



CIH HOUSING BRIGHTON PEOPLE & PLACE



Welcome From The South East Homelessness Forum

Ketan Patel, regional operations manager, The Riverside Group





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A National Plan for Homelessness

Eleanor Nickless, MHCLG





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Ministry of Housing, Communities and Local Government (MHCLG) update on homelessness



Marie Gerald, homelessness advisor, Ministry of Housing Communities and Local Government





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Homelessness Community of Practice (HCoP) Workforce development: In Partnership With CIH and Homeless link



Becky Ward, research director, Centre for Homelessness Research and Practice

Stephanie Barker, senior research/teaching fellow, University of Southampton

Kate Allaway, head of national workforce development, Homeless Link

Professor Nick Maguire, professorial fellow, Clinical Psychology, University of Southampton





Homeless Link

Developing the homelessness workforce



A foundation for Workforce Strategy



- Absence of national workforce data makes effective, evidence based workforce planning difficult
- First piece of research mapping homelessness workforce
- Methodology:
 - individual (1802 respondents) and organisational surveys (309 respondents)
 - focus groups
 - Analysis of data from Homeless Link's online recruitment site
- Findings represent whole sector (charities and Local Authorities)



Key findings

The people behind the work

- » Workforce of 51,000
- » Predominance of VCFS – 75%
- » Largely female workforce
- » Importance of volunteers – 1/3 of the workforce
- » Significance of lived experience – 25%
- » Lack of opportunities for progression
- » Only 1 in 7 of staff in senior roles are from ethnic minority backgrounds

Key findings continued

A values-driven but poorly paid, pressured workforce

- » Breadth and complexity of roles and skills required
- » High workloads and complexity of need are key pressures
- » 48% feel at risk of burnout
- » Low pay – average annual salary < £30,000

But

- » 80% joined to make a positive difference
- » ¾ cite ability to have meaningful impact as primary benefit
- » Extremely committed – 54% of staff worked 6+yrs; 33% for 10+yrs

What this means....



Homeless Link's response to

Strengthen the foundations of the sector and develop workforce capacity, recruitment and career pathways



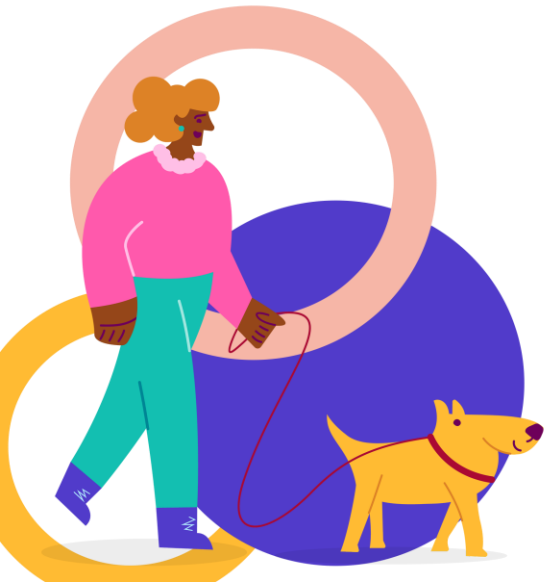
Enabling progression

- ❖ Provision of suite of homelessness qualifications
 - L3 Certificate in Providing Homelessness Services
 - L3 Certificate in Rough Sleeping Outreach Services
 - L4 Managing Homelessness Service Management
- ❖ Development of new homelessness qualifications
- ❖ Provision of ILM recognised tiered leadership programme
- ❖ ReFrame
- ❖ Expansion of the National Homelessness Skills Framework



Building the future workforce

- ❖ National Workforce Ambassador programme
- ❖ Future Foundations programme
- ❖ Guidance/e-learning to support recruitment and management of volunteers
- ❖ Expansion of centralised hub to support recruitment and retention
- ❖ National and local recruitment campaigns



Homeless Link

What we do

Homeless Link is the national membership charity for frontline homelessness services. We work to improve services through research, guidance and learning, and campaign for policy change that will ensure everyone has a place to call home and the support they need to keep it.

homeless.org.uk

[@HomelessLink](https://twitter.com/HomelessLink)



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Homeless Health & Care Act 2014 Statutory Care Duties



Irfan Suleman, team leader - rough sleeping, health, policy and programmes,
MHCLG

Dee O'Connell, director of policy and programmes, Pathway - Homeless and
Inclusion Health





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Q+A and Feedback

Marie Gerald, homelessness adviser, MHCLG

Eleanor Nickless, MHCLG

Tom Neumark, ceo, Porchlight

Kate Allaway, head of national workforce development, Homeless Link

Dr Becky Ward, research director, Centre for Homelessness Research and Practice

Professor Nick Maguire, professorial fellow, Clinical Psychology, University of Southampton

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South East Homelessness Forum Closing Remarks

Rik Henderson, chief executive, Homeless Link





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