HOUSING FIRST & WOMEN

Case studies from across Europe

WOMEN'S HOMELESSNESS

UNDERSTANDING WOMEN'S HOMELESSNESS AND ROUGH SLEEPING

"Rough sleeping places a woman at a great distance from the roles she is expected to fulfil; she is not raising children, she is not in a (domestic) role in a relationship with a male partner, she is not caring for an elderly relative that needs support, she is not nurturing or reinforcing a family. These images are sexist and confining, but also widespread and are important in understanding responses and attitudes to rough sleeping, in the sense that we do not expect women to be sleeping rough."

(Bretherton & Pleace, 2018, p.14)

Women experience homelessness at a horrifying rate and yet their homelessness is often invisible and underestimated. A study by Bretherton & Pleace (2018) highlighted that women avoid emergency shelters designed for people sleeping rough because of fear or because services are not designed to meet their specific gender-related needs. Women sleeping rough hide and conceal their gender and are more likely to rely on informal arrangements, such as staying with friends, relatives and/or acquaintances - often in unsafe housing - which makes their homelessness less visible. Due to the lack of visibility and low engagement with homelessness services, many vulnerable women are less effectively served by homelessness services and are more likely to be left without support as a result (Bretherton & Pleace, 2018).

GENDERED APPROACH TO ADDRESSING HOMELESSNESS

Growing evidence shows that women have different pathways into homelessness and have different needs compared to men (Bretherton & Mayock, 2021). Women's homelessness is rooted in many interrelated factors, such as gendered experience of poverty, housing market discrimination, experience of gender-based violence, lack of adequate and affordable housing options when escaping domestic violence, lack of women-specific support services, and experiences of shame and stigma. This gender-specific dimension should be integrated into our understanding of women's homelessness. A gender lens, which considers the specific challenges associated with gender, should be part of any strategies to prevent and end women's homelessness (FEANTSA, 2021).

INTERSECTION BETWEEN GENDER-BASED VIOLENCE AND WOMEN'S HOMELESSNESS

Gender-based violence often starts from childhood and is ongoing in the life of women experiencing homelessness. Domestic violence is a very common pathway into women's homelessness. With a lack of affordable housing options, women must often choose between staying in unsafe housing with their aggressor or becoming homeless, which exposes women to continual violence. Not only is experiencing violence a major cause of women's homelessness, it is also a consequence. Women who are homeless and experience other disadvantages, such as mental health issues or problem drug use, are less likely to receive specialist women's support to address and aid recovery from experiences of gender-based violence and the resulting trauma.

GENDER AND TRAUMA-INFORMED HOMELESSNESS SERVICES

Research has shown that women often access services at a later stage than men and, by the time they do, their needs are very high, complex and they often struggle with trauma (Bretherton & Mayock, 2021). There is growing awareness of the need to better respond and support women experiencing homelessness. Homelessness services that have traditionally been designed around the needs of men need to transform into gender- and trauma-informed services that also address women's gender-specific needs.

SERVICE PROVISION FOR WOMEN IN DIFFERENT EUROPEAN COUNTRIES

The provision of services for women with experience of homelessness varies from country to country. For example, in Finland, approximately 25% of people with experience of homelessness are women (ARA, 2021), although this does not take into account hidden homelessness. Homelessness services have been developed to meet mainly the needs of men, and there is a need to further develop women-specific services. Homelessness services and women-specific services have started to work together to develop more suitable services for women experiencing homelessness.

In the UK, the number of women sleeping rough is on the rise. Women's rough sleeping rose by 28% between 2016 and 2017 and overall rates of rough sleeping rose by 15% over the same period, according to government statistics (Bretherton & Pleace, 2018). Homelessness services in the UK tend to be strongly focused on street homelessness, with hidden homelessness (e.g. sofa surfing, living in hotels, staying with family in overcrowded conditions, living in squats) often going unrecognised in referral pathways. The system also needs assessment mechanisms like street counts. In terms of service provision, many homelessness services in the UK are conceived for mixed genders, tend to be male-dominated, and have limited private space, which often means women prefer not to access them. For some, this is because they are fleeing former associates or ex-partners; the environment can also trigger a recent or past trauma involving male violence.

Meanwhile, in Spain, there is not any gendered analysis of homelessness. Most research focuses on the most visible forms of homelessness (ETHOS 1 and 2 categories). Estimates suggest that about 20% of people with experience of homelessness in the country are women (Belchí García & Mateos Gil, 2021), but that figure is underestimated because of hidden homelessness. There is a lack of gender approach and no trauma-informed services to address homelessness exist.

In the last four years, only a few research projects on women's homelessness have been conducted in the country: one in Madrid (AIRES, 2019), one in the Galicia region (Xunta de Galicia, 2021), and one in Barcelona (De Maltulic, Boixadón et al., 2019). All three of them give us similar figures: over 65% of homeless women indicate that gender-based violence is the cause or one of the causes of their homeless situation (Belchí García & Mateos Gil, 2021).

There is a clear need for better availability of services tailored to the needs of women with experience of homelessness. Housing First has a key role in helping to improve the provision of services for women and is a core approach to help end homelessness in general. The next section describes the Housing First approach, how it can be further adapted to women's specific needs, and offers examples of different Housing First services from four European countries.

HOUSING FIRST & WOMEN

Housing First is a housing and support approach that provides a stable home for people who have experienced homelessness, together with intensive, person-centred, holistic support that is open-ended and unconditional. This housing-led approach can be very well integrated with gender- and trauma-informed approaches to care and support. In fact, these approaches are complementary and can be combined to create the appropriate set-up for women to exit homelessness and break the cycle of violence and homelessness.

Housing First is a leading, evidence-based approach to help end homelessness, designed around eight core principles that form the foundation of all Housing First services, no matter who uses them. However, recognising that some people experiencing homelessness have specific needs, in some services, additional considerations are layered over the foundational principles to better adapt to the needs of these service users, such as for women.

CORE PRINCIPLES OF HOUSING FIRST AND ADDITIONAL CONSIDERATIONS FOR WOMEN

1. HOUSING IS A HUMAN RIGHT

Housing First is a rights-based approach to ending homelessness. It centres on housing as one of the key human rights that enables the fulfilment of a range of other human rights. For women, housing is also a protection against gender-based violence that provides stability and safety. Housing free from gender-based violence is central to empowering women to challenge abuse and violence and to break the cycle of women's homelessness.

2. CHOICE AND CONTROL

With Housing First, women who have been controlled, disempowered and abused by partners or other family members - or experienced lack of control over their lives in their own home or accommodation, including in traditional homelessness services and in the wider system of care - are given autonomy and agency to make decisions for themselves and choice and control over their lives.

3. SEPARATION OF HOUSING & TREATMENT

Separation of housing and treatment is a key principle of Housing First that allows women to work through a range of difficult and complex experiences, without fear of losing their tenancies. Moving away from the punitive system that is often embedded within housing support and, instead, providing unconditional and trauma-informed support is critical to women who may have been stigmatised, shamed, and excluded by mainstream services.

4. RECOVERY ORIENTATION

Having a home without fear of gender-based violence is an essential precondition for recovery. It allows women to feel safe and take care of a number of interrelated issues. Physical and emotional safety, self-determination, and healing from trauma are the driving factors of women's recovery. Support around recovery should be based on a gendered understanding of violence against women and domestic violence and on women's safety and empowerment. Recovery and healing from trauma happen through building connections and healthy relationships.

5. HARM REDUCTION

Housing First services provide housing regardless of ongoing substance use. They do not require sobriety or treatment attendance as a prerequisite for access to secure, stable, and appropriate housing. As well as harm reduction strategies to address problematic drug use, additional considerations should be included in Housing First projects for women in relation to the safety needs of women and the management of risk of gender-based violence. Many women are likely to continue relationships with their aggressors and remain at considerable risk of harm. It is important to support women's choices regarding their relationships, while balancing this with effective safety planning around any gender-based violence they may be experiencing. Some women may be involved in sex work and might have additional support needs around minimising risks related to sex work and providing advice on safe sex working practices.

6. ACTIVE ENGAGEMENT WITHOUT COERCION

All actions to support vulnerable women using Housing First services should be guided by respect for women's choices, wishes, rights and dignity. Active engagement without coercion means an assertive approach that is persistent and proactive, without being controlling or re-traumatising. Women who have experienced gender-based violence have a right to choose to whom they will or will not tell their story. It is important to take the time for engagement because it takes longer to build back trust, especially because of previous and ongoing experience of abuse and trauma. Women very often feel shame and guilt around their experience of gender-based violence and homelessness. The person-centred approach aims to create a supportive and empowering environment in which women's rights are respected and in which they are treated with dignity and respect. The approach promotes recovery and women's ability to identify and express needs and wishes, as well as to reinforce their capacity and autonomy to make decisions about possible interventions.

7. PERSON-CENTRED PLANNING

Disconnected support systems can create additional challenges for women to navigate while also coping with the trauma of homelessness. This can leave women without appropriate and timely support. The complex needs of women do not necessarily imply a multitude of individual problems, but rather reflect single-issue system failures that contribute to women's homelessness. With a Housing First approach, person-centred individualised support makes it possible to respond to the unique needs and vulnerabilities of women. It breaks down the service silos and allows a gender-informed integrated support around various interrelated needs. Many women accessing Housing First services will have children who have been removed from their care or have lost touch with adult children and other family members. It is recommended to ask women about children and establish whether they are mothers. It is important to consider women's housing needs in the context of children or potential contact with children. This means equipping staff with the skills to talk about grief and offer emotional support to women whose children have been removed from their care, as well as establish appropriate support engagement with their children.

8. FLEXIBLE SUPPORT FOR AS LONG AS REQUIRED

Women with experience of homelessness face several barriers to service engagement, including past and ongoing trauma experiences, refusal and judgements and negative past experiences with services and the presence of an aggressor, or multiple aggressors throughout their lives. Support workers need to understand why a woman might decline support or push them away, and therefore need to be creative around how they engage and support someone under these circumstances. The ways in which services are delivered can be as important as the kind of support provided. Women engage with services they feel are safe, and with workers who are caring and non-judgemental. A service for women should always be built and run by women in order to provide a safe and supportive environment, particularly for those users who have a long history of homelessness coupled with high and complex needs (Bretherton & Mayock, 2021). Flexible support should be provided for women in their own space and as long as they need it.

It is important to note that these core principles are the basis for all Housing First projects and that while Housing First services may be adapted to women or other service users with specific needs, the essence of the Housing First approach remains the same. In short, if the service is not built around these eight principles and does not adhere to them, then it cannot truly be considered to be a Housing First service.

To further illustrate the point, the following pages introduce a number of examples of Housing First services that have been adapted to women's needs in various European countries.

CASE STUDIES

LA MORADA HOUSING FIRST - AIRES
Madrid, Spain

La Morada Housing First is a Housing First service for homeless women with complex needs who are gender-based violence survivors. Coordinated by AIRES Asociación Para La Inclusión Residencial y Social, it is the only service in Madrid and Spain that combines the principles, rationale, and philosophy of Housing First with a trauma-specialised and gendered approach. Women are referred to La Morada by other services for the homeless, as well as by services for people who have experienced gender-based violence and sexual exploitation.

La Morada Housing First works in collaboration with different organisations that deliver employment and training services in Madrid. AIRES participates in networks of public administrations and private organisations to address and eradicate homelessness in Spain. In 2021, around 20% of funding came from the city council of Madrid and 80% of funding was generated directly by AIRES through training, as well as individual and corporate collaborations.

The project has 8 individual flats for long-term stays (for as long as women want to be in the program). Since 2018, 9 women have participated in La Morada Housing First. The support team is composed of a social worker with experience in housing exclusion and homelessness, and a psychologist with experience in trauma induced by gender-based violence. Together, they provide women the support they need and want in every area of their lives. A head of the project coordinates the support team and is responsible for the housing part of the project (e.g. relationship with property owners, payments, repairs, relationship with neighbourhood, etc).

Key insights from this service:

- In general, there is an urgent need for the Housing First model (classic Pathways Housing First and the different implementations based on it) to incorporate a gendered approach.
- Without a gendered approach, Housing First programs are not able to detect and address gender-based violence situations in their programs.
- The Housing First philosophy was originally conceived for adults living alone or sharing a flat with other adults; it did not have in mind women who are mothers. In a very high percentage of cases - 80% in La Morada - participants who are mothers eventually regain visitation rights with their children, who may end up living with them. This has a positive impact on the recovery of these women. However, Housing First programs and support teams need to adjust and there are multiple barriers that may prevent this from happening.
- Housing First is an effective approach to supporting women with experience of homelessness, who have complex needs, and may also be survivors of gender-based violence. From day one, Housing First support workers can start focusing on recovery from the homeless situation and on trauma from gender-based violence. Even so, there might be times when greater protection for women is needed and cooperation with gender-based violence resources for prompt and temporary protection is essential.

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BASIS YORKSHIRE
Leeds, UK

Housing First workers at the Basis Yorkshire service work with current and former sex workers, and/or women who are - or have been - sexually exploited.

A wide variety of support is provided, including: emotional support; support in choosing an appropriate property as well as moving into and furnishing it; helping service users arrange appointments and accompanying them on the day (e.g. medical, administrative, interaction with other public services); emergency financial or practical support; supporting re-engagement with family; developing social and advocacy skills; access to training and employment. All of the support is gender- and trauma-informed, taking a harm reduction, rights-based approach. There are no specific educational qualifications required for staff, except experience of working with women with intensive support needs and non-judgemental approach to women who engage in sex work.

Our Housing First Program is funded by Tudor Trust and Leeds City Council, supporting 12 women (supported by 2 intensive support workers) in partnership with Turning Lives Around and Leeds City Council, both of whom provide tenancy management alongside our intensive support.

Having a fixed address can also help to provide a stable foundation from which to access other essential, everyday services, such as banking. Another key benefit of the Housing First approach has been that it provides a fixed address for women using the services and the agencies supporting them, therefore improving and sustaining engagement with agencies.

Key insights from this service:

A low caseload per worker enables flexibility in the types and level of support offered to service users.

- It is important that a harm reduction approach to support is offered, as well as support being unconditional - including on exiting sex work, accessing treatment, or engaging in rehabilitation programs, etc.

- Separation of provision of intensive support services from tenancy management, through partnership with different tenancy management organisations, can help service users to stay engaged with support services, even in the event of tenancy issues.

- Offering women choice and control of decisions such as the location of their tenancy - as well as an opportunity to personalise the furnishing of their housing - can help women establish a residency that has a sense of 'home', and is important in building trust with the agency or service.

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JAKO DOMA – HOMELIKE, O.P.S.
Prague, Czech Republic

The Jako Doma service in Prague cooperates with homeless women who have experienced complex trauma, who have been exposed to violence (e.g. physical, sexual, and verbal violence perpetrated by men), who live in chronic homelessness, and have mental illness and/or addiction issues.

Women are referred to this Housing First service through contact with any of the following three services:

- The Jako Doma community centre for homeless women.
- The Jako Doma hostel for homeless women (which was created as a response to the Covid-19 pandemic).
- Through the city districts that approach Jako Doma to support women in housing.

This Housing First service currently hosts 18 women. The service is delivered by four workers who work directly with women (two of which are peer workers) and one coordinator who takes care of the running of the service and conducts field visits with colleagues when necessary.

Jako Doma works with case management as a method of service delivery, visiting women in their flats or meeting them where they prefer, sometimes in pairs with a colleague. Part-time workers have a caseload of 4-5 women, whereas full-time employees have a caseload of 8-9 women. The service is funded by the City of Prague and the social department, on the basis of one-year contracts. There are no other financial sources for these types of services in Prague at present.

In terms of partnerships, Jako Doma primarily cooperates with the city of Prague, specifically with the housing department and the social department. Cooperation with the housing department is especially necessary to help resolve rental debts or complaints from neighbours - always with the consent of the service user. In addition, Jako Doma works with other organisations (such as mental health centres, addiction services, etc.) should the service user need and/or wish to engage with these services. Jako Doma also actively participates in case seminars, which include other organisations with Housing First projects, and sometimes draws methodological support from the Platform for Social Housing.

Key insights from this service:

- Establishing and developing trust, communication, and well-defined boundaries in the relationship between the service worker and the woman using the Housing First service is fundamental to successful outcomes.
- Women using Housing First services have complex and specific needs, including mental health and illnesses, which may be exacerbated by traumatic experiences of violence, exploitation and abuse. They may be reluctant to engage with service workers and require significant patience and time to establish trust, based on a sensitive approach to trauma and non-judgment of their life experiences.
- For some women (especially those who have lived in chronic homelessness or/and are of retirement age) the transition to stable housing and accompanying support can be very challenging, so celebrating small successes is important.
- The biggest challenge is when a violent partner moves into a woman's apartment after a while. Women's relationship choices must be respected, while balancing this with effective safety planning around any gender-based violence or abuse they may be experiencing.

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SUUR-HELSINGIN VALKONAUHA RY (WHITE RIBBON OF GREATER HELSINKI NGO) Helsinki, Finland

Suur-Helsingin Valkonauha ry offers women-only Housing First services. This work is based on recovery orientation and there is a strong focus on helping women to rediscover their sense of self. Services are funded by the City of Helsinki through a tendering process. The contract period is for a minimum of two years.

Women are referred to the service through Helsinki city homeless services. The Housing First services are delivered by a service manager and six practical nurses/social care assistants. Two social care workers are currently being recruited to further improve the service. One of the workers has her own experience of homelessness and substance misuse and is currently studying to become a nurse practitioner.

Suur-Helsingin Valkonauha ry services are currently delivered to 21 women living in a supported housing unit. The services draw on the benefits of having a community in the housing unit and encourage women to share their experiences (for instance through peer support), with a focus on developing the unit as a safe place for all residents. It is important that everyone has their own safe place (their own room with their own bathroom and locked door) and that the communal areas also feel like home and are safe as well. Matters raised by any member of the community are discussed in weekly meetings.

In addition to the current housing unit, women-only Housing First support will be offered in scattered housing (flats) in the near future. These flats will be rented from Y-Säätiö/Y-Foundation and women will be allocated to the flats by Helsinki city homeless services.

Suur-Helsingin Valkonauha ry is workin with a number of partner organisations to support service delivery, including:

- Y-Foundation: rented flats and work possibilities to residents
- Networking for Development A-Clinic Foundation: renting premises for new services starting in spring 2022.
- No Fixed Abode: client cooperation, group work.
- Cooperation with organisations working in the homelessness sector or on women-specific work.
- Consultations regarding support work and job descriptions from NGOs that work in Housing First, such as the Salvation Army and the Deaconess Foundation.

Key insights from this service:

- There is a need for more knowledge of trauma, violence, abuse, and how these factors affect women.
- Housing First workers need more knowledge of economical issues and how to help their clients solve those problems.
- Housing First workers should especially focus on how to support their clients to become more involved in society.
- There is a specific need for women-only services (i.e supported housing units for women only) to help service users feel safe and aid recovery.
- The support given to women should be based on an equal relationship between service users and workers.

- Each service user is different and may need different amounts of time to establish trust with Housing First service workers. A recovery orientation mindset is also needed to help women feel a sense of empowerment when interacting with Housing First services.is also needed to help women feel a sense of empowerment when interacting with Housing First services.

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solace

STANDING TOGETHER AGAINST DOMESTIC ABUSE AND SOLACE WOMEN'S AID WESTMINSTER, UK

The Standing Together Against Women's Domestic Abuse and Solace Women's Aid Housing First service is a good example of a partnership-based service. The service is funded by the Department for Levelling Up, Housing and Communities, and is commissioned by Westminster Council, with support provided by Solace Women's Aid and housing coordination and service evaluation provided by Standing Together.

The five housing providers who provide housing for this service are also key partners, offering properties outside of their local authority housing allocations and other properties. Regular case management with Westminster Council and partnership meetings with housing providers are key to maintaining good communication and relationships.

Westminster, where the service is based, has the highest number of rough sleepers of any London borough: between 2020 and 2021, 398 women were met rough sleeping in Westminster, representing 19% of all rough sleepers (CHAIN, 2021a; CHAIN, 2021b). This is unlikely to reflect the actual figure, as research has shown that women are much more likely to be among the hidden homeless (Bretherton & Mayock, 2021), meaning that they are not accurately represented by current systems used for rough sleeping counts.
The service's Housing First workers work in partnership with a wide range of agencies in the borough to broker support for women: these include drug and alcohol services, mental health services, primary and secondary health services, adult social care, the police and probation. The Housing First workers also work closely with various homelessness services in the borough, both accommodation and outreach. If a woman is sleeping rough, they will accompany outreach teams in order to locate and meet with her.

Support is delivered by Solace Women's Aid and the service is currently supporting 30 women. Women are referred by homelessness providers in Westminster. Housing First workers support a maximum of five women at any one time due to the high and complex nature of the women's needs. They work to engage and build relationships with the women, support them to access a permanent, independent tenancy, and then provide intensive support to help them maintain that tenancy, while also addressing other aspects such as their physical and mental wellbeing.

Standing Together plays a vital role in procuring housing for the project and coordinating partnerships with a coalition of housing partners. Standing Together acts as the link between Solace, the support provider, and the housing association, monitoring nominations, offers and troubleshooting where necessary. It coordinates partnership meetings every 4 months, which are attended by all partners and facilitate workshops for Housing Officers to get them up to speed on Housing First and the needs of the women housed. Housing is provided by Peabody, London and Quadrant, Southern Housing Group, Women's Pioneer Housing and Octavia Housing Association. All partners work on a service level agreement basis and allocate properties outside of allocations agreements with local authorities.

Housing First workers nominate clients for properties by emailing the coalition of housing providers and the Housing First and Homelessness coordinator at Standing Together. Housing providers respond to say whether they have a suitable property available at that time. The coordinator monitors this process, keeping track of nominations sent, offers received and any issues that may arise around viewings, moving in, etc.

Key insights from this service:

- Engaging women may take longer and be more difficult
    - Pre-engagement work to build relationships with women is essential; women using the service have experienced abuse and complex trauma in the course of their lives, so by the time they access Housing First services their needs are very high and it takes longer to build a relationship.
    - Caseload maximum is 5 women.
    - Good relationships with referrers are essential in order to build trust with (potential) service users.
    - The management of domestic abuse/violence against women and girls (VAWG) is essential
    - The project particularly benefits from the involvement of specialist women's sector provider, Solace Women's Aid, who have the knowledge and skills necessary to provide specialist support around domestic abuse and VAWG.
    - Safety planning and strong partnership work are essential to support women who remain in relationships with aggressors.
    - Linking aggressors with support is often necessary to mitigate risk to the woman using the service.
    - Adapted risk assessment and safety planning are used.
- Supporting women as mothers
    - Supporting women in maintaining or re-establishing relationships with children is key – for example, the team has supported women to have letterbox contact with children in care.
- Housing must be suited to the woman's needs
    - Ensuring safety in a woman's property and matching the property to a woman's needs are also important, e.g. in block of flats, on street, etc.
- Partnerships with housing providers enable the project to access affordable, secure, and suitable properties

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GLOSSARY OF TERMS

GENDER shapes the contexts in which women live and therefore, their lives. The social context including gender socialisation, gender roles and expectations, and gender inequality account for the many behavioural differences between men and women.

VIOLENCE AGAINST WOMEN is understood as a violation of human rights and a form of discrimination against women and 'shall mean all acts of gender-based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life'.*

DOMESTIC VIOLENCE means 'all acts of physical, sexual, psychological or economic violence that occur within the family or domestic unit or between former or current spouses or partners, whether or not the perpetrator shares or has shared the same residence with the victim'.*

GENDER-BASED VIOLENCE against women means 'violence that is directed against a woman because she is a woman or that affects women disproportionately'.*

TRAUMA is the result of extraordinarily stressful events in which one loses the sense of security and control over their lives and feels helpless. Trauma can leave a person struggling with up- setting emotions, memories, and anxiety. 'Survivors feel unsafe in their bodies. Their emotions and their thinking is out of control. Often, they also feel unsafe in relation to other people'.* A safe environment needs to be created to heal from trauma. Creating safety for women often implies the creation of women-only spaces

COMPOUND TRAUMA means that the person has experienced several or many traumatic experiences without the time, support, or capacity to process each of them or to recover.

HARM REDUCTION is defined as an approach, set of strategies, policy or any pro- gram designed to reduce substance-related harm without requiring abstinence. Harm reduction interventions are person-driven and ensure that people who use substances are treated with dignity and respect, and as full members of society. This includes using a compassionate, non-judgmental and non-punitive approach when working alongside individuals who are unable or unwilling to stop their substance use.

WOMEN-ONLY SERVICES are run by female staff for women and they are crucial for women on both an emotional and physical level. Women-only spaces provide safety and allow women to speak freely about their experiences. (If a service is mixed, it is important to ensure women-only activities and spaces provided by female staff.)

*Source: Convention on preventing and combating violence against women and domestic violence, Council of Europe, 2011. https://rm.coe.int/168008482e

ABOUT FEANTSA

FEANTSA is the European Federation of National Organisations Working with the Homeless. We are the only European NGO focusing exclusively on the fight against homelessness. Our ultimate goal is an end to homelessness in Europe. Established in 1989, FEANTSA brings together non-profit services that support homeless people in Europe. We have over 120 member organisations from 30 countries, including 27 Member States.

FEANTSA works towards ending homelessness by:

- Engaging in constant dialogue with the European institutions, national and regional governments to promote the development and implementation of effective measures to end homelessness.
- Conducting and disseminating research and data collection to promote a better understanding of the nature, extent, causes of, and solutions to, homelessness.
- Promoting and facilitating the exchange of information, experience and good practice between FEANTSA's member organisations and relevant stakeholders with a view to improve policies and practices addressing homelessness.
- Raising public awareness about the complexity of homelessness and the multidimensional nature of the problems faced by homeless people.

For more information, please visit the FEANSA website:
www.feantsa.org

ABOUT THE HOUSING FIRST EUROPE HUB

The Housing First Europe Hub is home to a European network of organisations, housing providers, foundations, governments, national platforms, cities and experts working together to pro- mote the scaling up of Housing First as an effective systemic response to homelesness across Europe.

We support this effort through:

- TRAINING - for Housing First service providers, governments, housing providers, etc.
- MEMBERSHIP NETWORK - we work with our Founding and Associate partner organisa tions to advocate for and support the implementation of Housing First across Europe. We also support national and regional Housing First networks as they share practice and knowledge for scaling up Housing First.
- RESEARCH - as Housing First is strongly evidence-based, ongoing research and pilot testing are crucial to developing and im- proving the delivery of the approach.
- COMMUNITY OF PRACTICE - where practitioners can exchange knowledge and experi- ences with one another to help improve outcomes for service users

For more information, please visit:
www.housingfirsteurope.eu

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