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# THE HAVEN

*"A Place of Safety"*

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**TACKLING WOMEN'S HOMELESSNESS IN CAMBRIDGE,  
TOGETHER.**

STRATEGIC PLAN - PRODUCED BY RACHEL HALES  
GET SYNERGISED - 8TH AUGUST 2022  
[www.getsynergised.com](http://www.getsynergised.com)

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## EXECUTIVE SUMMARY

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Imagine. You're alone, nowhere safe to stay, to call your home. You have had lots of bad things happen to you. You've been sofa-surfing, overstaying your welcome. You've had unwelcome approaches from undesired people, past and present difficult abusive relationships. And you're a woman.

And now it's late, it's dark, it's cold. Where can you go? Sleep on the streets? – not safe. Go back to that dodgy sofa with the dodgy 'friend'? – not safe. You've tried the council – there's a waiting list for temporary accommodation with lots of men. You can't face it – not safe.

Where can you go that is safe, welcoming, a chance to talk, find some peace? All the services are only open from 9 to 5 and give little thought to those with nowhere to go during the long, lonely, scary nights.....

Here in Cambridge we want to change this. The Women's Homelessness Action Group (WHAG) recognise and know the challenges and dilemmas faced by street homeless, vulnerably housed and traumatised women. There's a significant failure to recognise and record the specific needs of homeless women and a significant lack of provision at the time they may need it most – at night.

This strategic plan sets out, in detail, our proposal for a Haven, a night-time facility for women who are street homeless, vulnerably housed, or in a need of a safe space from their current circumstances. We'd offer support, understanding, sympathy, a place to talk and share and perhaps take the first steps towards better times.

The report highlights particularly:

- The need for, but lack of, women-only trauma-informed homeless provision in Cambridge
- The reluctance of some vulnerable women to engage with services dominated by men
- The lack of any services to support homeless women outside 'office hours' – night-time when it's often at its darkest and most urgent
- The wide range of women who could benefit from a night-time Haven

This plan for the Haven isn't simply a 'top-down' report. We have looked at the context nationally and locally. We've spoken to local providers, charities, groups and volunteers involved in a wide range of services. But underpinning all this are the experiences, past and present of those women who have been or who are homeless or those who are in vulnerable situations. Our conclusion and solution in proposing the Haven is based on their lived experience – “nothing about us, without us.” As one of the women said: “I genuinely believe if there was a Safe Haven for women only, that I could have gone to, my alcoholism wouldn't have been the problem it was and I wouldn't have the battle scars as a result.”

We recognise that this Haven proposal is radical and ground-breaking (there's only a handful of similar projects in the UK, most of them accommodation based). We're working with, not replicating, existing services, although we do emphasise the need to ensure their delivery is trauma-informed. We're responding to a perceived need and enhancing support for women. Our vision is '*For women to be equipped and empowered to make informed choices, in a safe and supportive environment, enabling them to regain some control of their lives and make plans for their future.*'

The Haven will be a place for women to seek respite in times of crisis, with a welcoming environment, sympathetic workers and volunteers, a resource for support, information and signposting to appropriate services. We'll aim for soft outcomes such as the chance to engage gently, talk and share and begin to build trusted relationships. Ideally, we'd love to provide seven nights a week service from day 1, but we recognise that funding is a challenge, and this report therefore proposes a phased 3-year pilot

approach. The Haven would start with 4 nights a week in Year 1, 5 nights in Year 2, with all week provision by Year 3. Opening hours would be 8pm to 9am allowing handover/liaison time with existing day-time services. A detailed full Operational and Financial plan, including staffing, service provision and possible options for premises and funding, is provided for each year of the initial 3-year project, which would require funding of £494,876 to deliver in its entirety.

This is a well-researched, well-argued, detailed, costed and enlightening report. Our thanks to Rachel Hales of Get Synergised for her hard work and excellent contribution to the future of women's service provision in Cambridge. Our thanks too, to It Takes a City for funding support.

**WHAG's mission now is to ensure that our vision and proposals for the Haven secure funding and become a reality for homeless and vulnerable women in Cambridge.**

Diana Minns - WHAG Co-ordinator

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## INTRODUCTION

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### Who are the Women's Homelessness Action Group?

The Women's Homelessness Action Group is a dynamic and enthusiastic group of change makers, that are championing and advocating for more gender, trauma and psychologically informed services, environments and spaces for women that are rough sleeping and vulnerably housed in Cambridge and its surrounding areas.



The Women's Homelessness Action Group (WHAG) came together following an enthusiastic workshop at the "It Takes a City" (ITaC) Summit on Homelessness held in Cambridge in 2018. The summit was convened in response to the rising numbers of rough sleepers in the City.



It Takes a City, a Company Limited by Guarantee and a registered charity no.1190676 is a partnership providing a framework and mechanism to enable public, private and third sector bodies, and individuals, to come together in new ways towards a vision of ending rough sleeping due to homelessness, making sure that everyone has somewhere to call home in Cambridge and its surrounding areas.

Through 7 Action Groups, at the core of its work, ITaC have been bringing together those with lived experience, managers and front-line workers, members of faith communities, public sector officials, business owners, managers, teachers, academics, students and concerned individuals, to focus on specific issues that affect people experiencing homelessness and, by adopting this collaborative model, identifying new and innovative solutions locally. ITaC have been

clarifying and coordinating activities with the Cambridge community since 2019. The partnership works together with cross sector organisations with the understanding that no one agency or authority can tackle the problem of homelessness on their own, and it will take a city to work together to eradicate rough sleeping due to homelessness.

One of the 7 ITaC Action Groups, the WHAG works with and for women. It has a range of female members, including those currently working within the homelessness sector, academics, student activists, those with lived experience of homelessness, City Council and County Council officers, voluntary sector services and those who care passionately about improving services for rough sleeping and vulnerably housed women. The chair of the WHAG is a previous service user with lived experience of homelessness and the group is co-ordinated by a volunteer with past working experience in homelessness services and a women-only support service.

The WHAG includes those with lived experience of homelessness in their conversations and work by the principle *"Nothing About Us Without Us."* The group also embeds the MEAM Approach in all that they seek to do, sharing in the Making Every Adult Matter (MEAM) vision *"The right people are at the table, a culture of coproduction, a shared understanding of the problem and a vision for change."*

**“ Women's homelessness is galvanising and a movement in the making. We want every woman who is experiencing homelessness to know that they have not been forgotten and we are taking collective action to stop them falling through the cracks. The government's Rough Sleeping Strategy does acknowledge that we do not know enough about the needs of women**

- Michaela Campbell, AVA (Against Violence and Abuse).

## Aims of the Women's Homelessness Action Group

The WHAG gathers monthly to inspire **ACTION** and drive **CHANGE** related to four main aims:

### FOUR AIMS

- 1 Ensuring the needs of rough sleeping and vulnerably housed women are embedded in the commissioning, design, and delivery of homelessness services
- 2 24/7 women-only, trauma-informed support and services are available for women facing homelessness and multiple disadvantage
- 3 To provide a "Haven" for rough sleeping and vulnerably housed women offering a place of safety, respite, connection and sign posting
- 4 To ensure the availability of safe and appropriate women-only housing, including intensive therapeutic care and a holistic pathway of ongoing support

### In addition, the WHAG seeks to promote:

- Maintaining a gender-based lens to challenge traditional ways of engaging with women facing homelessness
- That the voices of women with lived experience of rough sleeping and homelessness are heard to influence and inspire change
- Greater understanding of the issues and needs of rough sleeping and vulnerably housed women in theory and practice
- Strengthening data collection for an accurate representation of rough sleeping and vulnerably housed women in Cambridge
- Better access to information and support for women facing homelessness
- Greater co-operation, co-location and collaboration between agencies
- That existing provision is retained at a time when need is increasing
- Further research to develop services and policy for women facing homelessness
- Increasing public understanding of the local and national context
- Identifying barriers to women seeking support and suitable housing
- Raising awareness and championing system change
- Developing tool kits and sharing best practice
- Better implementation of the Homelessness Prevention Act 2017

The WHAG are committed to ensuring that the services delivered locally reflect the needs of those that access them, and guided by their aims, work collaboratively to embed these principles in provision offered to women throughout Cambridge and the surrounding areas. Any service and support provided for women must focus on 5 key points:

1. Recognising that the journey is long; change is impossible whilst living on the streets, and support must be long-term
2. Providing support that is targeted, flexible and strengths-based
3. Addressing stigma and intersectionality
4. Prioritising the emotional and psychological safety of women to prevent re-traumatisation and enable recovery
5. Having a named lead professional walking alongside the individual – the 'trusted person' model

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## THE NATIONAL CONTEXT

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The Government have set an ambitious target to eliminate rough sleeping by 2024. The ‘Everyone In’ initiative a directive at the height of the pandemic from the Ministry of Housing, Communities and Local Government to local authorities, showed an impressive coordinated and collaborative effort to provide safe and secure accommodation for the homeless. This national initiative demonstrated clearly what can be achieved when a community collaboratively harness their skills and resource for social good.

### **Lack of tailored provision for women**

However, not surprisingly, research in the Kerslake Review highlighted that the emergency response was less effective at meeting the needs of women where the lack of tailored provision meant that these groups did not come inside or were placed at risk in mixed environments. The women’s sector reported that the absence of a plan or strategy for supporting women who sleep rough meant there was a lack of women-only accommodation options, resulting

in them being placed in large-scale accommodation where there was a risk of abuse or violence from perpetrators already known to them or from strangers. This meant in some cases women with experience of abuse and violence chose not to take up the offer of accommodation, but their needs were too complex for refuges to manage. The sector has emphasised the importance of women-only provision in the next stage of the response, warning that “a generic approach” to move-on” will risk placing women and survivors in mixed-sex accommodation without the security and specialist support they need to sustain their recovery from homelessness and abuse and leave them at risk of returning to the streets or their abusers.<sup>1</sup>

Professor Nicholas Pleace, Director of the Centre for Housing Policy states:

**“ The nature and extent of women's homelessness has long been misunderstood. Women have been neglected and let down by the systems that should have been there to support them.**

If we are to meet the Government’s ambitious aim of ending rough sleeping by 2024, we need to build upon the lessons learnt, and in addition, reflect on recent local experiences to:

- 1. Better embed the needs and voices of rough sleeping and vulnerably housed women into the strategy, policy, design, and delivery of homelessness services**
- 2. Increase the availability of gender and trauma informed women-only services and safe spaces**



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<sup>1</sup> [The Kerslake Commission on Homelessness and Rough Sleeping June 2021](#)

## So, are we re-compounding trauma?

For many women living on the streets, facing homelessness, accessing services or going into a hostel, predominately designed for the way men present, can be a hugely traumatic and unsupportive experience. Women are reluctant to engage with services and accommodation that reinforce negative experiences and trigger past trauma – a factor in deterring some homeless women from presenting and engaging with support and likely to be contributing to the underrepresented and underestimated statistics.

National statistics indicate more people who sleep rough in the UK are men, with an overall ratio of six men to one woman (ONS 2021 - Office for National Statistics)

Women who are rough sleeping or at risk of homelessness can be distrusting and hesitant of services and can have problems forming and maintaining stable relationships. Women's rough sleeping and homelessness is also significantly different to that of men and there is increased likelihood that women's homelessness is as a result of trauma and abuse both before and during homelessness. Women have complex problems, commonly known as multiple disadvantage alongside their current or historic trauma and abuse: Alcohol and substance misuse, mental health issues, prostitution, exploitation, physical health issues, as well as current criminal activity and past offending history, therefore, adding to the complexity of their situations. Rough sleeping and vulnerably housed lone women may also be mothers, having had children removed permanently or been separated from them, in addition, disconnected from their family, both central to the lives of many women.

The most visible form of homelessness is seeing individuals sleeping rough on the streets. However, women are likely to be the 'hidden homeless' typically less visible on the streets than men and not openly seen due to their structural vulnerability as a woman. Women are more likely



to be hidden from public view and cover a lot of ground through their days and lives living on the streets. They are constantly 'on the move' and conceal themselves to avoid the threat of verbal abuse and physical and sexual violence. Some disguise their gender by dressing as a man and some stay in dangerous and volatile situations to avoid sleeping on the streets. Due to such factors mentioned, women are less likely to be recorded in local and national counts.

Women are also known to resort to sex work and illegal activities, putting themselves further at risk of exploitation or violence and coerced to do things in exchange for survival. Due to the unseen nature these situations, they remain in just as much danger as a woman that maybe sleeping rough.

**“ Women experiencing homelessness are living in a state of survival, often without access to services and in high-risk environments where they are frequently subjected to violence and abuse - Joanne Bretherton, from the University of York's Centre for Housing Policy.**



**It is well recognised that different parts of society need differing approaches to support and recognising their diverse needs. The homeless community is no different and it is refreshing to see the Haven putting words into action and providing dedicated support for females. It's a great start and long may it continue, let's hope it provides momentum for further investment in female services in the Homeless Sector.**



## Early intervention is essential

Women can be known to sit on the fringes of support and at times avoid homelessness services. They can be held back by others from accessing the support that is on offer or through their own fear are reluctant to seek help. Having already been exposed to traumatic events, they re-compound trauma by being homeless or accessing mixed services meaning that their needs can become more complex and entrenched. As women tend to access services at a later stage, early intervention and prompt identification is critical. Rough sleeping numbers are increasing, and it is becoming a growing and a visible concern for all. For anyone sleeping rough, whether male or female, it is dangerous and fraught with immense challenges, with women reporting to have more complex needs and additional set of difficulties and vulnerabilities.

Despite considerable efforts, the official rough sleeper counts show increases every year after new methodology was introduced in autumn 2010 up to the autumn 2017 count. The results of the

## Concerns that numbers in the UK are rising

As the UK faces a cost-of-living crisis, battles to recover from COVID 19, sees a rise in mental ill health, a lack of affordable homes, new welfare reforms, job insecurity and a rise in domestic violence, there are concerns that the numbers of those facing homelessness will continue to rise. Broken down by month, the percentage of domestic abuse-related crimes recorded by police in England and Wales was higher for each month in 2020 compared with the same months in 2018 and 2019. The largest percentages were generally seen in the months corresponding with the strictest restrictions of the first and third national lockdowns in April and May 2020 and then January and February 2021 (Office for National Statistics November 2021). Also, the numbers of homeless households jumped from 207,600 in 2018 to over 219,000 at the end of 2019. By the end of 2021, 227,000 households across Britain were experiencing the worst forms of homelessness



2017 count were published on 25 January 2018 – a 169% increase in the number of people sleeping rough in England since 2010 was recorded. The recorded number of rough sleepers then fell by 2% in 2018 and 9% in 2019, although the 2019 count still represented a 141% increase on the 1,768 recorded in 2010. The 2020 count recorded a 37% drop in rough sleeping on 2019. This count coincided with a national lockdown and tier restrictions in response to COVID 19. The 2021 count recorded a further 9% fall on 2020 but was still up by 670 people (38%) on 2010.<sup>2</sup>

said Crisis a National charity for homelessness. In addition, we are seeing shocking reports and heightened concern for the growing violence against women and girls (VAWG) such as in the shocking cases of, Sarah Everard, Sabina Nessa, Zara Aleena and sisters Bibaa Henry and Nicole Smallman. Women's safety is fast becoming a priority issue.

Sadiq Khan the Mayor of London has described the recent violence against women as **“A National Epidemic.”** Creating women-only safe spaces will encourage vulnerable women to come forward to access support and safety within a network of services. In addition, it will improve how we count and record homelessness and strengthen our understanding of women's issues to weave into responses and systemic reviews locally and nationally, therefore supporting the government's aim to eradicate rough sleeping.

<sup>2</sup> [House of Commons Library 23<sup>rd</sup> April 2022](#)

## National Counts<sup>3</sup>

Most people sleeping rough in England and Wales on a particular night and identified in an official count were male. In 2021, there were 2,080 men (85 % of the total) and 320 women (13 % of the total) sleeping rough on a single night in autumn.

Gender was 'Not known' for 40 people (2%). The gender breakdown of people sleeping rough was similar across all regions in England and was similar to previous years.

**Table 3.2.1: Estimated number of people sleeping rough on a single night in autumn by gender since 2017.**

Year	Male	Female	Not Known	Total
2017	3,970	650	130	4,750
2018	3,940	640	100	4,680
2019	3,530	610	120	4,270
2020	2,280	380	30	2,690
2021	2,080	320	40	2,440

People sleeping rough are defined as those sleeping or about to bed down in open air locations and other places including tents and make shift shelters. The snapshot can take place on a single date chosen by the local authority between 1 October to 30 November. The snapshot records only those people seen, or thought to be, sleeping rough on a single night in Autumn each year.

The snapshot does not include people in hostels or shelters, people sofa surfing or those in recreational or organised protest, those in squats or traveller campsites. The snapshot process and figures are independently verified by Homeless

Link. The snapshot can be carried out using either a count-based estimate, an evidence-based estimate meeting with local partners or an evidence-based estimate with spotlight count. The snapshot is collated by outreach workers, local charities and community groups. The snapshot does not include everyone in an area with a history of sleeping rough, or everyone sleeping rough in between October to November. The snapshot methodology which includes all local authorities has been in place since 2010, before only a quarter of areas did a snapshot. Accurately estimating the number of people sleeping rough is difficult given the hidden nature of rough sleeping.<sup>4</sup>

<sup>3</sup> [Department for Levelling Up, Housing and Communities - Rough sleeping snapshot England: Autumn 2021, updated 31st March 2022](#)

<sup>4</sup> [Rough sleeping snapshot in England](#)

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## THE LOCAL CONTEXT

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In the City Council's 2019 review of homelessness and rough sleeping it highlights that the most common causes of people becoming homeless in Cambridge are:

- Because of the loss of a private rented home
- Family and friends no longer being willing to provide accommodation

In addition, other prominent reasons include eviction from supported housing, the end of a social housing tenancy and violence including domestic harassment. Cambridge has an impressive network of services providing support for the homeless community, however, research carried out by the WHAG in 2019 found that women-only safe and trauma informed spaces were significantly lacking, and women's needs were not always being met. We know that the Cambridge City Council and key stakeholders are committed to preventing and relieving homelessness, however Cambridge appears to be behind the curve in responding to what is a national drive towards gendered and trauma informed women-only provision. At a strategic level, delivery and commissioning of services in Cambridge are still omitting enhanced access for women despite growing concerns. Rough sleeping women still remain amongst the most vulnerable in society, with lone women not considered to be a priority housing need.

Now is the time to ensure the services and support are made available to reflect the needs of those that access them. We need to chart a better pathway of support for rough sleeping and vulnerably housed women, especially in the evening and overnight when women are most at risk. Shelters for the homeless tend to be over-subscribed and women in Cambridge report to finding the current day time services and locations heavily male dominated, intimidating, and unsafe, and would welcome further women-only provision within the city.



Not all women however would report to mixed services being an issue, and therefore choice of mixed services and women-only provision should be available.

“ **If you're trying to get away from mental abuse, you're fighting with yourself, part of you is saying 'just go back' ... If a shelter is full again with men or people not understanding of that mindset or situation ... it's so easy to slip back into that mindset** - Former Rough Sleeper

Women that have been homeless in Cambridge report to re-compounding their trauma in male dominated environments and though the Haven does not directly address the need for more women-only housing, it will provide a safe haven for women to access support and a place of safety. The Haven, run by women and for women, provides an access route for services and support and will complement the City Council's vision to enable early identification as part of its 'Whole Housing Approach' to domestic abuse.

Women may be aware of services like Wintercomfort (An information, advice, training and support centre in Cambridge for those who are homeless or vulnerably housed) and the Cambridge Women's Resource Centre (Offering women support through a trauma informed women-only space in Cambridge and Peterborough) but they may not be able to properly commit and be hesitant to engage so the Haven can be that first step.

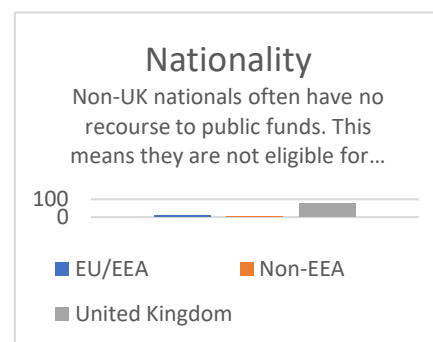
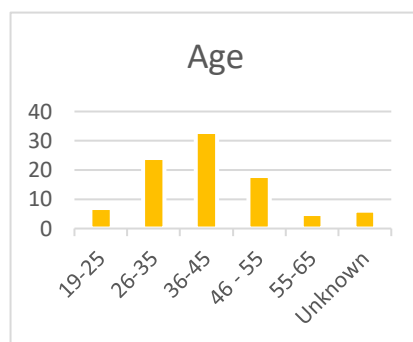
## Statistics for the last 5 Years - Women Sleeping Rough in Cambridge

The data below is taken from INFORM (Cambridge City Council's multi agency platform for services to record casework and support for homeless clients ) for 103 individual women verified rough sleeping in Cambridge between 2017 and June 2022. Each quarter key agencies in Cambridge gather to walk four routes within the city to monitor and verify rough sleepers.

Some decline accommodation and some have accommodation already. National street counts take place every Autumn, based on a single-night estimated snapshot (currently under question regarding their accuracy) The percentage of women rough sleeping in Cambridge appears to sit higher than the national average at around 13%.

Numbers of female rough sleepers verified (RSV) by Change Grow Live Street Outreach			
Year	Total individuals RSV	Number of females	% of rough sleepers
2017-18	176	31	18%
2018-19	172	39	23%
2019-20	166	28	17%
2020-21	223	32	14%
2021-22	196	35	18%

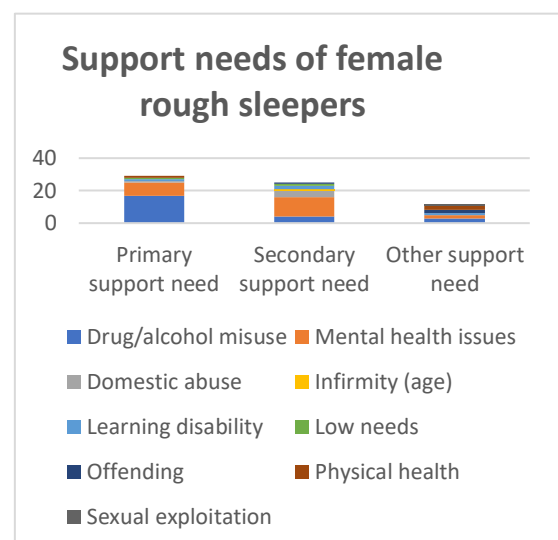
### Demographics of rough sleeping women



### Support needs

This chart shows the available data on the support needs of women verified rough sleeping in Cambridge between 2018 and June 2022. It is common for women to have more than one concurrent support need; some individuals may be represented in all three bars. The information gathered is only as good as asking the right questions and women being prepared to disclose their specific support needs or identify themselves as being in an abusive relationship.

Drug and alcohol misuse along with mental health issues appear the highest recorded support need, consistent with wider research.



## Everyone In

47 women were placed under the original COVID 19 'Everyone In' initiative from March 2020. The number is higher than the usual annual figures for female rough sleeping because during lockdown

women had far less options open to them for places to stay. Outreach also proactively searched for anyone rough sleeping to bring them safely in.

### Number of women accessing Wintercomfort's Women-Only Project (Taken from INFORM)

Wintercomfort's Women-Only Project was established in 2019 in recognition of the additional and complex challenges faced by homeless women. In line with the national average, approximately 14% of their service user community are women. Wintercomfort's Women-Only Project provides 1:1 and group work support at and away from the centre during the daytime.

Year	Total women accessing support	Total accessing key worker support sessions
2019-2020	94	74
2020-2021	95	71
2021-2022	126	113



### Records of those accessing and declining Jimmy's since 2021

- Between January 2021 and July 2022, there have been 20 women accommodated in Jimmy's East Road. Several of these have had multiple stays as they've moved back and forth between the streets
- Since Jan 2022, there have been 14 women stay at East Road
- In 2020-21, 30 women were turned down for a bed at Jimmy's due to it being at capacity. \*Note – Jimmy's stopped recording 'turnaways' in April 2021. Most of these women were not actually turned away from the door, their support workers called to ask if there was a bed for them

## Those in Supported Housing

### Current residents of adult women in supported housing ('hostels')

As of June 2022, there were 40 women living in supported accommodation for adults (hostels) in Cambridge – ie: Jimmy's (modular homes, move-on houses, and East Rd) The Victoria Project, Cyrenians, Housing First flats, 451 and Riverside. Of these 40 women, 20 have a history of rough sleeping. The demographics and support needs of these women are broadly similar to those of rough sleeping women. There is a significant overlap between those currently rough sleeping and those in hostels and people may move back and forth between the two for many years. At this stage it isn't possible to extract information from INFORM related to the relationship status of women.

## Current residents of youth in supported housing

48 (39%) - this figure is for female residents of all youth supported housing listed below

- Whitworth House
- YMCA
- Railway House
- Castle Service

These women are less likely to be rough sleepers or have a history of rough sleeping. They are generally young people living independently for the first time, either as care leavers or moving out of the family home.

## Statutory Homeless decisions with a female lead applicant\*

The “single person” in the table below is more likely to have a history of rough sleeping, the families are not rough sleepers, they are households in need of housing for a variety of reasons.

Year	Total number of decisions	*Family with children/ couples	Single person (Lone Women)
2021-22	48	26	22

\* All households with children are recorded as families, but some listed here may be couples where the woman is the main applicant. The figures are a challenge to get accurate as the ‘gender’ field is often incomplete, all data for the year needs to be run and then manually checked to see who is female.

**“ Whether measured locally or nationally, the vast majority (usually above 80 percent) of rough sleepers are men. But while women are comparatively less likely to sleep rough, they often present with particular mental health and substance abuse problems and very often have particular needs, including a greater likelihood of being subjected to sexual and other forms of exploitation.**

Cambridge City Council’s Homelessness and Rough Sleeping Strategy Review 2021 - 2026

The Cambridge City Council’s Homelessness and Rough Sleeping Strategy 2021-2026 recognises the need to consider how women are provided for in homelessness provision.

Sadly, the first part of this quote above means that local services and temporary accommodation including hostels reflects this point. They are significantly off-putting to women who have layers and experiences of trauma that have often involved men. From Jimmy’s to the hostel system, to move on accommodation and shared housing, the majority of the provision in the city appears to be mixed accommodation,

with a larger proportion of services staffed by males.

The services in Cambridge that focus predominately on providing support for the homeless community do have a permanent space for both men and women to access but they do not have a separate location that is women-only. In addition, when trying to support women to come out of co-dependent and abusive relationships, we remove one issue to replace it with another by placing women in mixed accommodation where another co-dependent relationship in order to survive repeats its cycle.

## Daytime Provision for Women-Only in Cambridge

Below is women-only provision as a permanent base during the day only - July 2022

Service	Times	Aim
<b>Women-Only</b>		
Cambridge Women's Resource Centre	Monday 9.30am - 3.30pm Tuesday - Thursday 9am-4.30pm Friday 9am - 4pm	An information, advice, training and support centre in Cambridge for those who are homeless or vulnerably housed. Supporting, training and encouraging women seeking positive change for themselves and their families.
<b>Mixed Services</b>		
Wintercomfort's Women-only Project	Drop in 9-1pm for everyone  By appointment only from 1pm-4pm	Wintercomfort's Women-Only Project provides specialist support to help women to recognise their own value, to grow in self-confidence and resilience and to move beyond the vicious cycle of abusive relationships and repeated homelessness. Key Worker support sessions and group activities for women are provide for in and away from the centre during the day.

## Women only housing, with support in Cambridge

Service	Aim
Corona House and Corona Community	Corona House in Cambridge provides accommodation (for 6) and support for women aged 18-64 who are homeless or at risk of becoming homeless.
Cambridge Women's Aid	Community outreach and live in safe refuge that provides dedicated and specialist services to women and children affected by domestic abuse.
Cambridge Cyrenians	Two women-only accommodation units in Cambridge: One four-bed house and one five-bed property providing support services for homeless women (And men)



TIC (Trauma Informed Care) is a strengths-based framework that is grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment.

Hopper, Bassuk, & Olivet, 2010

## Recent Developments

As of August 2022, Wintercomfort will be running evening sessions on Tuesday's and Thursday's from 5pm to 9pm. Alison Nolan, Senior Women's Project Worker at Wintercomfort said there are also plans to extend the service further.

Wintercomfort are working on the finer details of these sessions for rough sleepers and vulnerably housed women, as a friendly trauma-informed space to be held at Wintercomfort. In addition, since April 2022, Sophie Young - Bishop's Officer for Homelessness and Chaplain to the Homeless and Streetlife Community has been running some small group gatherings for women in the city centre held at St Bene't's Church during the day. Alison and Sophie are keen that these new developments complement the Haven and the WHAG's future plans.



**“ Women need a base that is 24/7, something that they know is just for them. They are hesitant of other services, and they regard themselves as being unworthy and not fitting in - Alison Nolan Senior Women's Project Worker, Wintercomfort**

**“ It would be wonderful to have safe spaces in Cambridge where women can tell their stories without judgement, build trust with others, and grow as a community that kindles hope for a brighter future - Revd Sophie Young, Bishop's Officer for Homelessness and Chaplain to the Homeless and Streetlife Community of Cambridge City**

**“ Having worked with homelessness data for over a decade, I have come to understand the themes that can be seen in the data. Women who are sleeping rough often have multiple challenges rooted in trauma, both in their past and present. For those engaged in survival sex work or caught in abusive relationships, it can be a challenge to ever feel truly safe in the presence of male peers. A hub that can provide respite from a street-based lifestyle and give women the space to make their own choices, whether that is as complex as finding a route off the streets, or as simple as making themselves a cup of tea. A place where women can feel safe, understood, and not judged is hard to find when sleeping rough.**

Harriet Morgan – Housing Research & Policy Officer Cambridge City Council



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## THE VOICES OF HOMELESS WOMEN

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Women with lived experience who attend WHAG meetings have found the Cambridge homelessness provision to be male dominated and often intimidating. Already arriving with a wide range of traumatising experiences, women are placed in accommodation that re-triggers their trauma, making them feel just as unsafe inside as if they were outside.

The WHAG advocate for women to have choice and control in accessing services and involve those with lived experience of homelessness in the analysis, planning and campaigning around more women-only trauma informed services and spaces. Women in Cambridge (some WHAG members) who have been homeless, bravely tell their stories below.

\*Names have been changed to respect confidentiality.

### Lucy's Story\*

"I found myself living on the streets following a severe domestic violence incident. I had a flat at the time and was moved by the police to a women's refuge. When it was deemed safe to return to my flat, I found myself evicted because of failure to complete a dual Housing Benefit claim for both the refuge and my flat. I went to the council and was told to present at the old-style Jimmy's, I presented and was told there were no beds. Having never slept on the streets and not knowing anyone that was street homeless I found it a truly terrifying experience.

My drinking became out of control, and I was accosted on a daily basis by both members of the street community and members of the public. I longed for a haven that I could feel safe and looked after in, and finally get some rest and recover from my ordeal. Unfortunately, the only place I could go was Jimmy's, it took me over two weeks to get in there, but sadly the bullying and unwanted sexual advances were rife, and I felt safer sleeping on the streets. At the first instance of finding myself homeless I genuinely believe if there was a Safe Haven for women only, I could go to, my alcoholism wouldn't have been the problem it was, and I wouldn't have the battle scars as a result. My life is back on track now, and my ordeal is not as recent as others, but having seen the dramatic increase in the number of females rough sleeping and still no female only haven, I fear that there are many stories like mine, if not worse, currently due to this lack of specialised and much needed provision."

### Josie's Story\*

"Having exhausted all options of sofa-surfing with family and friends, I sought help from the council. The response was shocking: I'll never forget it ... they said, "*you don't have children, you're not pregnant, and you're not mentally ill ENOUGH.*" This was despite having been signed off from work due to severe mental health difficulties. Thankfully, I was told about Jimmy's - a local emergency accommodation organisation - and was given a bed at the shelter for four months. I was grateful for this, but the experience there was difficult: "I was a woman in a mainly male place, there was only one other girl there. I had PTSD from my relationship, I was terrified of people in general - but especially men. Time away from men "gave me time to heal" but, more critically, the counselling I accessed through the Cyrenians "changed everything." It was only when I was given this mental health support that I felt able to move back to living independently - homelessness is the symptom, it is the root causes that we must tackle."

## Feedback from Women

A qualitative survey, carried out by one of Wintercomfort's Trustees (also an academic researcher and WHAG member) in April 2021 looked at the experiences of women using their women-only daytime service, the themes of this feedback echo many of the concerns previously mentioned. Please note all names have been changed to ensure confidentiality.

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### GENERAL SERVICES ARE INTIMIDATING FOR WOMEN

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- All the women spoke about having felt uncomfortable at Overstream House (the Wintercomfort base) at some time. For Rachel and Gemma this was linked to feeling nervous or anxious around specific men who were likely to be there. Jess (a younger woman) did not feel that she fitted in with a group of (mostly) older men. Vicky said that her first visit to Overstream House had been very intimidating, leaving her thinking 'Oh God – this is where I'm at'. She said that it was better once she got to know staff there. Mandy similarly had 'got used to it' and appreciated the way that staff 'take you off to one side'
- Similarly, mixed-gender hostel provision (particularly if used by people with substance use problems) was experienced as unsafe and threatening

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### DRINK, DRUGS AND MENTAL HEALTH

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- The women talked about coping with problems caused by alcohol, drugs and poor mental health and about a reluctance to seek help with and face up to these. Gemma said 'you say you're fine – but you're not fine'
- These issues were interlinked with past experiences of abuse, domestic violence, loss of children, and family breakdown

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### HOUSING HISTORIES

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- All the women had long histories of homelessness in Cambridge and experience with a range of agencies and advice services
- All had experience of rough sleeping, sleeping in a car or sofa surfing. Rachel spoke about her experience of being robbed and physically assaulted while sleeping rough
- Between them they also had experience of staying in a wide range of temporary accommodation eg: Jimmys, at the YMCA, at Whitworth House, in a mental health unit, in 451 Newmarket Road, in City Council temporary accommodation, in COVID 19 emergency accommodation and at the Cyrenians
- At least two had been deemed intentionally homeless in the past (e.g. when leaving accommodation because of harassment and threats from an ex)

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### WOMEN-ONLY SPACE AND SERVICES

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- All the women supported the idea of women-only space and services.
- Rachel was initially reluctant to argue for women-only space, on the basis that there should be 'help for everyone' but went on to say that there should be women-only space for 'women with problems'. Mandy also said that she felt 'bad' saying that some things should be women-only but made the point that 'not all women are one of the lads'.
- Jess described women-only space as 'important'. Gemma said that women-only services are 'important' because of sensitive issues like domestic violence that it is hard to express in groups full of men. Vicky explained how it was possible for women to share phone numbers with each other, offer support and good news.

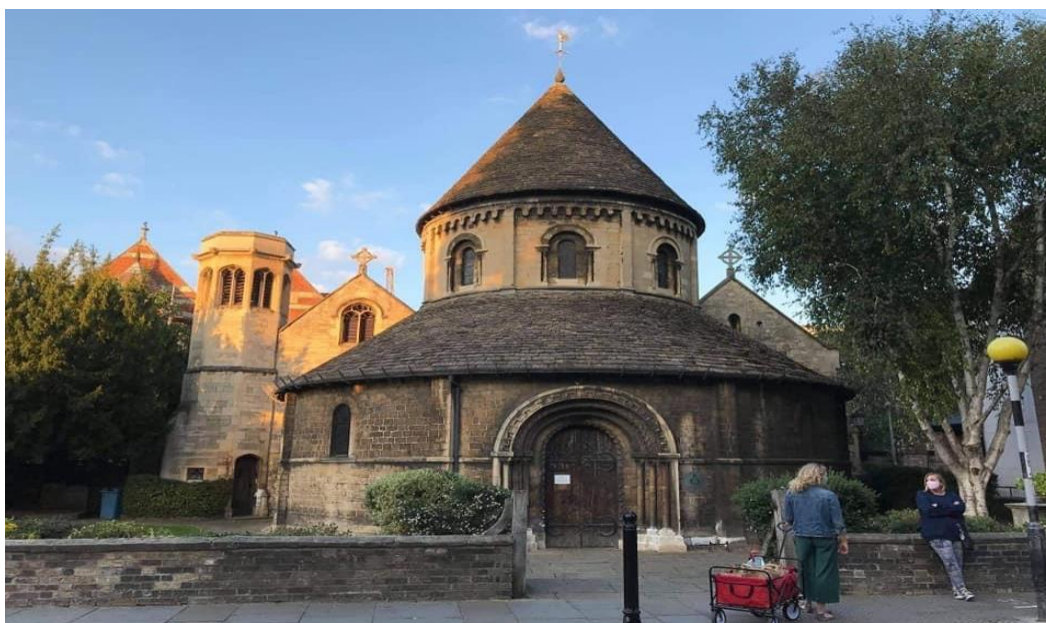
## Research and Survey Responses

Recent survey responses (May 2021) on Accommodation and Support for Rough Sleepers and Homeless Adults carried out by Cambridgeshire County Council with 60 individuals (not specifically questions broken down by gender) noted:

- When asked what characteristics people identified with, a significant number identified with 'being female' at 40% (16 women)
- Of those in total surveyed, a quarter indicated that this made it difficult to get the right kind of help and services
- The biggest factors cited by respondents to becoming homeless were 'issues around mental health' and 'relationship ending with a partner' with drugs and alcohol scoring high too.

Comments noted from the research also expressed: *"I needed a roof over my head in safe accommodation with support. I needed an accessible women-only place to help me restart my life. There wasn't one," "I must admit I found it difficult living with 3 other males in shared accommodation. Having fled domestic abuse, I would have preferred to have lived with females" and "Some sit up services or cold weather services are for males, there need to be more services for females."*

Responses from the report suggest that people value having as much choice as possible in relation to support offered 56%, choice in where they lived 52%, feeling safe 93% and being able to get access to help when needed was also very important 65%.



**From a community safety perspective, a safe space that supports vulnerable women to move away from a street based lifestyle could be a positive addition to what is already available. We would be keen to ensure it guards against sustaining a street existence**

**by ensuring women are empowered to make choices that will keep them safely off the streets at night and are encouraged to engage with the specialist support and accommodation providers available in the City.**

Sarah Steggles - Senior ASB Officer and joint founder Cambridge Street Aid at Cambridge City Council

**That night, the idea for The Haven was born.**

**Caring for Cambridgeshire Homeless** (A voluntary evening support service for those living on the streets in Cambridge) have wide experience with women who do not engage with the services offered. Often these are severely traumatised women reject what's on offer because it doesn't feel right or safe to be co-housed with men. They remain rough sleeping or in risky sofa-surfing situations rather than navigate a male - orientated and male-dominated service.



“ Caring for Cambridgeshire’s Homeless volunteer group was set up to offer support, food, basic supplies, and kindness to the homeless and vulnerably housed in Cambridgeshire. As co-founder of the group and a regular lead volunteer, I have been a frequent presence on the streets and therefore have built up relationships with the people we support.

The majority of people we meet are very vulnerable, lonely, isolated, and extremely lost and I’d like to highlight the plight of the women and in particular one female. During the last five years I have met many women of varying ages, all with their own reason for being in the predicament they are in, but there is one common denominator. These women are incredibly vulnerable and often very scared especially at night, even those who have become entrenched into rough sleeping can still fall prey to all kinds of danger.

It became very apparent to me that there is no safe space for a woman who is alone on the streets at night, a shop doorway affords no protection. One of the ladies who I have come to know really well was very distressed on one of my outreach visits. After sitting with her for

a while, she began to open up and told me about some of the harsh realities of life on the street for a vulnerable woman. She spoke of one incident in particular and she sobbed as she told me what had happened to her. She had fallen asleep in her doorway and woke to find a man trying to put his hand inside her sleeping bag; unsurprisingly this had frightened her enormously. The really sad truth was that she had come to accept that this was a regular occurrence for a woman alone on the street.

What I would have loved on that occasion, would have been to have had the opportunity to take this young lady to a safe place, somewhere warm and welcoming, somewhere we could have sat together on a cosy sofa, with a hot drink and the chance for her to have a shower and above all give her some respite from the harsh world in which she lives. I felt that was exactly what she needed right there in that moment; leaving her to sit on that pavement was heart-breaking and something I will never forget.

That night, the idea for The Haven was born.

These women need a sanctuary, they need a safe place, they need The Haven – Karen Keech.

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## THE NEED FOR A HAVEN – 10 REASONS WHY

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**Considering all the information presented thus far, there are 10 reasons as to why a Haven is needed in Cambridge.**

1. There are no homelessness services in the evening and overnight in Cambridge for rough sleeping and vulnerably housed women
2. Women are more vulnerable to physical harm and violence on the streets, especially at night and need a safe Haven to go to
3. Service users, alongside professionals say that a women-only, permanent space, that's known, just for women is needed in Cambridge
4. Permanent locations in Cambridge that primarily cater for the homeless community are mixed provision that can be a deterrent for women seeking support
5. "Drop-in mixed services" that focus on homelessness close at 1pm, with appointments only from 1pm till 4pm
6. Women can be nervous and hesitant about systems and services, needing to build trust first, the Haven is the perfect first step
7. Research tells us that women are constantly on the move, therefore the Haven, as a fixed base will enable more women to be verified within a network of professional services
8. Existing counting methods do not accurately record women who are experiencing homelessness, the Haven will help the city to improve its understanding of the extent of rough sleeping and hidden homelessness
9. Most night-time services act as shelters with a required minimum period of stay, which might not suit the needs of those who are only looking for a safe and warm place for the night
10. Existing women-only shelter services require referral either internally or through external agencies – a process that might pose a barrier for women who are unfamiliar with the homeless support system

**“ My experience is that many organisations understand the particular challenge that being homeless or vulnerably housed presents to women, but simply do not have the resources to adequately address that challenge. A provision that recognises the isolation that many women feel when the main daytime services are not available, and which could provide the safe space in which women can be assisted to link in with the support appropriate to their needs, would be a considerable asset to our city.**

Chris Dade - Support Manager - It Takes a City Cambridge

**“ Having worked in homelessness services for many years, its apparent that women avoid homelessness services for fear of men being present. This can specifically be a problem where cultural nuances exist, adding an additional barrier for women. The Haven will help those women, whom for whatever reason are not seeking the support they need. By talking a more gendered and trauma informed approach, we are in a better position to address the ongoing problem of women's rough sleeping and homelessness in the city.**

Vicky Knighton - Housing First Team Leader - Cambridge City

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## THE RESPONSE

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### Sanctuary, Safety and a Community

The Haven, a place of safety, will be an evening and overnight 'off the street' drop-in service, open from 8pm – 9am when women are especially vulnerable. The Haven will be a secure base, for a community of women, providing respite, warmth and a place to talk for those vulnerable and at risk and awaiting or needing safe accommodation, run by women and for women. It will be an innovative and essential drop-in service, as a response to gaps within the city's provision and most importantly the voiced needs of rough sleeping and vulnerably housed women in Cambridge.

### The Mission

To provide an evening and overnight women-only safe Haven for those that are awaiting or needing safe and appropriate accommodation.

### The Vision

For women to be equipped and *empowered* to make informed *choices*, in a safe and supportive environment, enabling them to regain some *control* of their lives and make plans for their future.

Initially, a three-year innovative pilot project, to test the proof of concept, with research to be conducted as a key aspect of the pilot. The purpose of the research, data collection and evaluation will be to identify factors that are associated with positive outcomes for female service users and to provide additional information that will be useful to stakeholders to further develop and strengthen the services and provision for women in Cambridge and its surrounding areas. As an extension to existing daytime services, where appropriate, women will be signposted and facilitated to access specialised support so as not to duplicate provision. Day time signposting will be made to

ensure that women's ongoing practical needs, support and trauma are addressed within a network of community and specialist women's support services in the evening and overnight. The Haven will run until 9am to allow for handover to daytime services.

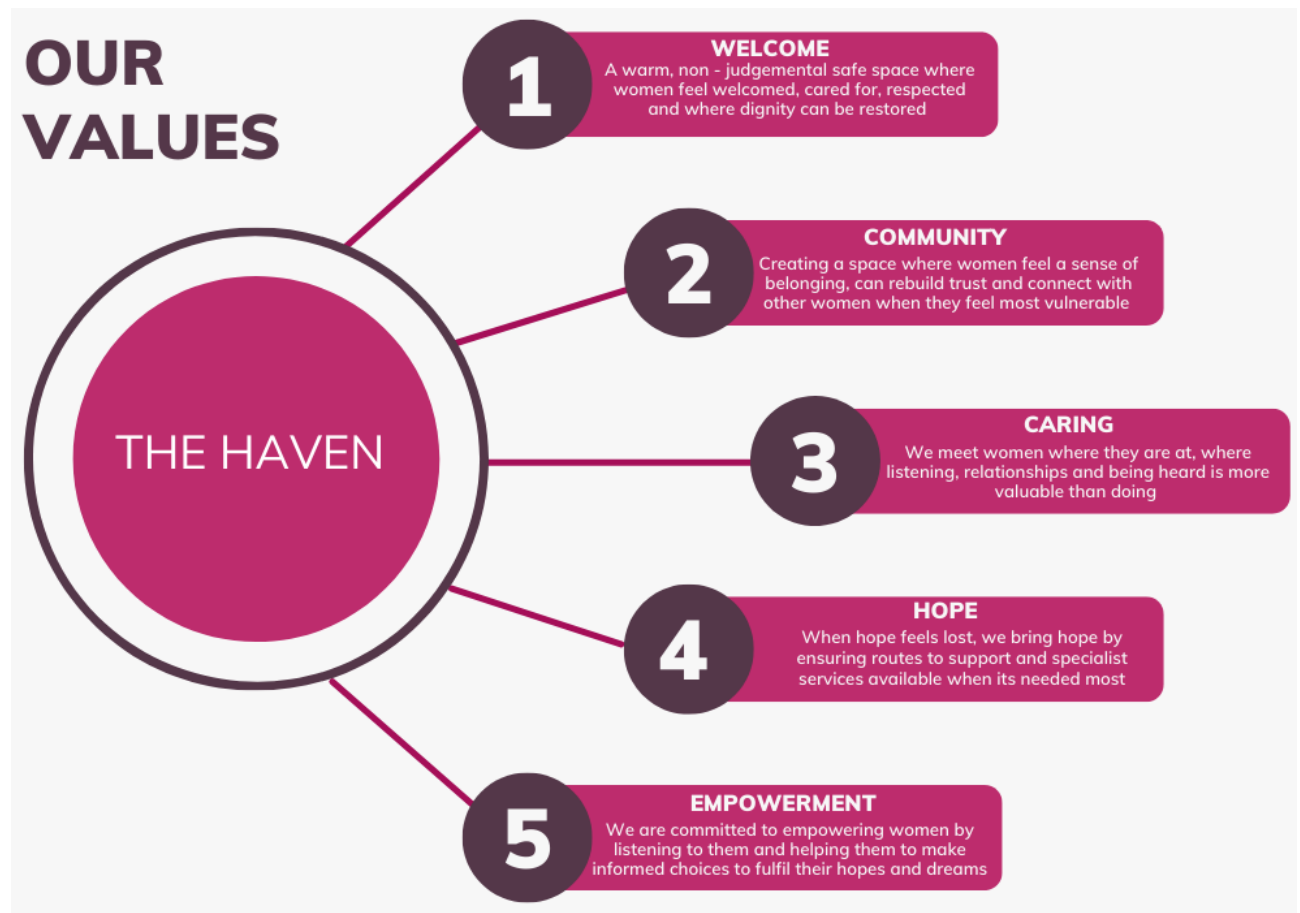


The Haven, a homely and preventative approach, will be a route for women to start to build trust, engage in services, and find community and empathy before making further plans for life.

A relationship-based model where soft outcomes, and the offer of practical support are seen as just as important as the harder measured outcomes. It will be a safe space for any women in crisis regardless of her situation to visit, whether for one night or more if needed. The Haven is set on a foundation of building trusted relationships first, with the long-term hope that women will engage in wider support available.

To enable this to happen, each woman must set her pace, this is especially important as women may have a distrust of services and a history of poor engagement. We must remember that recovery isn't linear and that the journey is long.

## The Haven Values



The values of the Haven under pin everything that the project seeks to do.

### Who is the Haven for?

The Haven is for any woman as risk, regardless of her situation or circumstances, however the project is likely to attract women that are sleeping rough, the vulnerably housed (the hidden homeless) and those at risk of homelessness. The Haven will reach women who are:

- Sleeping on the streets
- Those sofa surfing, in tents, sleeping in sheds or unused buildings, staying in squats, hanging out at A&E or sleeping in cars
- Experiencing modern day slavery
- With no recourse to public funds
- With no local connection
- Asylum seekers facing persecution
- Those affected by or fleeing domestic abuse
- Refugees fleeing war
- LGBTQ community
- Sex workers and those who are being exploited (eg: cuckooing/ trafficking)
- Prison leavers
- Those experiencing honour-based violence
- Those experiencing stalking or harassment
- Care leavers
- Those presenting under 18 years of age (Referral on to specialist support services eg: Social Care)
- Those with specific religious or cultural beliefs

## OPERATIONAL AND FINANCIAL PLAN

### How could the Haven be established?

The Haven in its pilot phase would be positioned in the centre of Cambridge. Professionals have suggested locations such as Mill Road, Newmarket Road and East Road, others have suggested a more central location. Regardless, the location of the Haven needs to be central enough so women can easily access it, not a long walk away from the city centre and somewhere where local services can also encourage women to go to with them for a cup of tea. It needs to be well-lit but not too prominent.

Previously a shop unit has been discussed however the location of this may well be too hostile and in a too central position and insurance could be a higher initial cost in the pilot phase. Through chatting with partners, utilising existing spaces that have a kitchen, lounge area, meeting rooms and shower facilities already in place would be the preferred option to minimise initial costs and allow for the gathering of evidence before a more permanent base is established.

### Listed below are the essential requirements for the Haven

- A space women feel safe to approach
- An entrance that women can easily find
- A welcome area, concierge type service, with secure manned entrance (Bell and lockable door)
- Possibly a separate entrance to a main entrance
- Sofas, cushions, blankets, tables and chairs
- An inviting building, with a warm vibe, good lighting and that can be made to feel un-institutional
- Washing facilities and an accessible toilet – possibly a shower
- A kitchen
- 2 additional rooms – Team room and consulting room
- One large communal space

### There are 5 possible options to the type of set up and premises

Options	Type of facility
Option 1	A church or community building with facilities in place ( ie: Hobson’s Pavilion on Parkers Piece)
Option 2	A vacant space with facilities – ie: A house, business or University building
Option 3	Sharing with a daytime service such as: Cambridge Women’s Resource Centre
<b>Incurring additional costs/ Not a fixed base</b>	
Option 4	An empty space without facilities
Option 5	A mobile unit or temporary pop-up unit



## A Review of Options

After the pilot phase purchasing or kitting out an empty unit without facilities can be more accurately costed based on the need and the research that will be conducted. It would be important to consider insurance factors and the local residents and neighbours when looking at suitable space. The physical space really matters, as does the security of the building. From research it has been identified that the Haven should be a fixed base in its pilot phase. Should land be sought for a 'pop up' idea, the planning of this and locating of space close to the city centre could prove to be difficult and time consuming. It is also possible that once a secure base has been agreed, mobile units could assist alongside a permanent building.



A house is also a possible option but with many rooms and not a large communal area, it would be harder for a team to manage. In the future, if the space was big enough, putting money toward redesigning a house, with an open ground floor with office/ team space upstairs could be a consideration.

**When considering the operational running model of the Haven in addition to the above, several further considerations are below.**

- A homely vibe, a listening ear and where a cup of tea is always on hand
- Opening hours - 8pm - 9am (Set up 7pm and pack down by 10am)
- 'Sit-up'" and "drop in" space outside of usual 'office hours' - Not exactly a shelter – not with bed spaces
- A pathway into building trust and engagement with the Cambridge homeless system and/services
- Mobile phone charging
- A chance to connect with a 'trusted person' where commonalities and interests can be explored
- An information hub providing a warm welcome, advice and signposting to homelessness services and ongoing support such as: Rape Crisis, Cambridge Women's Aid, Cambridge Women's Resource Centre, Wintercomfort, Street Outreach and mental health services
- Cross boundary/County working
- Sensitive basic needs assessments, alongside welfare checks for physical, mental, and emotional wellbeing
- A place away from chaos, offering breathing space, community, and connection
- A good complement to the existing ecosystem of homelessness services
- Consistency in location and hours
- CMBAC (Cambridge Business Against Crime) radio contact
- Incident and emergency reporting
- Opportunities to connect with other women who share similar experiences
- Staffed by a combination of female only paid workers and appropriately trained volunteers
- Peer supporters

### Also, available will be:

- Tea, coffee, water and prepacked food and snacks
- Phones with credit top ups
- Access to a computer and printer
- Basic first aid
- Basic sexual health provision and information

### What the Haven is not:

- A full assessment
- Therapy and counselling
- A drug and alcohol treatment service
- A home
- A bed
- Contact with children
- Duplication of what other services provide
- For couples (A pathway of support will be offered to those in a relationship)

The Haven is a person-centred and relationship-based project, to develop trusted relationships and create a women-only community in order for vulnerable women to stabilise and explore their options. Practical provisions such as food and basic essentials are important and may encourage women to engage, alongside building healthier relationships with professionals and peers before looking to tackle the more complex issues. The Haven will consider processes and approaches with regards to not breeding dependency and reliance on the service, however the hope is, through trusted and effective relationships, women will access wider services and additional support on offer over time.

### What does follow on support look like?

The Haven isn't intending to address the full holistic needs of rough sleeping and vulnerably housed women. It will however establish pathways to refer women onto for further support in areas related to:

- Education, employment and training
- Physical, emotional and mental wellbeing
- Budgeting, form filling and grant applications
- Finance and debt
- Sexual and domestic abuse
- Relationship and therapeutic support
- Housing and benefit advice
- Sex work
- Laundry, personal and practical care

- Legal advice and support related to contact with children and family
- Drug and alcohol misuse
- Personal development
- Welfare rights
- Mentoring

The majority of the staffing at the Haven will be allocated to evenings and overnight, however the Haven Service Manager will work during the day also to:

1. Strengthen relationships with partners and pathways for support
2. Update information on INFORM (Cambridge City Council's Recording system for the homeless)
3. Complete essential paperwork

## The Financial Model based on Options 1 and 2

### Financial Breakdown – Expenditure Forecasts

How many women supported per year			25 women	40 women	60 women
			4 days per week Thursday – Sunday night	5 days per week Thursday – Monday night	Full 7 days
What needs covering	Cost	How will costs be covered?	Year 1	Year 2	Year 3
<b>Staffing - 2% inflation year on year</b>					
Management Oversight	6 hrs per week – Pro rata £38,000 - £40,000 based on 37.5 hrs	Trusts and Grants and Philanthropic Giving (TG&PG)	£40,000 - 6 hrs £6400	£40,000 - 6hrs £6528	£40,000 - 6hrs £6659
Haven Service Manager - 37.5hrs – mostly daytime but 12 hours to be allocated to evening or morning shifts	£34,000 - £38,000	TG&PG	£38,000	£38,760	£39,535
Project Workers (80, 100, 140 hours needed to cover shifts)	Based on £28,000 - 52 weeks/37.5 hours = £14.36 per hour x 80/100/140hrsx52	TG&PG	£59733 (80hrs per week)	£74,672 (100 per week) plus 2% £76165	£104,540 (140 hours per week) plus 2% £106,631
Bank Workers - Holiday or overtime cover ie: 80 hours for project workers x 4 weeks holiday plus manager 4 weeks holiday 48hrs = total hours 368 (Yr1)	£13 per hour	TG&PG	368 hours to cover x13 £4,784	448 hrs to cover x13 £5824	608 hours to cover x13 £7904
			£108,917	£127,277	£160,729
On costs 15% - NI, sickness and pension			£125,255	£146,369	£184,838
			<b>Total £456,462</b>		
<b>Training – Can be provided locally or delivered by Homeless Link, The Sun Network, Women’s Aid and MEAM</b>					
Enhanced DBS - Staff	£40 (Not all staff will need a DBS as they may already have one)	ITaC	£120 (4 people)	£80 (2 people)	£80 (2 people)
Enhanced DBS Volunteers - Free		Free	Free	Free	Free
Food Hygiene	1 to 2 people trained each year to do spot checks on food - £20 per course	TG&PG	FAST online course £40	FAST online course £40	FAST online course £40

What needs covering	Cost	How will costs be covered?	Year 1	Year 2	Year 3
Mental Health First Aid - 2 days training	£245 + VAT (2 staff per year)	<a href="#">ABC Life Support</a> TG&PG /Might be able to secure for free as a charity	£588	£588	£588
Complex Trauma & Trauma Informed Care for Frontline Staff	Based on 1 day's training 3 sessions @90 mins – 20 people - £1000	<a href="#">Homeless Link</a> <a href="#">Homeless Link</a> <a href="#">Homeless Link</a> TG&PG/Local Authority Funding	Up to £1000	Up to £1000	Up to £1000
First Aid – Half day	£95 + VAT (4 per year)	<a href="#">ABC Life Support</a> TG&PG /Might be able to secure for free as a charity	£456	£456	£456
Certificate Tackling and Preventing Domestic Abuse	£2100 pp	<a href="#">Women's Aid</a> TG&PG/Local Authority Funding	£2100	N/a	£2100
Diploma course in Tackling and Preventing Domestic Abuse for Service Manager	£1350pp	Women's Aid TG&PG/Local Authority Funding	N/a	£1350	N/a
			£4304	£3514	£4264
2% inflation year on year			£4390	£3584	£4349
			<b>Total £12,323</b>		
<b>Free Training/ staff time needs to be covered:</b>					
Strength Based Practice		<a href="#">Homeless Link</a>	Free	Free	Free
Volunteer Induction Training and (Before a shift starts)	Booklet and guidance	An evening of 2-hour training for new volunteers and also each new volunteer receives a briefing before 1 <sup>st</sup> shift	Free	Free	Free
Cambridge Women's Aid - Basic DA Training	Speak to Angie Stewart	Cambridge Women's Aid	Free	Free	Free
Safeguarding Adults	Partner with other agencies ie: Jimmy's	<a href="#">Cambridge &amp; Peterborough Safeguarding Partnership Board</a>	Free	Free	Free
INFORM Training	2/3 staff licences - £102pp	ITaC staff licence	3 licences £306	3 licences £306	3 licences £306
Training Budget	A budget allocated for training	TG&PG	£800	£900	£1000
			£1106	£1206	£1306
			<b>Total £3618</b>		

What needs covering	Cost	How will costs be covered?	Year 1	Year 2	Year 3
<b>Operational Costs</b>					
Room Hire / Space use – Peppercorn rent/charity reduction	£25.50 per hour for charities – based on Emmanuel Room at URC	The hope is the space will be offered free of charge.	Free	Free	Free
Based on St Andrews Church, Cambridge – Water (Toilets, showers, running water)	Water £61.61 for 6 months at ground floor (Seems low) and sewerage £607 per year	TG&PG	Estimate 4 days - £410 per year	Estimate 5 days - £550 per year	Estimate 7 days - £600 per year
Gas, electricity, lighting	Based on St Andrews Church Cambridge £184 per month eg: £184/28 days x16 days (4days per week) x12 months	TG&PG	£1260 per year	£1577 per year	£1840 per year
WIFI	£40 a month Virgin Media based on St Andrews Street	TG&PG	£350 (4 days)	£450 (5 days)	£480 (7days)
Cleaning – 1/2 hours per week	Clean area (£12 per hour)	TG&PG	1x12x52 = £624	2x12x52 = £1248	2x12x52 £1248
Insurance (Markle)	Based on lease - £1600/£1800 per year (based on St Andrews Street	TG&PG	£1800	£1900	£2000
			£4444	£5725	£6168
2% inflation year on year			£4533	£5840	£6291
			<b>Total £16,996</b>		
<b>Resources and Materials</b>					
Drinks – Tea, coffee, hot chocolate, water, squash, milk	Donations	Donations & budget	Free	Free	Free
Snacks – Pastries, sandwiches, crumpets, pot noodles and fruit – sealed / no nuts choc bars, crisps, bread, jam, crumpets, cuppa soup	Donation and basic costs – Cambridge Sustainable Food / Food cycle / Set up a shared fridge	Donations & budget	Free	Free	Free
Décor / Pillows etc	YFC/ Embrace/ Dumelm/ WHAG	Donations	Free	Free	Free
Crafts/ books / Activities	Local businesses / WHAG	Donations	Free	Free	Free

What needs covering	Cost	How will costs be covered?	Year 1	Year 2	Year 3
Gifts	Donations / WHAG	Donations	Free	Free	Free
Food bank vouchers	Vouchers	Donations	Free	Free	Free
Pay it Forward Vouchers	Vouchers	Donations	Free	Free	Free
Blankets	Donations	Donations	Free	Free	Free
Flip flops	Donations	Donations	Free	Free	Free
Gloves, beanies	Donations – public, WHAG, CCH, businesses etc	Donations	Free	Free	Free
Clothes (Clothes bank in permanent building)	Sally Army Vouchers	Donations	Free	Free	Free
Pants and socks	Bare Necessities	Donations	Free	Free	Free
Sanitary packs to take discretely	Hygiene Bank, Bare Necessities and Student Society/ Period Poverty/ WHAG/ WC/ WRC/Cambridge Period Project/ Hey Girls	Donations	Free	Free	Free
Toiletries	Donations	Donations	Free	Free	Free
First aid kit and vomit bags/ bowls/ foils/ sanitiser/ gloves	Donations	Donations	Free	Free	Free
Phones	Laptops4learning	Donations	Free	Free	Free
Staff phones	Laptops4learning	Donations	Free	Free	Free
Sims for service user	Wintercomfort	Donations	Free	Free	Free
2 laptops and printer	Laptops4learning	Donations	Free	Free	Free
Cover all above with an allocated budget if needed			£1350	£1670	£2350
2% inflation year on year			£1377	£1703	£2397
			<b>Total £5477</b>		
			<b>Total cost for 3 years £494,876</b>		

## Staffing Considerations

One possible challenge in establishing the Haven could be attracting and recruiting staff with the appropriate skills, which some sector services report to be challenging in the current climate. Shift work isn't easy work, therefore, to make it an attractive proposition, incentives, job satisfaction, good pay, good working conditions and caring for the work force's well-being and mental health must be paramount. Due to the nature of this work, good practice around reflection, debriefing and supervision should be in place. Practices around safety and security must be included in policies and risk assessments. As the shift patterns lend themselves to unsociable hours, we must avoid staff members finishing their shift at times where they could be more at-risk therefore proposing shift patterns to be:

- 7pm - 11pm (4 hours)
- 10.30pm - 6.30am (8 hours)

- 6am - 10pm (4 hours)
- Ensuring shifts are no longer than 8 hours

At minimum there should always be two Project Workers on each shift alongside two volunteers, the costs have been apportioned as such. Some consistency in staffing patterns would be helpful, to foster ongoing relationships with the women. A side room should be made available for staff to take breaks and it is anticipated that when an 8-hour shift is conducted staff are given two 30-minute breaks.

Other costs to consider would be staff phone bills and printer costs, in addition, as the project develops, it may be worth exploring whether CCTV, security staff, lone working devices, clinical supervision, interpreters, taxi travel for service users or additional staffing costs at busier times will be needed.

## Additional Support for the Haven

### Peer Support

As mentioned previously the Haven will involve those with lived experience in the design and delivery. It is also anticipated that those with lived experience will train as peer supporters. As they are able to empathise with what the women are going through, by adopting a buddy system, they can walk alongside other women throughout their journey.

### Visiting Services

The Haven will be coherent with, complementary to and supportive of existing provision. Taking a multi-agency approach, it is anticipated that services, many of which have already expressed an interest in being involved, will be co-located at the Haven to provide specialist support. Services could include: Wintercomfort, Cambridge Access Surgery, Street Outreach Team, Cambridge Street Aid, Dual Diagnosis Team,

Sophie Young - Bishop's Officer for Homelessness and Chaplain to the Homeless and Streetlife Community, Change Grow Live, Cambridge City Council Homeless Prevention Officers, Domestic Abuse and VAWG Specialists and accommodation providers.

### Volunteers

Cambridge has an impressive network of volunteers within the sector. In addition to reaching out to those volunteer networks, the Haven can also approach the public and the business community who may want to volunteer their time and skills to support the project. Networks could include but are not limited to: Cambridge Churches Homelessness Project, Caring for Cambridgeshire's Homeless, Cambridge Street Pastors, local churches, Jimmy's, Cambridge Women's Resource Centre, Wintercomfort and Student Groups (Evolve, Just Love, CHOP).

## Governance

Due to the pioneering nature and its flexible approach, the Haven lends itself to be governed by It Takes a City throughout its pilot phase.

Many services in the city are supportive of the project and want to help where they can. Conversations so far suggest that key partners to support the practical running of the project are likely to be: Wintercomfort, Cambridge Women's Resource Centre, Cambridge Women's Aid and Sophie Young - Bishop's Officer for Homelessness and Chaplain to the Homeless and Streetlife Community. A formal working group of key stakeholders in the city, especially those working in women's to provide oversight for the Haven would be advised, sharing good practice, knowledge, and to better coordinate a whole system approach in the city for rough sleeping and vulnerably housed women. In addition, linking to wider networks such as: the Women's Consortium based in Cambridge and the Homeless Strategy Implementation Partnership could be helpful.

## Policies and Risk Management

All policies should be in place within the 3 months set-up phase of the Haven. Listed below are recommended policies, alongside risk assessments and further areas to consider:

- Conflict of Interest Policy
- Data Protection, Privacy and GDPR Policy
- Employment Policy
- Environmental Policy
- Equality & Diversity Policy – To include the Equality Act related to single sex provision
- Finance Reserves Policy
- Internal Financial Controls Policy
- Governance Policy
- Health and Safety Policy
- Lone Working Policy
- Complaints Policy
- Safeguarding Policy – To include women and children, women with partners and male visitors and showers
- Risk Management Policy
- Volunteer Management Policy
- Confidentiality Policy

## It is also important that guidance, policy and practice take into account the following areas:

- Codes of conduct
- Previous offences of service users
- Those leaving prison
- Dealing with mental health and distress and linking to the first responder teams
- Domestic abuse and sexual violence – Working with survivors and perpetrators
- Dealing with challenging behaviour and high-risk women
- Incident reporting processes and procedures
- Safety planning
- Ethnic minorities and cultural practices
- Safeguarding and supporting under 18's
- Violence, drugs and alcohol
- Prostitution, exploitation and sex work
- Supporting older women
- Disabilities
- LGBTQ+
- Managing service users feeling at risk or unsafe from one another



## Training

Specialist training for staff and volunteers could be combined with other organisations within the sector or sought from national organisations as referenced in the financial breakdown.

- INFORM Training
- Food Hygiene
- Strength Based Practice
- Reflective Practice
- Conflict Training
- Domestic Abuse Awareness Training
- Violence Against Women and Girls
- Gender Informed Approaches
- Mental Health First Aid
- Trauma - informed: Theory and Principles - Homeless Link
- Trauma - informed: In Practice
- Trauma- informed for Managers - Homeless Link

### All volunteer training should seek to cover the following

- Roles and responsibilities
- Policies
- Protocols
- Listening skills
- Drug and alcohol awareness
- Basic first aid
- Homelessness awareness
- Police/ ambulance/ emergency services training
- Mental health awareness
- Trauma informed practice
- Domestic violence and VAWG

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## PROMOTION AND AWARENESS

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Due to the sensitive nature of the project advertising would primarily come through word of mouth and signposting from partner agencies. The address and location of the Haven will undoubtedly become known however explicit advertising of the address should be approached with caution.

A contact card/leaflet would be given to women, that could be sensitively designed by a local business in a discreet way to share information. Any promotional materials produced should take into consideration those where English is not their first language and those who have a learning or physical disability so they are not excluded from the service. There would also be links to Cambridge Street Support Network and the ITaC website where opportunities to support and donate would be listed and a contact number available to call for anyone wishing to give help or find help.

### Some of the partner agencies that will signpost and partner with the Haven

- Cambridge Street Outreach Team
- Change Grow Live Cambridge
- Wintercomfort
- Caring for Cambridgeshire's Homeless
- Counting Every Adult
- Sophie Young - Bishop's Officer for Homelessness and Chaplain to the Homeless and Streetlife Community
- Cambridge Women's Resource Centre
- Cambridge City Council's Housing Advice Service
- Cambridge Women's Aid
- Cambridge City Council Homeless Team
- South Cambs District Council
- GP, NHS and maternity services
- Cambridge Drug and Alcohol Service

- Cambridge Street Pastors
- Cambridgeshire Constabulary
- Cambridge City Foodbank
- Prisons and the probation service
- Cambridge Streetbite and student groups
- Cambridge Rape Crisis
- Cambridge Access Surgery and Dual Diagnosis Street Project
- Centre 33
- StreetVet Cambridge
- NHS First Response Service 111, option2
- IDVAs (Independent Domestic Violence Advocates)
- CCHP (Cambridge Churches Homelessness Project)
- Housing First Team
- Temporary accommodation providers eg: Jimmy's/Victoria Project/ Corona House/ Cyrenians
- Children's and Adult Social Care
- (CAB) Citizens Advice Bureau
- Outside Links
- The Sanctuary - CPLS Mind

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## MULTI-AGENCY AND PARTNERSHIP WORKING

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An integrated multi agency approach is critical to the success of the Haven. Strong collaborations, bringing cross sector partners together will ensure that the Haven doesn't duplicate services, utilises the cities resources for good and takes a joined-up approach to addressing the issues around women's homelessness.

The Haven meets a current gap within existing service provision in the evening and overnight, so therefore complements the array of day-time services in the city. In addition to the agencies mentioned in the promotion and awareness section, below are organisations and networks that the Haven will foster partnerships with locally and nationally.

### Local Organisations

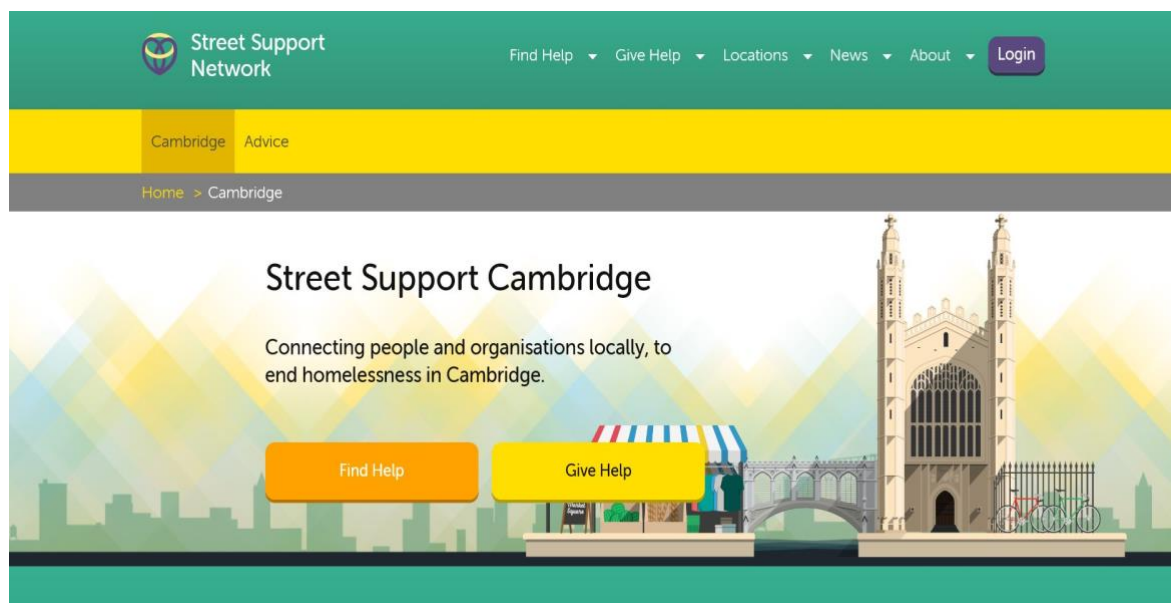
- It Takes a City Action Groups
- Jimmy's
- Cambridgeshire County Council
- The Elms SARC (Sexual Assault Referral Centre)
- Cambridge City Food Bank
- Dhiverse Cambridge
- iCaSH Cambridgeshire
- Housing providers - eg: Riverside Care and Support, Cyrenians, Corona House, Whitworth House, Hope into Action
- CHS Group
- Concrete Rose
- P3 Cambridge Floating Support
- Cambridgeshire and Peterborough Foundation Trust
- The Sun Network
- Pay it Forward Voucher Scheme
- Give Your Best
- Cambridge Community Safety Partnership

## National Partners

- Marylebone Project and the Church Army
- Homeless Link
- AVA – Against Violence & Abuse
- Steetlink
- St Mungo’s
- Big Issue Foundation
- Centre Point
- St Martin’s in the Field
- Solace Women’s Aid
- Crisis
- Shelter
- One Voice for Travellers
- Restored
- Domestic Abuse Housing Alliance
- Standing Together Against Domestic Violence
- Respect
- Refuge
- Department of Levelling Up, Housing and Communities
- MEAM (Making Every Adult Matter)
- Street Support Network
- CALM Homeless Helpline
- National Domestic Abuse Helpline
- National Stalking Helpline
- Cambridge Council for Voluntary Service

## Local Networks

- It Takes a City Cambridge Co-Production Group
- It Takes a City Action Groups
- Streets to Home Partnership
- The GET Group
- WAVET (Cambridge based Mental Health Practitioners Network)
- Cambridge and Peterborough Women’s Consortium
- Cambridgeshire and Peterborough Domestic Abuse and Sexual Violence (DASV) Partnership
- Independent Domestic Violence Advisory (IDVA) Service
- MARAC (Multi Agency Risk Assessment Conference)
- Homeless Strategy Implementation Partnership
- Cambridge Ethnic Community Forum



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## FUNDING AND SUPPORT

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When looking for funding and support for the Haven, a diverse range of options should be considered.

Funding and support would initially come from:

- Philanthropic giving and interested individuals
- Trusts and Foundations - See Appendix 1
- Businesses with a specific interest in Homelessness ie: Lloyds Bank / Cambridge Building Society
- Cambridge Community Foundation
- National and Local Government Homelessness Funding
- Public – Just Giving/ Amazon Lists / Amazon Smile

James Marlow a Fund-Raising Consultant that has worked alongside the Marylebone Project (A brilliant example based in London that we have sought advice and wisdom from) for over 15 years reports that projects like the Haven are particularly attractive to those who have a keen interest to invest in innovative pilots. The WHAG could draw on James's experience to seek appropriate funding and partner with Cambridge Council Voluntary Services (CCVS) and refer to NVCO (National Council for Voluntary Organisations) and Homeless Link and the City and County Council for available funding pots.

Due to the nature of this project, it would also lend itself well to individual philanthropic giving, of which interest has already been expressed. This project could also attract the attention of businesses where the sharing of their time, skills, expertise, resource and finance could add huge value to the work - with a particular focus on sectors such as: Construction, Property, Architecture and Planning, Engineering, Banks, Building Societies, Supermarkets and Women's Networks. Taking a targeted approach as to which business to partner with and why will save time and money.

In addition, approaching those businesses that want to attract more women to their workforce as well as supporting women's initiatives would be worth exploring, with an emphasis on “women supporting women” particularly in light of the rise of violence against women and girls. This would be the ideal opportunity to reach out to networks of women within the Cambridge community and

the business arena. There will be businesses that have specific interest in funding projects around: Women's issues, post COVID recovery and homelessness/ women's homelessness.

Alongside philanthropic giving, trusts and grants, and business investment, exploring government funding is an area to consider. It Takes a City have been successful in securing government and local council funding, so the Haven would be able to build upon these successes and identify which funds to apply for by talking to ITaC and James McWilliams at the City Council.

Donations both financial and practical for this project should be listed as a way for individuals and organisations to give – see Financial Breakdown. In order to manage practical donations, it may well be worth setting up an Amazon wish list and identifying a space to store goods. A giving page should also be set up for individuals to make one off donations.

### **Not Competing for Funding**

Key services within the city delivering support for women have raised concerns around services competing for the same funding. Amongst this network of women services there is a common understanding to be mindful of what funding pots people are accessing, so it would be worth liaising with the Cambridge Women's Consortium around how this works in practice. In addition to appendix 1 listed below are several funding and support routes worth exploring.

### Women's Networks

- Murray Edwards College
- Newnham Women's College
- Women's Staff Network, Cambridge University
- The Rising Network
- Women's Institutes

### Business Links

- ITaC Business Action Group
- Construction - eg: RG Carters/ Mott MacDonald, Morgan Sindall Group
- Housing - eg: Cheffins
- Architects eg: Windsorpatania
- Nationwide, Sainsburys and Barclays
- Camcab & Panther - Safer travel
- Cambridge BID
- Cambridge 2030

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## EVALUATION AND IMPACT

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Robust evaluation will be a key aspect of the pilot. The Haven will be a small-scale project, but the evaluation and measurement of outcomes will be critical. The research and evaluation will take account of the available resources, and the demands that research makes on service users, staff and volunteers. An action research project will involve all stakeholders to help shape and make changes in response to emerging findings.

The evaluation will collect data from:

- **Data** - We will gather information at the Haven as part of its operations (e.g. data about attendance, how did they hear about the Haven, demographic characteristics of service users eg: BAME, LGBT+, disabilities, mental health, domestic abuse, alcohol and drug use, relationship status). This will provide quantitative data about key issues such as patterns of use of the Haven, key areas of service user need and links with partner agencies.
- **Participant observation** - This will provide qualitative data about the processes, strengths and weaknesses of the project. Observing at the Haven also gives an external researcher the opportunity to build rapport with service users, staff and volunteers (i.e. data gathered by a researcher based at the Haven for a number of sessions).
- **Semi-structured interviews** - We will talk with Haven stakeholders (e.g. service users, staff, volunteers, and individuals from partner agencies). This will provide qualitative data about the processes, strengths, opportunities and weaknesses of the project. In particular, interviewing a small number of service users on repeat occasions would enable the development of case studies describing women's pathways through and outcomes after the Haven
- **Outcomes** - We will gather information related to the mission and values of the Haven and the service user's individual journey of change, as a result of an organisation's activities to better understand the impact the project is making for sustained and lasting change.

## Possible outcomes to track

- Increased sense of safety
- Increase sense of community
- Increased sense of belonging
- Increased awareness of services and support locally
- Better access to and awareness of services locally
- Increased access to support in the evening and overnight
- Improved self-care
- Improved self-esteem and confidence
- Improved relationships with professionals
- Support to engage with other services
- Support to better manage relationships with others
- Perceptions of being valued by services and staff
- Improved support networks
- Increased access to health services
- Increased number of women accessing local services
- Increased control and choice
- Access routes to accommodation and housing
- Decreased numbers of verified female rough sleepers
- Increased awareness of women's circumstances and needs
- Increased recognition of areas where women might need more support

All evaluation and outcome work will take into account the vulnerability of the Haven service users and be congruent with trauma-informed practice. Attention will be paid to research ethics (including, for example, points about confidentiality, anonymity and honesty). When looking at capturing data it may be helpful to also refer to the following:

- Social Return on Investment /Cost Benefit Analysis
- Warwick Edinburgh Wellbeing Scale
- Outcomes Star

## Recording

The Haven team will be trained on the use of INFORM, a multi-agency case recording system hosted by Cambridge City Council. Used effectively, professionals can view what support services are in place, the journey so far and what action has already been taken. By using INFORM women are less likely to have to retell their stories and the Haven can better capture data to give a truer representation of women's specific needs. The WHAG are committed to developing a coordinated and trauma informed service where women do not have to repeat their stories to multiple agencies in order to receive help. We have to change this.

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## FUTURE PLANNING

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### Haven, Hubs and a Home

The Haven is a “**place of safety**” for at risk and vulnerable women awaiting or needing safe accommodation, offering respite, support and companionship as a preventative approach, and/or a route to begin to engage with local support services. The Haven is a “**sanctuary**” an innovative and essential night-time service, when

women are especially at risk, responding to the voiced needs of rough sleeping and homeless women in Cambridge. It will, of course lead onto other women-only provision throughout Cambridge to ensure that women’s needs, and trauma are addressed within a network of community and support services.

### Women should have a choice to access services designed for them

Co located hubs will sit alongside the Haven: women-only drop in spaces, located in Cambridge where women can receive holistic support, a complement to the Haven. Women-only hubs (a few of which are popping up in 2022 already) will be based in key locations across the city, providing a 24/7 women-only community with new opportunities, for those ready to engage in support and build healthy relationships with others.

At the hubs, activities could relate to education and employment, pastoral support, mentoring, learning of new skills, and celebrating success. The daytime hubs will provide a space to get a cup of coffee, do creative activities and meet with other women. It is possible that services could also be more mobile, but a consistent number of known bases would still be needed to refer women to – See the [MASH](#) in Manchester and [Buses4Homelessness](#) for alternative models. It is the WHAG’s hope that the city would move to 24/7, 365 day a week services for women that can be easily accessed, as fixed bases and pop-up hubs around the city to provide wrap around support within a network of professional services throughout the day, evening and overnight. This “**community**” of belonging and acceptance, from the Haven to Hubs, over time will help enable more women to move onto and into suitable accommodation of their own. The WHAG will continue to advocate for nurturing and supportive ‘Homes’ with no time limit on stay, that are gender and trauma-informed, based on all the underlying principles and approaches already



outlined. The WHAG believe that it’s a human right for every woman to have a safe place to call home, best suited to an individual’s needs and to help women heal from and deal with trauma in a secure and safe sanctuary of their own. Through listening to the women accessing the Haven and Hubs and working alongside services in the city, together we can further assess and develop the specific needs and options for move on accommodation for women as referenced in the Cambridge City Council’s Homelessness and Rough Sleeping Strategy Review.

The Haven will work alongside the City and County Councils’ initiatives, particularly the Streets to Home Partnership and the Changing Future Model to delivering homelessness services.

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## CLOSING WORDS

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The WHAG shares in the Cambridge City Council's vision of 'One Cambridge, fair for all' and its commitment to working in partnership to help prevent as many people as possible from becoming homeless, ensuring that everyone has access to a suitable and safe place to call home. Through this innovative and pioneering work, it will support the council's 6 key priorities in its Homelessness & Rough Sleeping Strategy 2021-2026, with a particular focus on:

- Priority 4 - Improve access to and effectiveness of support services
- Priority 5 - Prevent rough sleeping
- Priority 6 - Break the cycle of chronic and repeat street homeless and rough sleeping

In addition, the Haven will support and help work towards the government's aim of eradicating rough sleeping by 2024, by focusing directly on the needs of women as well as its three key aims:

- Prevention – understanding the issues that lead to rough sleeping and providing timely support for those at risk
- Intervention – helping those already sleeping rough with swift support tailored to their individual circumstances
- Recovery – supporting people in finding a new home and rebuilding their lives

It is vital that we continue to listen to the voices of local women and respond with increasing the provision of women-only safe spaces, services and move on accommodation that work in a trauma and gender informed way. It is also the WHAG's hope to develop a network of ambassadors within the city that can continue to



advocate for and raise awareness of the needs of rough sleeping and vulnerably housed women.

The Haven will improve access to support services by taking a whole system approach, with a co-location of services, ensuring that those that access the service do so within a network of support agencies and community. The Haven in Cambridge will go some way to improving data collection by gender on rough sleeping and homelessness and more effectively gather information to identify patterns and causes so needs are understood and women do not fall through the gaps. With research and local knowledge telling us that women are constantly on the move and avoidant of seeking support from mixed service provision, collectively we have a responsibility to ensure that we provide the very best for the most vulnerable women in our city, by reducing the duration of time that women are spending sleeping on the streets or in risky situations. The WHAG are looking to partner with those that are supportive of and aligned with the vision and values of the Haven and would really welcome having conversations with anyone that is keen to get involved with this pioneering and ground-breaking project.



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## READING

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### Reading and Webinars (Please click for links)

- Being Missed or Missing Out: where next for women and rough sleeping? - Spring Housing
- Safety by Experience - St Mungo's
- Supporting Women who are Homeless - Briefing for Homelessness Services - Homeless link
- Keeping us Safer Guidance - St Mungo's
- Women's Development Unit - St Martins
- Strategy for Ending Women's Homelessness in London - St Martins
- Sharing Spaces - It Takes a City
- Working Effectively with Perpetrators and Survivors of Domestic Abuse in Homelessness Settings - Standing Together, FLIC (Fulfilling Lives in Islington & Camden) and SHP
- Promising Practice from the Frontline - Homeless Link
- Women, Homelessness and Violence - What Works? - Sheffield Hallam University
- Cambridge City Council's Homelessness and Rough Sleeping Strategy 2021-2026
- Supporting Women who are Homeless - Homeless Link
- The Sanctuary Fundraising Appeal - The Marylebone Project
- Rebuilding Shattered Lives - St Mungo's

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## CONTRIBUTORS AND EXPERTS

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### **Contributors - Thank you so very much for your support, wisdom and investment in this strategic plan!**

- The WHAG sub-committee - Anne Taylor, Ella Betts, Diana Minns and Jane Dominey
- Stef Martinsen Barker - Chief Executive Officer - Cambridge Women's Resource Centre
- Eileen Hori - Centre Manager - St Andrews Street Baptist Church
- James Marlow - Collaborations Director - Marylebone Project Fundraiser
- Jillian Thursby - Regional Head Women & Domestic Abuse Matrix Lead - St Mungo's
- Alison Nolan - Senior Women's Project Worker - Wintercomfort
- Chris Dade - Support Service Manager - It Takes a City
- Sue Way - Senior Homeless Manager & Southwest Mission Development Officer - Church Army
- Sarah Foreman - Services Manager - Wintercomfort
- Harriet Morgan - Housing Research & Policy Officer - Cambridge City Council
- Revd Sophie Young - Bishop's Officer for Homelessness and Chaplain to the Homeless and Streetlife Community of Cambridge City
- Angie Stewart - Chief Executive Officer - Cambridge Women's Aid
- Karen Keech - Founder - Caring for Cambridgeshire's Homeless
- Michelle Davies - Services Manager - Railway House
- Barry Griffiths - Community Engagement Officer - Jimmy's Cambridge
- Vicky Knighton - Housing First Team Leader - Cambridge City
- Sarah Steggles - Senior ASB Officer and joint founder of Cambridge Street Aid - Cambridge City Council

### **Experts to consult to provide further information and contacts:**

- Domestic Abuse and VAWG - Angie Stewart (Chief Executive Officer - Cambridge Women's Aid)
- Housing/ Property/ Empty Spaces - Empty Housing Officers (Cambridge City Council) Chris Jenkin (It Takes a City) David Greening & James Mc Williams (Cambridge City Council) Martin Clark (Allia) The Howard Group & Carter Jonas
- Architects and Developments of Space - Ryan Windsor (Windorpatania Architects) & Zib Gotto (Sanders Boston Ltd)
- Funding - It Takes a City and James McWilliams - Cambridge City Council
- Church Buildings - Sophie Young (Chaplain to the Homeless and Streetlife Community) & Eileen Hori (Centre Manager - St Andrews Street Baptist Church)
- Rotas and Staffing - Michelle Davies - Services Manager - Railway House & Chris Dade - Support Service Manager - It Takes a City
- Managing Safety and Risk - Vicky Knighton - Housing First Team Leader - Cambridge City
- Connecting with Businesses - Rachel Hales - Get Synergised, Barry Griffiths - Jimmy's Cambridge and Matt Nelson - It Takes a City
- Logo and branding - Ella Betts - WHAG Member
- Evaluation & Research - Jane Dominey - WHAG Member
- Photography - Richard Smith via Cllr Sarah Baigent

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## APPENDIX 1 - ITAC FUNDING SEARCH

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### Albert Hunt Trust

**Funding Body: Albert Hunt Trust**

**Description:**

Grants are available to local charities in the UK that provide hospice care, provide support for the homeless or promote health and wellbeing.

<b>Status</b>	Open for Applications
<b>Application Deadline</b>	None specified
<b>Maximum Value:</b> Discretionary	<b>Minimum Value:</b> There is no minimum value

Funding is at the discretion of the Trustees.

**Useful Links:**

The Albert Hunt Trust <https://www.alberthunttrust.org.uk/>

**Useful Contacts:**

**Enquiries Albert Hunt Trust** The Hermitage 15a Shenfield Road Brentwood Essex CM15 8AG

Tel: 0330 113 7280

E-Mail: [info@alberthunttrust.org.uk](mailto:info@alberthunttrust.org.uk)

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### Cole Charitable Trust

**Funding Body: Cole Charitable Trust**

**Description:**

Grants are available for small local registered charities undertaking projects for social and community work in Greater Birmingham, Cambridgeshire and Kent.

<b>Status</b>	Open for Applications
<b>Application Deadline</b>	None specified
<b>Maximum Value:</b> £ 1,200	<b>Minimum Value:</b> £ 500

Grants generally range between £500 and £1,200. Occasionally grants can be outside this range.

Grants are normally awarded on a one-off basis.

**Useful Links:**

Cole Charitable Trust <https://www.colecharitabletrust.org.uk/>

**Useful Contacts:**

**Lise Jackson Cole Charitable Trust** PO Box 955 Haslingfield Cambridge CB23 1WX

E-Mail: [thecoletrust@gmail.com](mailto:thecoletrust@gmail.com)

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## Clothworkers' Foundation

### Funding Body: Clothworkers' Foundation

#### Description:

Capital grants are available to UK registered charities working in the UK in one of the following areas: alcohol and substance misuse, people with disabilities, disadvantaged minority communities, disadvantaged young people, domestic and sexual abuse, older people, homelessness, prisoners and ex-offenders, and visual impairment.

<b>Status</b>	Open for Applications
<b>Application Deadline</b>	None specified
<b>Maximum Value:</b> Discretionary	<b>Minimum Value:</b> There is no minimum value

Funding is at the discretion of the Trustees who will determine what level of grant they will give.

For **larger projects** (£100,000+), the Foundation generally funds 10% or more of the balance to be raised. For example, if the project cost was £200,000 and the applicant had £150,000 left to raise, the grant award would be at least £15,000. The larger a project, the larger the grant is likely to be.

For **smaller projects** (with a balance of less than £10,000), the Foundation generally funds between 50% and 100% of the balance.

#### Useful Links:

The Clothworkers' Company <http://www.clothworkers.co.uk>

The Clothworkers' Foundation - Grants <http://foundation.clothworkers.co.uk/>

#### Useful Contacts:

**Enquiries Clothworkers' Foundation** Dunster Court Mincing Lane London EC3R 7AH

E-Mail: [foundation@clothworkers.co.uk](mailto:foundation@clothworkers.co.uk)

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## Hedley Foundation

### Funding Body: The Hedley Foundation

#### Description:

Grants are available to smaller charities operating across the spectrum of social need in the UK.

<b>Status</b>	Open for Applications
<b>Application Deadline</b>	None specified
<b>Maximum Value:</b> Discretionary	<b>Minimum Value:</b> There is no minimum value

Although funding is at the discretion of the Trustees, the Foundation notes:

Typically, grants of up to £5,000 are regularly made and occasional larger sums are given to charities where high impact can be achieved.

Smaller charities may receive smaller grants of £250 upwards.

#### Useful Links:

Hedley Foundation <http://www.hedleyfoundation.org.uk/>

**Useful Contacts:**

**Lucy Janes The Hedley Foundation** 1-3 College Hill London EC4R 2RA

E-Mail: [ljanes@hedleyfoundation.org.uk](mailto:ljanes@hedleyfoundation.org.uk)

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**Help the Homeless Grant Scheme**

**Funding Body: Help the Homeless**

**Description:**

Grants for capital projects are available to small and medium-sized charities registered in the UK working to assist homeless people to rebuild their lives and return to the community.

<b>Status</b>	Open for Applications
<b>Application Deadline</b>	15/06/2022
<b>Maximum Value:</b> £ 5,000	<b>Minimum Value:</b> There is no minimum value

Grants of up to £5,000 are available.

**Useful Links:**

Help the Homeless <http://www.help-the-homeless.org.uk/>

Help the Homeless - Grants <http://www.help-the-homeless.org.uk/applying-for-funding/>

**Useful Contacts:**

**Enquiries Help the Homeless** 6th Floor 248 Tottenham Court Road London W1T 7QZ

Fax: 020 7636 1428

E-Mail: [HTH@help-the-homeless.org.uk](mailto:HTH@help-the-homeless.org.uk)

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**Hopestead - Hope Funds**

**Funding Body: Hopestead**

**Description:**

Grants are available to local not-for-profit groups for projects tackling homelessness and building sustainable solutions in Norfolk, Suffolk, Cambridgeshire and Essex.

<b>Status</b>	Closed to Applications
<b>Application Deadline</b>	None specified
<b>Maximum Value:</b> £ 10,000	<b>Minimum Value:</b> There is no minimum value

Grants of up to £10,000 are available.

**Useful Links:**

Hopestead - Hope Funds <https://www.hopestead.org/apply-for-funding/>

**Useful Contacts:**

**Enquiries Hopestead** 31 King Street Norwich Norfolk NR1 1PD

E-Mail: [Weare@hopestead.org](mailto:Weare@hopestead.org)

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## Leathersellers' Company Charitable Fund

### Funding Body: Leathersellers' Company

#### Description:

Grants are available to support the work of registered charities in the UK.

<b>Status</b>	Open for Applications
<b>Application Deadline</b>	None specified
<b>Maximum Value:</b> £ 25,000	<b>Minimum Value:</b> There is no minimum value

The following funding is available:

Small Grants Programme for one-off grants of up to £3,000.

Main Grants Programme:

Unrestricted grants (core costs) of between £20,000 and £25,000 per year for a period of up to four years.

Capital or other project funding grant for a single year up to £25,000.

#### Useful Links:

Leathersellers' Company Charitable Fund <https://leathersellers.co.uk/charitablefund/>

#### Useful Contacts:

**Charitable Fund Leathersellers' Company** 7 St Helen's Place London EC3A 6AB

Tel: 020 7330 1462/1452

E-Mail: [charityapp@leathersellers.co.uk](mailto:charityapp@leathersellers.co.uk)

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## Mrs Smith and Mount Trust

### Funding Body: The Mrs Smith & Mount Trust

#### Description:

Grants are available to registered charities in the East of England, South East and London in the areas of: Mental Health; Learning Disability; Homelessness; and Health in the Community.

<b>Status</b>	Closed to Applications
<b>Application Deadline</b>	None specified
<b>Maximum Value:</b> Discretionary	<b>Minimum Value:</b> There is no minimum value

Funding is at the discretion of the Trustees.

The following applies to the **Mount Fund**:

Most grants are for up to £5,000.

#### Mental Health:

For registered charities with income of up to £1 million. Smaller charities with income of up to £500,000 could be considered for larger grants of up to £20,000 paid over two or more years under this category.

**Homelessness:**

For registered charities with income of up to £1million and unrestricted free reserves of less than six months' annual expenditure.

**Health in the Community:**

For smaller registered charities (with income of less than £500,000) for services provided primarily to rural communities. Unrestricted free reserves must also be less than six months' annual expenditure. The Trustees wish to provide fewer larger grants towards core funding under this category and are inviting applicants to provide details of what they most need funding for and, how this will ultimately benefit the health of people in their community. Grants will be up to £20,000 to be paid in two annual instalments of up to £10,000 each.

**Useful Links:**

Mount Fund <https://mrssmithandmounttrust.org/the-mount-fund/>

Mrs Smith Fund <https://mrssmithandmounttrust.org/the-mrs-smith-fund/>

**Useful Contacts:**

**Trust Administrator The Mrs Smith & Mount Trust** 6 Trull Farm Buildings Tetbury Gloucestershire GL8 8SQ

Tel: 0203 325 2590

E-Mail: [admin@mrssmithandmounttrust.org](mailto:admin@mrssmithandmounttrust.org)

**The G D Charitable Trust****Funding Body: The G D Charitable Trust****Description:**

Grants are available for registered charities undertaking projects in the fields of animal welfare, the environment, disability and homelessness in England and Wales.

<b>Status</b>	Open for Applications
<b>Application Deadline</b>	None specified
<b>Maximum Value:</b> Discretionary	<b>Minimum Value:</b> There is no minimum value

The Trust makes a handful of grants each year. Funding is at the discretion of the Trustees.

The available funding varies from year to year. As an example, in 2018 £169,400 was awarded in grants whereas in 2019 grants were awarded of £15,500 in total.

**Useful Contacts:**

**Jonathan Brinsden The G D Charitable Trust** Bircham Dyson Bell 50 Broadway Westminster London SW1H 0BL

Tel: 0207 227 7000

**Voluntary and Community Sector Frontline Support Grants****Funding Body: Department for Levelling Up, Housing & Communities (DLUHC)****Description:**

Grants are available to not-for-profit groups across England to develop sustained and collaborative approaches to tackle homelessness and rough sleeping.

<b>Status</b>	Open for Applications
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<b>Application Deadline</b>	01/04/2022
<b>Maximum Value:</b> Discretionary	<b>Minimum Value:</b> There is no minimum value

There is a total funding pot of £8 million.

Each lot has its own individual budget:

- • Lot 1: £850,000 to £1.2 million per annum.
- • Lot 2: £750,000 to £950,000 per annum.
- • Lot 3: £450,000 to £600,000 per annum.
- • Lot 4: £175,000 to £225,000 per annum.

**Useful Links:**

UK Government - Voluntary, Community and Frontline Sector Support Grants

<https://www.gov.uk/government/publications/voluntary-and-community-frontline-sector-support-grant-prospectus>

**Useful Contacts:**

**Enquiries Department for Levelling Up, Housing & Communities (DLUHC)** 2 Marsham Street London SW1P 4DF United Kingdom

Tel: 030 3444 0000

E-Mail: [vcfsgrantsprogramme@levellingup.gov.uk](mailto:vcfsgrantsprogramme@levellingup.gov.uk)

**Henry Smith Charity - Main Grants - Improving Lives**

**Funding Body: The Henry Smith Charity**

**Description:**

Grants are available for registered charities, social enterprises and constituted charitable groups to help people in the UK when other sources of support have failed, are inappropriate, or are simply not available.

<b>Status</b>	Open for Applications
<b>Application Deadline</b>	None specified
<b>Maximum Value:</b> £ 60,000	<b>Minimum Value:</b> £ 20,000

Grants of between £20,000 and £60,000 per year for one to three years (most grants are for three years).

The Charity will not consider making a grant that is equivalent to more than 50% of the annual running costs of an organisation.

Applications for continuation funding will be considered.

**Useful Links:**

Henry Smith Charity - Improving Lives <https://www.henrysmithcharity.org.uk/explore-our-grants-and-apply/improving-lives-grants-programme/improving-lives-grants-programme-overview/>

**Useful Contacts:**

**Enquiries The Henry Smith Charity** 6th Floor 65 Leadenhall Street London EC3A 2AD

Tel: 020 7264 4970



## **Tudor Trust Closed from 31<sup>st</sup> Mar 2022 until April 2023**

### **Funding Body: Tudor Trust**

#### **Description:**

Grants are available to smaller community-led groups that support people at the margins of society in the UK, encouraging independence, inclusion and integration.

<b>Status</b>	Open for Applications
<b>Application Deadline</b>	31/03/2022
<b>Maximum Value:</b> Discretionary	<b>Minimum Value:</b> £ 10,000

There is no maximum or minimum level of grant, although it is unusual for a grant of less than £10,000 to be made. Grants are usually for one, two or three years.

Funding is sometimes available over a longer period, usually by making a further grant following on from the original one.

Advice and development support for organisations is also available from the Trust.

The Trust currently funds around one in eight applications.

#### **Useful Links:**

Tudor Trust <http://www.tudortrust.org.uk>

#### **Useful Contacts:**

**Information Team Tudor Trust** 7 Ladbroke Grove London W11 3BD

Tel: 020 7727 8522

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## **Garfield Weston Foundation**

### **Funding Body: Garfield Weston Foundation**

#### **Description:**

Grants are available to charitable organisations in the UK for a wide range of projects in the areas of welfare, youth, community, arts, faith, environment, education, health, and museums and heritage.

<b>Status</b>	Open for Applications
<b>Application Deadline</b>	None specified
<b>Maximum Value:</b> Discretionary	<b>Minimum Value:</b> There is no minimum value

The Foundation offers two levels of funding, which can be used towards capital, revenue or project costs:

Regular Grants of up to £100,000.

Major Grants of £100,000 and above. (When awarding major grants, the Foundation typically expects the project and organisation's overall annual income to be in excess of £1 million.)

Typically grants are made for a single year; however, the Trustees may consider a multi-year request for up to three years for previously successful applicants, provided they can demonstrate that a longer term commitment will add value to their organisation's objectives.

#### **Useful Links:**

Garfield Weston Foundation <http://www.garfieldweston.org/>

**Useful Contacts:**

**Ciara Molloy Garfield Weston Foundation** Weston Centre 10 Grosvenor Street London W1K 4QY

Tel: 020 7399 6565

E-Mail: [cmolloy@garfieldweston.org](mailto:cmolloy@garfieldweston.org)

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**National Lottery Community Fund - Reaching Communities**

**Funding Body: National Lottery Community Fund**

**Description:**

Large grants are available to voluntary and community organisations in England for projects that make positive changes in their communities.

<b>Status</b>	Open for Applications
<b>Application Deadline</b>	None specified
<b>Maximum Value:</b> Discretionary	<b>Minimum Value:</b> £ 10,000

Grants of over £10,000 are available for up to five years.

**Useful Links:**

The National Lottery Community Fund - Reaching Communities England

<https://www.tnlcommunityfund.org.uk/funding/programmes/reaching-communities-england>

**Useful Contacts:**

**Funding Team National Lottery Community Fund** 1 Plough Place London EC4A 1DE

Tel: 0345 4 102030

E-Mail: [general.enquiries@tnlcommunityfund.org.uk](mailto:general.enquiries@tnlcommunityfund.org.uk)

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**Additional funds**

**Lloyds Foundation**

<https://www.lloydsbankfoundation.org.uk/we-fund/homeless-and-vulnerably-housed>

[Charity of Sir Richard Whittington](#) – [donated £90k in July 2021](#) to Magdalene DV charity in Norwich

The Charity of Sir Richard Whittington provides services as a nonprofit organization. The Organization provides sheltered housing accommodation for older people and supports individuals experiencing need, hardship or distress.

ADDRESS

Mercers Hall Ironmonger Lane London, EC2V 8HE United Kingdom

PHONE

44-2077264991

- The Fore – <https://thefore.org/charities/> Can request up to £30k over 1-3 year unrestricted funding. Registration for summer funding round 19<sup>th</sup> April 10am– limit on numbers that can register so need to act quickly – then have until 9<sup>th</sup> May to apply
- Solace Women’s Aid <https://grantnav.threesixtygiving.org/grant/360G-SolaceWomensAid-Lab-00253>
- Wates Family Enterprise Trust <https://grantnav.threesixtygiving.org/funder/GB-CHC-1126007> Funded Romsey Mill £68k in 2019 for young leaders programme
- Benevolent Fund <https://links.induct.net/WGKw7t>
- Sheldon Trust <https://links.induct.net/ABDf8k>
- Alan Lane <https://links.induct.net/mpVTMS>
- Rosa’s COVID19 Response Fund <https://links.induct.net/MULDZ4>
- The Mackintosh Foundation <https://links.induct.net/u5SorX>
- The Dulverton Trust <https://links.induct.net/tZafhX>
- [Cambridge Building Society](#)
- The John Apthorp Charity - <https://www.johnapthorpcharity.org>
- Comic Relief
- Tampon Tax