Insights into homelessness – 
A Psychologically Informed Approach. 
Helen Keats MBE, 
Rough Sleeping Advisor and Chair of 
HomelessInsight 
Robin Johnson Editor PieLink and Director of HomelessInsight
1 Complex Trauma
2 Psychologically Informed Environments
3 Access to services
4 PIE services
5 Training and Supporting Staff
6 How to develop a PIE
1 Complex Trauma

- Reaction to history of neglect, abuse and traumatic life events in childhood
- Not a psychiatric diagnosis of personality disorder
- Self harm, self neglect, self medication with drugs/alcohol, impulsivity, difficulty with emotion regulation, antisocial or aggressive behaviour. Decisions can appear perverse or self destructive.
2 Psychologically Informed Environments (PIE)

- PIE principles identified in DCLG and Southampton University best practice paper published 2012

- 5 key areas
  1. Developing a psychological framework
  2. Physical environment and social spaces
  3. Supporting and training staff
  4. Managing relationships
  5. Evaluating outcomes
3 Access to services

• Conditionality and compliance
• PIEs negotiate behaviour change through concordance
• Elastic tolerance
4 PIE services

- Recognise what people think and believe is influenced by past traumatic events
- Encourage and assist behaviour change as pathway to recovery
- Relevant to ASB, housing management, DV & youth homelessness services.
5 Training and Supporting staff

• Behaviour of people with complex trauma can be challenging
• Staff can experience frustration and burn out
• PIE helps staff to recognise impact of trauma on behaviour & to work effectively with clients
• Motivational interviewing, supervision and reflective practice
6 How to develop a PIE

Robin Johnson will now develop the theme of setting up PIEs and training staff.
CIH South West: The Other Housing Conference. November 2015

Helenkeats@gmail.com
Helen Keats Associated Limited
07805 273458
Twitter @HelenKeats

Robin@pielink.net
07979 864418

PIE operational guidance

http://www.southampton.ac.uk/assets/sharepoint/groupsite/Administration/SitePublisher-document-store/Documents/clg-pie-operational.pdf