staff.
Listen on **Apple Podcasts** or **Spotify**.

WE NEED YOUR HELP
to keep the data on Homeless England up to date, please get in touch to tell us what services your organisation provides at **informationteam @homelesslink.org.uk**

LONDON-BASED?
LondonPlus, a Homeless Link and Shelter partnership funded by London Councils, supports London's homelessness sector with free training, resources, tailored support, contact: **London.Plus@homelesslink.org.uk**.

You can also access data about rough sleeping in the capital from our **London Atlas** project, and in **reports from the CHAIN database**, which we manage on behalf of the GLA.

"Being part of a collective voice helps ensure homelessness remains firmly on the Government's agenda and that the needs of the most excluded people in our communities are not overlooked."

– HEALTHBUS TRUST

Raise your voice

We have a stronger voice together. At Homeless Link, we strive to provide an inspiring, collective campaigning voice for our members.

From engaging directly with Westminster, to working with local groups and politicians, we work to represent your views and keep you up to date with the latest developments. You can get involved by sharing your views in one of our forums listed below, through our regular member surveys, or by joining our campaigns.

Tell us your views

NATIONAL ADVISORY COUNCIL
Want to help shape our policy views and ideas? The NAC is a forum for leaders of member organisations to help inform our policy positions and be part of our strategic influencing.

Numbers on the NAC are limited but we're keen to involve a wide range of members so if you're interested in getting involved please get in touch at **membership@homelesslink.org.uk**.

POLICY INFLUENCING NETWORK
Our policy influencing network brings together policy and systems change workers from across our membership to discuss the hows and whys of creating change and build a supportive network of peers who are also working to improve systems at a local and national level.

If you'd like to get involved please get in touch at **membership@ homelesslink.org.uk**.

MEMBER SURVEYS
We send a limited number of surveys out each year to enable you to quickly share your insights and shape our action on a range of topics including our policy positions, key sector issues like recruitment and retention, and the services we provide you.

Respond to government

In addition to our regular forums, we also have lots of ad hoc opportunities to share your expertise and highlight both challenges and solutions to national government throughout the year. Feed into government consultations, legislation changes, responsive influencing on new pressures and ongoing policy development through surveys, consultations, roundtables and more.

> To keep a look out for upcoming opportunities, subscribe to our Campaigns newsletter.

Join a campaign

Our campaigns harness the expertise of our members to call for policy change that empowers frontline services to end and prevent homelessness. Our recent Breaking the Cycle campaign helped shape the National Plan to End Homelessness, and that progress was driven forward by members lobbying their local MPs, showing their support online, and speaking out in the media.

We also support members to make change happen in their communities and help services build valuable connections with local politicians.

By bringing together the change-making power of the homelessness sector, we are building a growing movement for change. To find out more about getting involved, email **campaigns@homelesslink.org.uk.**

Develop you and your team's skills

Whether you're looking for ways to support staff wellbeing, develop your keyworking and support skills, or embed a trauma-informed approach in your service, we have lots of learning opportunities for you to explore.

Designed with our members in mind, our learning and development programmes aim to equip people working in homelessness with the latest techniques and practical guidance, giving you the confidence to improve your work and make a real difference for those you support.

Members receive discounts on all our training and there are also lots of free opportunities to get involved in.

OUR MOST POPULAR TRAINING COURSES:

- **Trauma-informed: Theory and principles**
- **Homelessness law, practice and the Homelessness Reduction Act**
- **Motivational Interviewing**
- **Reflective practice and resilience for frontline staff**
- **Safeguarding adults at risk**

Training for individuals

Learn about the latest practice and network with other homelessness practitioners. Held on a regularly scheduled basis and delivered by our expert trainers, with courses for new starters, experienced frontline staff, and managers.

Discounted member price:
£185 non-member | £145 member

> View upcoming training

Training for teams

Get your colleagues together to learn, explore challenges and grow in confidence. We work closely with you to help choose the right training for your team and select experienced trainers to fit your unique requirements.

Discounted member price:
£1530 non-member | £1100 member

> Find a course for your team

Qualifications

Accredited by CIH, these programmes are designed deepen your knowledge, strengthen your skills and support career progression in the homelessness sector, leading to a recognised qualification. We offer Level Three and Level Four options for frontline staff, outreach teams and service managers.

> homeless.org.uk/qualifications

Research Forum

Collaborate with fellow members to share information and insights on homelessness research. By participating in the forum, you can tap into a wealth of research findings to build your knowledge and research skills and contribute to the improvement of research quality, coordination, relevance, and impact within the sector.

> To join, contact research@homelesslink.org.uk

Skills Framework

Explore our interactive skills framework designed to support staff development, attract new talent. It outlines sector roles, recognises transferable skills and guides career pathways, helping your organisation build a confident and skilled workforce committed to tackling homelessness effectively.

> Explore the Framework

"I would highly recommend this programme. It has helped me understand my strengths and areas for growth, shaped the type of leader I want to become, and increased my confidence to step into leadership roles."

– ASPIRING LEADERS ALUMNI 2025

Leadership Support

Great leadership helps organisations thrive, that's why we're dedicated to providing our members with excellent training and support for their current and future leaders.

We offer:

- ILM-recognised leadership development programmes for leaders at every level
- Open-to-all webinars on leadership
- Leadership Summit - our annual leadership conference with discounted member tickets
- Leadership coaching, exclusively for members
- Homelessness Leaders Update - a fortnightly newsletter from Homeless Link's Chief Executive, Rick Henderson, to heads of member organisations

> Take advantage of our Leadership Support

Build your network

Ending homelessness requires many people to work together across the voluntary sector, local government, public services and private sector. We provide opportunities to build key relationships and connect with peers locally and nationally.

Conferences

We run several online and in-person conferences throughout the year. The events include presentations, panel discussions and workshops led by national and international sector leaders, providing you with resources, guidance and inspiration.

Discounted member prices available.

> Browse upcoming conferences

Practice Forums

Our free practice forums are online sessions for people working in the sector designed to create a safe and informal space to share knowledge and good practice, discuss common issues and work out how best to overcome them.

> To join our next Practice Forum visit our events pages.

"It was a fabulous opportunity to meet like-minded workers from other services, share best practice and leave feeling inspired!"

– ROUGH SLEEPING CONFERENCE ATTENDEE 2025

"In-Form makes my role so much easier. I can quickly pull information entered by frontline staff into reports for managers and our fundraising team. It is intuitive and easy to adapt to our changing needs."

– THE PASSAGE

Develop your service

We're here to support you to create a resilient, dynamic and sustainable organisation which is connected and collaborative in its approach to delivering change.

Consultancy

Driven by Homeless Link's values, we offer tailored consultancy support to help your organisation create transformational change to end homelessness for good. Through our in-house team and wide network of experienced consultants, we support services across their activities from strategic support such as strategy development, research, business planning, service evaluation, commissioning, and workforce development, to operational guidance including safeguarding policies and rent setting. We bring experience of working with organisations of all sizes, from local authorities to small charities, supporting both commissioners and service providers.

Discounted member price:
Non-member £1025 per day |
Member £800 per day

> Speak to our consultancy team

In-Form

In-Form is Homeless Link's client relationship and service management solution. With In-Form you can better support the people you work with, and track outcomes quickly and effectively, allowing you to build stronger relationships with clients and increase your impact.

Homeless Link members get free access to In-Form Community edition. If you're already an Essential or Enterprise customer, as a member you are also eligible for a discount on all In-Form development work, consultancy and training.

> Find out more at homeless.org.uk/in-form

Grants, funding and investment

Securing funding is always a major challenge for the homelessness sector. Homeless Link acts as an intermediary grant funder and regularly shares grant opportunities from various organisations. To stay updated on future grant opportunities, **visit our funding opportunities page.**

If you are interested in exploring alternative income streams, we also offer support for members to build their understanding of **social investment** and increase confidence to access it.

Homeless Link is a proud partner of the Energy Resilience Fund and Community Builders Fund, which are both repayable finance to support organisations to grow. In addition, we can also support in accessing grants through the Reach Fund, to help organisations become investment ready. **More details here.**

Jobs Board

The Homeless Link Job Board is the sector's most specialised job recruitment site. Designed specifically for our members, we can help you to connect with candidates passionate about ending homelessness. With over 2,000 potential candidates signed up for job alerts, the jobs you post with us will be sent straight to candidates who are actively seeking employment in the homelessness sector.

Members first advert free, then discounted rate
£75 non-member |£55 member
Free voluntary and lived experience roles

> Explore the Jobs Board

READY TO PLAN YOUR RECRUITMENT BUDGET FOR THE YEAR AHEAD?

As a member of Homeless Link, we are offering unlimited standard job adverts for one year. Unlimited job advertising means that you will pay one fixed fee, are able to more effectively plan your budgets and post as many roles as you need.

> Email jobs@homelesslink.org.uk

"Winning the Excellence Award has had a significant impact... The recognition from such a respected organisation has raised our profile within the sector and strengthened our credibility with partners and funders."

- NADIYA

Share your success

We know you're working tirelessly to end homelessness, so we want to celebrate your successes and help you to raise awareness of the impactful work you're doing.

Tell us about your practice

We are always on the lookout for examples of good and innovative practice to share with others. We collect case studies from the sector to incorporate into our resources and events.

> **To share a case study from your organisation, email our practice team**

Member Awards

Our annual Excellence Awards celebrate the best of the homelessness sector. The awards are open exclusively to Homeless Link members, highlighting the innovative and impactful work you do.

> **Check our awards pages for how to apply**

Member blogs

Does your organisation have a story you want people to hear? Feed into current debates and conversations around policy and practice and share your amazing work with a wider audience through writing a **blog** for our website. We'll share this with members and others in the sector through our newsletters and on social too. Email **membership@homelesslink.org.uk** with your proposal and our communications team will send you some guidance.

STAY UP TO DATE

As a Homeless Link member, you can now access our exclusive fortnightly **member newsletter** for the latest sector news and opportunities. Make sure your colleagues don't miss out, encourage them to sign up today.

> **homeless.org.uk/email-sign-up**

We're here to help

If you have any questions about your membership or how we can support you, contact our Membership Manager, Lizzie March.

membership@homelesslink.org.uk

07949458893

Homeless Link Member Services

Pictured above: Homeless Link members unite at our Parliamentary Lobby to advocate for crucial changes to support people facing homelessness.

Homeless Link

Homeless Link, Minories House, 2-5 Minories, London EC3N 1BJ
Company number **04313826** • Charity number **1089173**