

# Census guidance for services

London Women's Rough Sleeping Census 2023



## Who is this guidance for?

This guidance is for services which sometimes work with women who experience homelessness and rough sleeping, even if this isn't your service's core area of support. This includes homelessness support services, day centres, VAWG and women's services, health teams, drug and alcohol services, community groups including faith groups and food banks, immigration support services, and more.

If you deliver outreach which reaches people who are rough sleeping, please see the guidance for outreach on our website [here](#).

## CONTENTS

BACKGROUND.....	3
GUIDANCE.....	4
An overview: what does your service need to do?.....	4
Gender-informed definition of rough sleeping.....	4
When should the census survey be conducted? .....	5
Who should services do the survey with? .....	5
What will the survey be like and how will the survey be done?.....	6
Day centre or hotspot 'census sessions' .....	6
As well as asking women to complete the survey, what other information should workers have with them? .....	7
What about CHAIN?.....	8
What happens after the shift? .....	8
CENSUS DATA MEETING.....	8
FURTHER DETAILS.....	10
What support will be offered to teams taking part in the census?.....	10
For more information .....	10

## BACKGROUND

### Why is there a need for a women's rough sleeping census?

Research, lived experience and the experiences of services tell us that women are some of the most at-risk within the rough sleeping and homeless population, yet we also know that women are under-represented in rough sleeping statistics and provision. Key data sources used to understand rough sleeping come from street count figures based on recording practices which are not adapted to women's patterns of homelessness. It follows that if services are commissioned based on this data, they will not be meeting the needs of those who are not captured in this data.

### What does the census aim to achieve?

The Life Off The Streets women's workstream delivered the first London Women's Rough Sleeping Census in 2022 with the support of London Councils, the Greater London Authority (GLA), the Life Off The Streets Core Group, and the Department for Levelling Up, Housing and Communities (DLUHC). The census is being repeated in 2023.

The census aims to bring visibility to the experiences of women who are rough sleeping and may not be represented in data, policy or services. By using methods which consider gendered experiences, we aim to:

- Collect anonymised data to build a more comprehensive understanding of women's experiences of rough sleeping;
- Use the findings to advocate for targeted support for women and inform policy and practice;
- Test, support and encourage good practice; and
- Help support services and sectors to forge links and share good practice to result in joined-up support for women.

The methodology used differs from the usual rough sleeping snapshot count in recognition of the fact that women sleep rough less visibly and are less likely to come into contact with outreach teams as a result, and might avoid homelessness services which are often accessed primarily by men.

Women might instead reach out to different types of services who can support them with needs other than homelessness, and where they may feel safe or have fewer or different access barriers.

We are therefore asking different types of services to take part in the census so that we can reach as many women as possible and build an accurate and comprehensive picture, taking into account women's varied circumstances and the services which support them.

### Which services should be involved?

If your service sometimes works with women who experience homelessness, it's likely that some of the women you work with might be rough sleeping and can be included in the census. Your service might be a VAWG, health, drug and alcohol, immigration support service or a community group, or another type of service.

We use a gender-informed definition of rough sleeping (as described in this guidance), to better reflect women's experiences which might not involve sleeping outside visibly on the street.

Even if only a small proportion of the women you work with fall within this definition, your involvement can help us to gain a better understanding and reach women whose voices are not usually heard.

**NB.** Teams which work in uniform (primarily security, police or enforcement teams) shouldn't conduct the survey directly with women when in uniform, and might want to consider if they can use non-uniformed

team members or link up with another service to do the survey. Being approached by someone in uniform can feel intimidating, even if workers are very well-intentioned.

## What will the census involve?

**The census will take place from 25th September to 1st October 2023.**

With support from as many organisations as possible from across London, the census will consist of two components in 2023:

### 1. Census survey

A short survey to be completed with women who have recently experienced rough sleeping. This helps us to hear directly from women themselves about their experiences.

Answers to the survey are gathered in three main ways:

- Services conduct the survey with women they support during census week;
- Services come together to host women's census sessions in their borough during the census week (e.g. in day centres or at other key local hotspots) and;
- Outreach teams conduct the survey on gender-informed outreach shifts during census week.

### 2. Census data meeting

After census week, local services will come together in each borough to submit basic data about the number of women they work with who are rough sleeping. This can help to achieve an anonymised, representative picture of women rough sleeping in each borough.

Each borough will have a census lead to help coordinate and support services taking part in each area. You can find out about your borough's census lead by contacting the census team.

## GUIDANCE

### An overview: what does your service need to do?

1. Familiarise yourselves with this guidance and attend August census training (or watch the recording online)
2. Use this guidance to plan how your team will conduct the census survey with your service users during census week (25<sup>th</sup> September – 1<sup>st</sup> October).
3. Attend the census data meeting in your team's borough, after census week.

### Gender-informed definition of rough sleeping

The London Women's Rough Sleeping Census 2022 found that women's rough sleeping is often:

**Hidden:** Women often avoid bedding down on the streets and will shelter/sleep in places that outreach are unlikely or unable to access as part of their routine shifts.

**Transient:** Women often stay on the move i.e. walking all night or moving locations regularly for safety reasons.

**Intermittent:** Women may sleep rough interspersed with other forms of dangerous hidden homelessness, such as sex working in exchange for a place to stay overnight or staying in flats belonging to unknown or unsafe people. They may make decisions about where to sleep/shelter on a night by night basis based on their assessment of risk and what options are available.

**The 2023 Census is therefore defining women's rough sleeping as:**

Having nowhere safe to stay at all: for example, sleeping outside on the ground or in a tent, sitting/sleeping in places which are open late or 24/7 (such as fast-food restaurants and hospitals), walking all night, sex working at night but not having anywhere to sleep during the day, using drugs in other people's accommodation at night but not having anywhere to sleep during the day, etc.

Women may not do this every night, and rough sleeping may be interspersed with other forms of hidden homelessness such as staying in accommodation belonging to unsafe/unknown people/perpetrators, staying in 'cuckooed' flats, or staying with friends/family/associates on a very insecure and transitory basis (e.g. nightly or weekly, or regularly being forced to leave immediately).

**NB.** The survey will ask people about their experiences over the last three months: anyone completing the survey does not have to be rough sleeping at that time and does not have to be seen bedded down.

## When should the census survey be conducted?

The survey should be conducted throughout the census week, 25<sup>th</sup> September – 1<sup>st</sup> October. Services should offer the survey to women who may be experiencing rough sleeping and who they meet or speak to during that week, whether in person or on the phone. Services should conduct the survey throughout the week during the service's usual opening times (whether during the day or night).

**NB.** Included in the survey is a question to ask if respondents have already taken part in the survey during the week to help minimise double counting where possible.

The census takes place over 7 days to account for services which may be open over the weekend. We will not be asking anyone to do weekend work for the census where this is not already part of their service.

## Who should services do the survey with?

The methodology of this census recognises that women who are rough sleeping may not be physically bedded down in a sleeping bag or visible during the night. We therefore aim to reach out to a broader range of women whose rough sleeping patterns and circumstances may look different, as per the definition.

Women's rough sleeping can be complicated and often not linear – for example, women may have a hostel bed space but spend some time sleeping rough with a partner, because they feel unsafe in the hostel or for other reasons. They may have their own tenancy but not feel able to return to it, for example due to risk. Some women may be alternating between rough sleeping and other forms of homelessness or insecure housing e.g. sofa surfing, or staying with a dangerous partner.

The survey is for all women who have slept rough in the last 3 months, according to the gender-informed definition of rough sleeping in this guidance.

The survey is for anyone who identifies as a woman and people who identify as non-binary and feel the study's gender themes are relevant to their experiences.

## How to approach

Professional judgement will be key in determining who to approach (when a woman's housing situation may not be clear), and also how to approach (ensuring that the approach is appropriate, sensitive to a woman's circumstances and not perceived as intrusive).

You may be aware of some women's housing circumstances, but if a woman is new to your service, it may not be clear what their circumstances are. Depending on the service, workers may wish to enquire more gently about a service user's circumstances before introducing the census and offering to complete the survey with them, for example 'Do you have a safe place to stay at night?'

Workers don't need to be sure of a woman's exact circumstances in order to proceed: if she would like to take part in the survey, we will be able to understand her experience from her survey responses.

Try something like this...

*"Hello, how are you doing today? We're taking part in research to try and help women who are experiencing homelessness. We are hoping to speak to women who have recent experience of not having a safe place to stay. Is that something that you have experienced?"*

*We won't ask anything identifying like your name or date of birth, and it's completely up to you if you want to take part or not. The questions will take a couple of minutes."*

## **What will the survey be like and how will the survey be done?**

The survey will be on an online survey platform so workers/volunteers can access it via smartphone, tablet or computer when they are with women. A printable version of the survey will be available for use if needed. The survey link will be available to access from the census website shortly prior to census week.

Workers should provide a privacy notice to women and explain the purpose of the research. Workers should make clear that participation is entirely voluntary, there are no identifying questions and the resulting research will be completely anonymised. Once the information has been given to the woman, she can decide if the survey is relevant for her and if she wants to take part.

We suggest nominating a single point of contact for the service to ensure all relevant census information is received and shared amongst all service staff and to ensure that all workers are able to offer the survey to all women service users. All workers conducting the survey should have read this guidance and have a full understanding of what the census is for and who should be included.

The survey should be conducted with respondents, rather than sending on the survey link to potential respondents. This is important to ensure explanation of the research, consistency of data collection and minimise double counting, and allows practitioners to complete additional questions for the service.

Services should make use of telephone translators as needed and where possible to make sure that all women can be fully informed about and participate in the survey.

### **The survey**

The survey questions are all voluntary and respondents can answer as many or as few as they wish. The survey questions for 2023 are being finalised, and will include the following themes:

- Where they stayed the previous night
- Duration and frequency of homelessness
- Services they are accessing
- Whether they have already been asked these questions by someone else this week
- Demographic questions such as ethnicity, gender, age (this will not record DOB)

The question themes have been carefully selected from a range of possible options. Each option has been evaluated with the aim of achieving a careful balance of data quality, sensitivity and research needs.

## **Day centre or hotspot 'census sessions'**

### **Day centre or building-based services**

You may wish to host a women's census session during census week as an opportunity to encourage more women to attend your service and access support, as well as increasing capacity to conduct the census survey with women you work with. You may wish to put up posters to advertise what will be happening.

You could arrange in-reach services to attend your census session or day, such as health, wellbeing or domestic abuse practitioners.

You could link up with local services who can also encourage women to attend and access support.

Census volunteers could be allocated to your census session to support capacity for completing the survey.

## **Services with limited capacity or time with clients/patients**

Some services may work with or encounter women who experience rough sleeping, but may struggle with capacity to be able to complete the survey with women during census week. This might be a busy homeless health service, or GP practice for example.

You may wish to make a request for volunteers to attend your service to complete the survey with women on one day during census week. You may wish to put up posters to advertise what will be happening.

## **Hotspot locations**

Your team may know of other locations or services in your borough which might be well-attended by women and could be good places to conduct the survey. These could be allocated as hotspot locations which volunteers could attend on one day during census week to complete the census survey with women. This could also be useful local intelligence for your borough's census outreach shifts.

Appropriate hotspot areas might be a busy A&E waiting room or a busy train station which you think women are likely to frequently attend.

## **Vouchers and volunteers**

The census team can allocate volunteers and £5 supermarket vouchers for respondents to a few census sessions and hotspot areas in each borough, if requested. Please note, we are unable to allocate vouchers and volunteers to all services.

If you request volunteers for your service, you will need to coordinate directly with them once allocated. Volunteers will also need to be supervised when on site, e.g. within the same room as a member of staff.

Volunteer allocations and vouchers need to be requested by 11<sup>th</sup> September 2023.

**If you would like to deliver a census session or suggest a hotspot area, please let your borough lead or the census team know.**

## **As well as asking women to complete the survey, what other information should workers have with them?**

Any contact made with women experiencing rough sleeping and homelessness can be an important opportunity to connect women with support, information and resources, or build on an existing relationship. Each contact should therefore be as meaningful as possible, and should provide women with choice and information and should be responsive to her needs and pace at that time.

Discussing the survey may also bring to light information or risks about a service user which were previously unknown. Some women may not wish to discuss this further, but some women may need direct assistance and advice and may not have discussed their circumstances with anyone before. You may also have concerns about a person's safety. Services should follow usual practices in providing information, advice and support, and safeguarding measures.

Appropriate support and advice may involve completing referrals, using Duty to Refer processes, completing safeguarding practices or other forms of support. Services should remember to inform service users about any safeguarding processes they need to enact and secure consent for any referrals which require it. Services should also consider where they may be able to take further action to support service users within their role, perhaps through working closely with other agencies, following up referrals, writing a supporting or introductory letter, or making a Streetlink referral with her consent.

Where a service user may not wish to talk about her circumstances, effective signposting to relevant local services could be valuable to her, especially where she can consider this information at a later date. We suggest having printed details available for local services as listed below, particularly any women's services. A template for filling in this local service information can be downloaded from the census webpage.

- Contact details and map to local day centre/advice service and any women's services
- StreetLink self-referral information
- Local VAWG and women's services, including domestic abuse support service, local Rape Crisis service, and London Ascent advice helpline for the area (Solace or Women and Girls Network)
- Local Housing Options department information
- Useful numbers to call – National Domestic Abuse Helpline, Samaritans, NHS 111, Police 101
- Immigration advice service information
- Welfare benefits contact information
- Crisis team contact number (borough specific)
- Mental health support via text message details (text SHOUT to 85258 free confidential 24/7 messaging mental health support service)

**NB.** The distinction between information taken for the service's purposes and information taken for the census via the survey should be made clear to ensure respondents are aware of where their information is being recorded and how it will be used.

## What about CHAIN?

If CHAIN recording applies to your team, please read the CHAIN details which will be provided on the census webpage prior to census week.

## What happens after the shift?

The surveys should be completed in real time with each woman. The results will go directly to the census team via the online survey platform. Where it has been necessary to use paper copies of the survey, the information should be input into the online survey platform as soon as possible: survey responses dated after 1<sup>st</sup> October or submitted online after 4<sup>th</sup> October will not be counted.

Representatives from the service should then attend the borough's census data meeting, which should take place shortly after census week.

## CENSUS DATA MEETING

If you are coordinating your borough's census data meeting, please see additional guidance on the census webpage.

**If you are representing your service/team at a census data meeting, you need to prepare in advance by:**

- Familiarising yourself with this guidance;
- Reaching out to the census borough lead to confirm the date and time of the meeting and your attendance;
- Signing and returning the data sharing agreement and;
- Compiling a list of women who meet the criteria listed below.

## What is the purpose of the census data meeting?

The census survey is important for hearing directly from women about their experiences of rough sleeping. The data meeting, however, can provide quantitative information about women rough sleeping in the borough and in London, supporting a representative understanding of the numbers of women rough sleeping in each area (regardless of whether or not they are seen during the census week or snapshot count).



The data meeting also provides the opportunity for a range of services across the borough to come together and share their experience of supporting women who are rough sleeping in the area.

### **How will the meeting work?**

At the meeting, the organiser will address each service in turn and will ask for the number of women they have worked with who meet the census criteria. The service should then list the initials of each woman they work with: if you think your service may also have worked with that woman, you should raise this with the meeting organiser and you and the service can check whether this is a shared case. Any confirmed shared cases will be noted as duplicates so that the meeting organiser can calculate an accurate number of women rough sleeping in the borough.

Once all figures have been shared, the meeting organiser will facilitate a conversation within the meeting about the particular experiences and needs of women who are rough sleeping within the borough, and any learnings from conducting the census.

### **How will the data be used?**

Any identifying information shared in the meeting should be minimal and for the purposes of the meeting only: by signing the data sharing agreement, services agree to not use or share this information outside of the meeting. The data submitted in the meeting will have all identifying information removed before it is submitted to the census team. Any personal or identifying information which is sent to the census team in error will be removed by the census team at the earliest possible opportunity.

The census team will then use the data from each borough's meetings and from the census survey to write the census report: data collected from the meeting and census survey will be treated separately, rather than being combined. The census team will also provide a basic breakdown of census results from their area to local teams and the local authority. No personal or identifying information will be shared.

It should be noted that although we encourage all services to attend, no service will be required to provide data at the census data meeting: involvement is by choice.

### **Compiling your list**

If your service regularly records case management data about the women you work with (e.g. name, date of birth), create a list of women who you work with who meet the criteria. Your list should include only initials and year of birth for each woman – you may want to note down some additional information for your own use (e.g. we joint work with x service for this individual, or x individuals we work with have no suitable housing options available), but no further identifying information should be shared at the meeting. In the meeting, you may want to note if you think any women on your list may use an alias.

If your service does not record case management information, simply note the total number of women who meet the criteria.

### **Criteria for inclusion:**

- Have worked with your service in the last three months (July to September 2023)
- Have experienced rough sleeping according to the census definition at any point within the last three months (July to September 2023)

You may also wish to mention women who you are aware of and concerned about, but who aren't working your service, for example women you may have received referrals for but haven't yet attended the service, or women who may be known to your service but who you may not yet be working with. These numbers will be recorded separately but will be taken into account.

In the data meeting, there should also be an opportunity to discuss any themes and challenges your service notices in providing support for women who are rough sleeping. You may therefore wish to note anything your team would like to raise.

### **What if my service can't attend the data meeting?**

If you wish to take part in the meeting, but cannot attend due to scheduling conflicts, you should provide your compiled list to the meeting organiser at least 24 hours prior to the meeting time.

If your service works across multiple boroughs or pan London and you can't attend all the borough data meetings, please contact the census team who can support you to submit your data for use in each of the relevant data meetings.

## **FURTHER DETAILS**

### **What support will be offered to teams taking part in the census?**

Each borough will have a census lead to help coordinate and support services taking part in each area. You can find out about your borough's census lead by contacting the census team.

We would ask that all workers and volunteers taking part in the census through delivering the survey watch a recorded training session, whether they have previous experience or not. This will include:

- An overview of the census work, women's homelessness and rough sleeping and the additional risks women face when rough sleeping.
- Guidance about how to conduct the survey and how the data meeting will work
- An overview of trauma-informed interactions and gender-informed safety planning and resources

**Visit the census webpage to register for the session or watch the recording:**

[www.solacewomensaid.org/our-partnerships/london-womens-rough-sleeping-census-2023](http://www.solacewomensaid.org/our-partnerships/london-womens-rough-sleeping-census-2023)

You can contact the census team with any questions.

### **For more information**

**Sign up to the census mailing list** to ensure all updates, resources and relevant forms for the census reach you, including the final report once published: <https://forms.office.com/r/Dfkey1UUjE>

**Webpage:** [www.solacewomensaid.org/our-partnerships/london-womens-rough-sleeping-census-2023](http://www.solacewomensaid.org/our-partnerships/london-womens-rough-sleeping-census-2023)

**Contact address:** [womens.census@solacewomensaid.org](mailto:womens.census@solacewomensaid.org)

The census would not be possible without the time, commitment and effort of everyone involved. On behalf of the Life off the Streets women's workstream, we would like to say a huge thank you to staff, volunteers and services who are taking part in the census activity, and women with lived experience who have contributed to and informed this work.

Thank you to all the practitioners who took part in census focus groups and feedback sessions, which supported us to develop the 2022 and 2023 methodologies and informed this guidance. Thank you to The Marylebone Project for supporting their service users to contribute to the census and this guidance.

Thank you as well to The Connection at St Martin's who contributed to designing and delivering the 2022 census through the Women's Development Unit, and PraxisCollab researchers who helped design the census methodology and questionnaire in 2022, and produced the 2022 report Making Women Count.