

**A Home of Her Own:
Women with Lived
Experience of
Homelessness Wisdom
August 2020**

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Summary

Ending Women's Homelessness in Coventry starts with understanding the needs of women experiencing homelessness in Coventry.

You are cordially invited to join this movement and make history by supporting Coventry's Women with Lived Experience of Homelessness Wisdom (WLEH).

The purpose of the WLEH is to obtain the narratives of women experiencing homelessness, placing the spotlight on their housing needs in their own words.

This wisdom will be used to lobby change within Coventry and inform the future service delivery and development of A Home of Her Own.



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1.1 Introduction

Things are changing in Coventry for vulnerable women experiencing homelessness. KairosWWT in partnership with Coventry Haven Women's Aid, funded by the Homeless Link are proud to be leading the way to End Women's Homelessness with a project called *A Home of Her Own* <https://kairoswwt.org.uk/ahomeofherown/>.



- Women's homelessness is a nationwide problem- Fact (Reis, 2019).
- Women are disproportionately affected by homelessness in comparison to men- Fact (Scott and McManus, 2016).
- Women experiencing homelessness have a lower life expectancy in comparison to homelessness men- Fact (ONS, 2019).
- Women's homelessness is largely hidden with domestic violence being a key cause- Fact (Crisis.org.uk, 2018).
- Coventry is lacking specialist female-only accommodation which adopts a trauma and gender informed approach- Fact (Women's Budget Group, 2019).

COVID-19 has caused cataclysmic shockwaves on a global scale, the ramifications of which are likely to have a lasting impact. More locally, coronavirus has exacerbated the vulnerabilities of women with multiple disadvantages further, particularly with regards to housing. The commissioning of 10 female only complex needs beds at The Salvation Army is a great outcome and a step in the right direction to ending women's homelessness in Coventry. However, more provision is needed- it is likely there will be an influx of vulnerable women needing housing in the aftermath of lockdown.

KairosWWT strategic review identified "*homelessness*" as a key systemic barrier affecting our service users. Now more than ever the gap in specialist female-only accommodation in Coventry is palpable. In response to COVID-19 and women's homelessness the direction of *A Home of Her Own* has changed. COVID-19 provides an opportunity to procure accommodation bringing *A Home of Her* to fruition.

Optimistically, adversity presents opportunity- opportunity for collaboration and change. Social distancing/ remote working presents practical challenges for a new project, this has the potential to impact engagement. As key partners you have valuable insight, expertise, and existing rapport with the women we are trying to reach. Moreover, we seek to take advantage of COVID-19 knowing where women are temporarily placed. Obtaining the narratives of this cohort is essential to fulfil the following aims:

-Amplify the voices of women experiencing homelessness- placing their needs under the spotlight in Coventry.

-Design a service which recognises the needs of women experiencing homelessness differs to the needs of homeless men.

-Respond to those needs through collaboration and by promoting a trauma and gender informed approach.

Ending Women's Homelessness in Coventry starts with understanding the housing needs of women experiencing homelessness in Coventry. You are cordially invited to join this movement and make history by supporting **Coventry's Women with Lived Experience of Homelessness Wisdom (WLEH)**. The purpose of the wisdom is to obtain the narratives of women experiencing homelessness. This wisdom will be used to lobby change within Coventry and inform the future service delivery and development of A Home of Her Own.

1.2 Criteria

Professionals will purposely select women who are known to their services, who identify as women experiencing homelessness i.e currently rough sleeping or historically known to services.

1.3 Consent

Women should be informed why the wisdom is taking place and verbal consent obtained. No monitoring data is required women can remain anonymous although it would be helpful to know their current housing status.

1.4 Procedure

Three non-leading questions will be asked by professionals at their convenience i.e during outreach, drop-in, or when providing remote telephony support. Women will be asked the same three questions to ensure consistency and rigour. Responses can be written by hand, typed up, emailed to Michaela@kairoswwt.org.uk, posted to Michaela Campbell Project Lead KairosWWT, Argyll Street, Coventry, CV2 4EB or collected by Michaela whichever is convenient. The answers will be collated data analysis will be used to identify themes in the responses. Results to be disseminated by Michaela amongst the professionals who have taken part.

1.5 Questions

1. Can you describe your previous experiences of homelessness accommodation?
2. What challenges have you faced staying in homelessness accommodation?
3. Imagine you had one wish to change homelessness accommodation, what would you wish for and why?

1.6 Summary

The WLEH took place between May 2020-August 2020 in Coventry. Seven organisations who support women with multiple and complex needs and homelessness were invited to take part. Six of those organisations agreed to take part, responses were received from four out of the six organisations. Participants have been anonymised and homelessness accommodation providers have been given pseudonyms to maintain confidentiality.

2.Data Analysis

Simplified content analysis has been applied to categorise the verbal responses of participants. This resulted in the identification of themes which have been colour coded on the original responses. The data has not been quantified, as this is not the purpose of the WLEH wisdom and is presented qualitatively.

2.1 WLEH Participant 1

Age: Over 25

Accommodation status: Supported Accommodation

Q1. Can you describe your previous experience of homelessness accommodation?

Theme	Reference
Condition	L.1 <i>Dirty</i>
Safety	L.1 <i>Unsafe</i> L.3 <i>Been raped in one when it was meant to be safe, had cameras and staff 24/7 but it still happened</i> L.7 <i>Mixed rough sleepers is wrong and unsafe</i>
Isolation	L.2 <i>Lonely</i>
Accessible	L.2 <i>Hard to get</i>
Violence/ sexual/ physical	L.3 <i>Raped in one</i>
Gender	L.7 <i>Mixed rough sleepers is wrong and unsafe</i>
Negative experience	L.3 <i>Been raped in one</i> L.8 <i>Mixed rough sleepers is wrong and unsafe</i>

Q2. What challenges have you faced staying homelessness accommodation?

Theme	Reference
Theft	L.9 <i>Stuff stolen</i>
Shared facilities	L.11 <i>Live with people who have different morals Who you don't agree with</i> L. 13 <i>Shared areas left messy</i> L.14 <i>People don't have no respect for the place</i>

Q.3 Imagine you had one wish to change homelessness accommodation what would you for and why?

Theme	Reference
Gender	L.16 <i>more female only accommodation...there is only a small amount</i>
Accessibility	L.19 <i>There is lots more homeless females than council provide for</i>

Any other comments

Theme	Reference
Gender Negative experiences Safety	L.21 <i>Rough sleepers should be sperate sexed</i> L.22 <i>Lots of homeless females have had bad experiences with men</i>
Safety	L.24... <i>don't feel safe sleeping in the same room as men</i>
Shared facilities	L.21 <i>Rough sleepers should be separate sexed</i> L.25... <i>don't feel safe sleeping the same room as men</i>

2.2 WLEH Participant 2

Age: Over 25

Accommodation status: Supported Accommodation

Q1. Can you describe your previous experience of homelessness accommodation?

Theme	Reference
Positive experience	L.1 <i>Most of the time found homelessness accommodation quite pleasant</i> L.6 <i>I think we are well catered for here at the Hibiscus project</i>
Gratitude	L.2 <i>I have always just been grateful to have a bed</i>
Safety	L.5. <i>Somehwere to bathe and feel safe</i>

Q2. What challenges have you faced staying homelessness accommodation?

Theme	Reference
Gender Negative experience	L.9 <i>What I haven't liked is being treated like a sex object by men</i>

Q.3 Imagine you had one wish to change homelessness accommodation what would you for and why?

Theme	Reference
Gender	L.11 <i>Live in a female only hostel</i>

2.3 WLEH Participant 3

Aged over 25

Accommodation Status: Supported Accommodation

Q1. Can you describe your previous experience of homelessness accommodation?

Theme	Reference
Negative experience	L.1 <i>Not getting support needed, been tenancy ready</i>
Gender	L.2 <i>Feel being in mixed accommodation is a set back</i> L.4 <i>Always felt being in a mixed service has set me back due to the bad influence</i>
Frequency	L.3 <i>Accessed the Hibiscus project 5 times</i>

Q2. What challenges have you faced staying homelessness accommodation?

Theme	Reference
Drugs and alcohol	L.9 <i>Being in homelessness accommodation with clients that are drug and alcohol dependent has been the greatest challenge.</i>
Negative experience	L.9 <i>The influence is bad and does not allow room to improve</i>

Q.3 Imagine you had one wish to change homelessness accommodation what would you for and why?

Theme	Reference
Home	L.11 <i>To have a home where there was no bad influence</i>

2.4 WLEH Participant 4

Age: Not disclosed

Accommodation Status: Not disclosed

Q1. Can you describe your previous experience of homelessness accommodation?

Theme	Reference
Safety	L.1 <i>Unsafe and not secure Front and back door constantly left open</i> L.2 <i>Police accessing property via French doors</i> L.4 <i>High police presence at the property</i>
Gender Safety	L.5 <i>Female partners staying within the property...unauthorised to stay</i> L.6 <i>Females experiencing domestic violence within the property from partners</i> L.7 <i>Males being present within the property who knew females' ex-partners who had fled DV</i> L.8 <i>Intimidation of a male family member who had come to stay for 1 night because the client felt unsafe</i>
Shared facilities	L.11 <i>Food going missing from shared fridge</i>
Condition	L12. <i>Cleanliness of both kitchens and bathroom</i>

Q2. What challenges have you faced staying homelessness accommodation?

Theme	Reference
Being asked to move	L.13 The amount of movements between temporary accommodations
Stability	L.14 <i>You are unable to settle due to the council being able to move you at any time. I haven't even unpacked my beings at the hotel this time.</i>
Curfew	L.16 <i>11pm curfew at the accommodation</i>
Isolation	L.17 <i>Feeling isolated</i>

Q.3 Imagine you had one wish to change homelessness accommodation what would you for and why?

Theme	Reference
Safety	L.18 <i>For it to be safe and secure</i>

2.5 WLEH Participant 5

Age: Over 25

Accommodation status: Own tenancy

Q1. Can you describe your previous experience of homelessness accommodation?

Theme	Reference
Type of accommodation	L.1 <i>Bluebell project, after sofa surfing and spending one night sleeping rough</i>
Positive experiences	L.2 <i>On one hand it can be helpful after experiencing homelessness as it gives you some space, a breather, and a bit more security</i>
Negative experiences Safety	L.4 <i>If someone in there has a problem with you then it can be very intense and feel unsafe too: there are also lots of drugs and partying</i>

Poverty	<p>L.6 <i>Can be a bit if a poverty trap, pretty much everything paid for when you're on benefits but if you work then you have to pay for everything and very expensive</i></p> <p>L.8 <i>Nothing in the middle to give people a chance to save, does not encourage people to come off benefits</i></p>
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Q2. What challenges have you faced staying homelessness accommodation?

Theme	Reference
Poverty trap	L.10 <i>Not getting trapped in that kind of lifestyle of staying on benefits</i>
Stability	L.11 <i>It's easy to fall into a certain way of being and hard to come off benefits</i>

Q.3 Imagine you had one wish to change homelessness accommodation what would you for and why?

Theme	Reference
Support	<p>L.13 <i>Better set up in terms of signposting and support services within the accommodation</i></p> <p>L.14 <i>Everything is found out about in terms of work of mouth rather than signposting or formal referral</i></p> <p>L.18 <i>Having something like CAB or council building where the homeless can go and where all the information is...but better and more involved than what exists at the moment...referrals and other interventions</i></p>
Isolation	L.14 <i>This makes it feel like you're on your own to more of an extent in terms of trying to solve the issues</i>

2.6 WLEH Participant 6

Age: Over 25

Accommodation status: Tenancy with a housing association

Q1. Can you describe your previous experience of homelessness accommodation?

Theme	Reference
Multiple experiences of homelessness Iris, Dahlia, Petunia and Sunflower projects	L.1 Dahlia project felt unsafe, not knowing who was on the other side...fear of the unknown L.15 Petunia project was awful I was there for 9 months
Facilities	L.2 Lack of cooking facilities. I was there with my baby only had two plugs, had to unplug things for steriliser L.17 Food went missing from shared fridge...pots and pans went missing...I had to keep kitchen stuff in my room and buy food on the day
Suitability	L.3 Not suitable for a crawling baby L.4 Not suitable for a child
Negative experiences Shared facilities	L.4 Parties and constant noise...slamming doors L.7 Drug users upstairs L.12 You could smell weed L.15 There was a lights and darks user who left the bathroom in state
Risk Privacy	L.5 Not knowing who was housed...criminals, lack of privacy-staff did not carry badges L.6 Cleaners let themselves in and were around my child L.8 People in and out all the time, visitors all the time despite not being allowed-people snuck in
Gender	L.10 Dahlia project was mixed...it was scary because

	<p><i>the shared areas were all full of riff raff of all different sorts</i></p> <p><i>L.16 He'd knock on my door and ask for phone. I stayed there unofficially with my boyfriend</i></p>
Support	<p><i>L.13 Iris project, that was okay because I had support...I made friends...the support was important, and it was a good location</i></p>

Q2. What challenges have you faced staying homelessness accommodation?

Theme	Reference
Space	<p><i>L.20 Weaning a child with lack of facilities</i></p> <p><i>L.21 Struggled with lack of space</i></p>
Facilities	<p><i>L.22 Lack of cooking facilities meant I ate micro meals</i></p> <p><i>L. No bath this made washing my baby hard...it was hard work and he wouldn't fit in the sink because it was small...the shower distressed my baby and stressed me out</i></p>
Risk Suitability	<p><i>L.23 They offered me accommodation that was close to my perpetrator. I couldn't use communal areas because I couldn't leave my baby whilst I cooked, and I was worried about other residents around him</i></p> <p><i>L.26 Hard floors when my baby was crawling</i></p>
Attachment	<p><i>L30. I think this has caused me problem with my son because he was always with me and never out of my sight as we were both in the same room</i></p>

Q.3 Imagine you had one wish to change homelessness accommodation what would you for and why?

Theme	Reference
Basic needs Safety	L.34 <i>No one would be homeless...everyone could be safe, well warm and dry</i>
Facilities	L.35 <i>More plug sockets...separate set up accommodation...like a bedsit...it would have better if it was more like a self-contained flat set up</i> L.36 <i>Wifi is important...everyone needs data and internet connection</i> L.42 <i>There were no shops nearby except a garage that charged a fortune ...nearest supermarket was a 20 minute walk...which was hard with the baby</i>
Negative experiences Being judged	L.39 <i>I am a smoker I couldn't go out for a fag even if my son was asleep and I had baby monitor on...told I would be reported to social services. Sometimes would like my son out to smoke...felt like I was being watched like a hawk</i> L.44 <i>Stayed at the Sunflower project once- there was blood on the mattress and curtains...all the stories you hear in the papers are true</i> L.46 <i>No one takes notice of the rules...the food was grim...people in and out all the time</i>

Any other comments

There is lots of options for domestic abuse but there is not much help with being a single parent

2.7 WLEH Participant 7

Age: Not disclosed

Accommodation status: Not disclosed

Q1. Can you describe your previous experience of homelessness accommodation?

Theme	Reference
Type of accommodation	L.1 <i>Entered the Bluebell project because of homelessness</i>
Poverty Drugs	L2. <i>Got caught selling drugs to make money</i> L.5 <i>Grew crop for money</i> L.9 <i>Drugs, alcohol...constant</i>
Sofa surfing	L3. <i>Bathing in cold water...sleeping on dirty sofas...nothing to lose</i>
Exploitation	L3. <i>Made £100 a day regardless of how much drugs sold</i> L.5 <i>Drug dealer got her involved...didn't pay her for grow...just came and took it...I got nothing</i>
Eviction	L.4 <i>Had own property- evicted non-payment of rent</i>
Safety	L.7 <i>Scared at Bluebell project...glad it was mixed...but not safe because anything could happen</i> L.9 <i>Felt unsafe because she was a female- you are on your own</i>
Gender	L7. <i>Glad it was mixed...relationships with females negative</i>
Negative experiences Violence Racism	L.9 <i>Fights constant, racism, cultural clashes</i>

Q2. What challenges have you faced staying homelessness accommodation?

Theme	Reference
Isolation	L11. <i>Not allowed anyone in</i>
Feelings Stigma Self-blame	L.11 <i>Feel like I'm punished for a mistake</i> L.12 <i>It is embarrassing being in a domestic violence related house</i>
Controlled	L.13 <i>I now feel controlled...like this mistake is defining me</i> L.14 <i>We are the ones in prison having to live by these strict rules</i>
Support staff	L.14 <i>The staff are patronising. Say things like "you'll be ok, it is just life"</i> L.16 <i>Just learn from textbook and they don't have experience</i> L.18 <i>No help with mental health</i>
Safety	L16. <i>We are not safe here because of the location...lot of traffic so people could be passing</i>

Q.3 Imagine you had one wish to change homelessness accommodation what would you for and why?

Theme	Reference
Rules	L.20 <i>We should not be punished for being homeless</i>
Support	L.14 <i>Being supported by those who understand, but remain professional, non-judgemental and unconditional</i>

2.8 WLEH Participant 8

Age: Over 25

Accommodation status: Refuge

Q1. Can you describe your previous experience of homelessness accommodation?

Theme	Reference
Frequency	L.1 <i>My first experience of homelessness was in 2019...staying in emergency accommodation with my two children...paid for by Social Care...no recourse to public funds</i>
Facilities Children Relationship	L.3 <i>It was difficult because both my children were in one room</i> L.5 <i>I returned to my children's father... The relationship broke down and I left without my children</i>
Safety Suitability	L4. <i>As my children's father lived locally I could not leave</i>
Finances	L.6 <i>As I had no recourse to public funds I had to stay at the Buttercup project</i>
Challenges Suitability	L.8 <i>It was exceptionally difficult as I was asked to leave at 8am in the morning...return at 8:30 in the evening</i>
Gender Facilities	L.9 <i>It was very basic and mixed with male and females...I Did not even want to use the bathroom</i>
Support	L.10 <i>I was referred to the Tulip project and they were really helpful...they referred me to the Sunflower project...been supported by them ever since</i>

Q2. What challenges have you faced staying homelessness accommodation?

Theme	Reference
Children	L.13 <i>...I find most difficult is the fact that I cannot see my children as often as I was like</i>
Home of her own	L.14 <i>If I was in my own accommodation...I would be able to see them more</i>
Rules	L.15 <i>I am not able to have visitors</i>

Q.3 Imagine you had one wish to change homelessness accommodation what would you for and why?

Theme	Reference
Accommodation type Privacy	L.16 <i>I would have self-contained accommodation</i> L.17 <i>I would prefer to have my own bathroom definitely</i>

2.9 WLEH Participant 9

Age: Under 25

Accommodation status: Own tenancy-housing association

Q1. Can you describe your previous experience of homelessness accommodation?

Theme	Reference
Sofa surfing	L.1 <i>Between my nan's and my dad's, staying at my nan's 3 days a week...did not want to jeopardise their tenancies</i>
Supported accommodation	L.3 <i>18, was given a flat in supported accommodation</i> L.15 <i>It was a chaotic place that was loud a lot of the time</i>
Negative experience	L.4 <i>Even though it was good that they took people that might have been housed else where..situation was stressful and scary</i>
Safety	L.6 <i>I'd already experienced abuse and unsafe environments...I was not</i>

	<i>sure what I might have to face</i>
Drugs and alcohol	<i>L.8 I felt that I basically turned into an alcoholic in that place...there was always booze, drugs, parties, people dealing</i>
Gender	<i>L.12 Quite a lot of predatory males ...it was even said to me I would be seen as a "fresh piece of meat"</i>
Violence	<i>L.12 Male friend was stabbed in there...staff did not safeguard him properly</i>
Support staff	<i>L.13 Were more controlling than supportive...would fob you off if you asked for help L.16 Staff did not seem to have any respect for us most of the time</i>
Safeguarding	<i>L.15 Sometimes the staff would also party with you</i>

Q2. What challenges have you faced staying homelessness accommodation?

Theme	Reference
Safety	<i>L.17 Trying to stay safe as you felt unsafe a lot of the time</i>
Pressure	<i>L.18 There was a lot of drugs/alcohol around you...pressure to use and misuse substances</i>
Privacy	<i>L.18 No privacy as people were in and out of your rooms</i>
Support staff	<i>L.19 Staff were unreliable/unpredictable in terms of asking for any help from them</i>

Q.3 Imagine you had one wish to change homelessness accommodation what would you for and why?

Theme	Reference
Structure	L.22 <i>I wish that there had been more structure</i> L.24 <i>I think some proper rules to keep people safe were really needed</i>
Safety	L.22 <i>Proper safeguarding of residents by staff</i> L.23 <i>Privacy, safety and wanting to feel safe were the biggest things</i>

3.0 WLEH Findings Summary

Q.1 Can you describe your previous experience of homelessness accommodation?

Themes pertaining to safety, such as *feeling unsafe* or *scared* were consistent in responses relating to this question. Elaborating on safety WLEH Participant 4 described *female partners staying within the property...unauthorised to stay...females experiencing domestic violence within the property from partners*. Resulting in self-reported negative experiences which were also relative to the gender of participants, illustrated by the following references *always felt being in a mixed service has set me back due to the bad influence, been raped in one when it was meant to be safe, had cameras and staff 24/7 but it still happened, mixed rough sleepers is wrong and unsafe*. Frequency in terms of accessing homelessness accommodation varied. However, most participants discussed accessing this type of accommodation at least once. One participant reported *accessed the Hibiscus project 5 times*.

Q.2 What challenges have you faced staying homelessness accommodation?

Themes relating to shared facilities were noted as one of the challenges women faced whilst in homelessness accommodation. References to theft *stuff stolen* and *being in homelessness accommodation with clients that are drug and alcohol dependent has been the greatest challenge*. Safety and gender were also noted as challenges what *I haven't liked is being treated like a sex object by men* and *lots of homeless females have had bad experiences with men*. The following references also highlight the suitability of the homelessness accommodation *they offered me accommodation that was close to my perpetrator and as my children's father lived locally I could not leave*. The role of support staff is also noteworthy, *the staff are patronising. Say things like "you'll be ok, it is just life" and were more controlling than supportive...would fob you off if you asked for help*. Conversely, *I think we are well catered for here at the Hibiscus project and Iris project, that was okay because I had support...I made friends...the support was important*.

Q.3 Imagine you had one wish to change homelessness accommodation what would you for and why?

Themes pertaining to gender *live in a female only hostel*, accessibility *there is lots more homeless females than council provide for/ hard to get*, safety *have a home where there is no bad influence* resulting in it *being safe and secure* are indicative that current homelessness accommodation culminates in negative experiences for women. Safe, gender specific self-contained accommodation with support and structure are noteworthy themes in response to this question.

3.1 Discussion

The findings from Coventry's first WLEH wisdom highlight several concerns, which need to be brought to the attention of all homelessness accommodation providers within the city. WLEH Participant 1 describes being raped whilst staying in mixed homelessness accommodation. This is a harrowing testimony from a woman who has undoubtedly experienced multiple traumas during her life-course. It is unacceptable to learn she was violated in a place which had a duty of care to keep her safe. Similarly, 2 participants fleeing domestically abusive relationships, describe being placed in accommodation close to their perpetrators. Again, this raises questions relating to the suitability of both accommodations which potentially placed both women at further risk from their abusers. WLEH Participant 4 describes male perpetrators of domestic abuse staying at a female only property unauthorised, whilst continuing to abuse their partners within the accommodation. The aforesaid highlight safeguarding concerns that were echoed by participants. WLEH Participant 4 describes constant booze, drugs, and parties which staff would join in with. Themes relating to safety were consistent across most WLEH wisdoms this is a significant concern and a breach of every human's basic needs.

3.2 Conclusion

The purpose of Coventry's first WLEH wisdom was to amplify the voices of women experiencing homelessness by placing their needs under the spotlight. Obtaining the narratives of women experiencing homelessness is integral to the design and development of a service which is equipped to respond to those needs. It is also essential to recognise the needs of women experiencing homelessness and homeless men differ. The WLEH has successfully achieved both aims. It is a privilege to have obtained the narratives of 9 women, who referenced past trauma whilst experiencing present trauma- homelessness. This experience is exacerbated by negative experiences relating to gender, suitability of the accommodation, rules, such as being unable to have visitors- namely their children resulting in maternal trauma and a lack of safety. Some WLEH Participants describe being exposed to sexual violence, felt sexually objectified, witnessed domestic abuse, and felt scared within homelessness accommodation. One participant felt being in mixed accommodation was a set-back. Similarly, WLEH Participant 3 describes being accommodated at the same project at least 5 times. This is also noteworthy and contributes to the questionability of suitable accommodation for females and the notion pertaining the revolving door of homelessness. Most concerning, the aforesaid contributes to the re-traumatisation and re-victimisation of women experiencing homelessness. Each narrative provides valuable insight into the lived experience of homeless women in Coventry. Findings from Q.3 are particularly insightful and are presented in Figure 1.

Figure 1. WLEH responses to Q.3



Inadvertently, the aforesaid encapsulates the principles of trauma informed care:

- Safety
- Choice
- Collaboration
- Trustworthiness
- Empowerment

Interestingly, themes relating to a trauma and gendered informed approach are indicative and consistent across each narrative. Trauma informed care prioritises safety, promotes choice, collaboration, seeks to establish trustworthiness and empowerment. At the heart of this approach is the knowledge that trauma can inhibit a women's ability to function, maintain stable relationships, engage in support, and navigate non-clinical services. Trauma informed care seeks to create a cultural shift, changing the narrative from asking what is wrong with this woman to what has happened to this woman. Understanding trauma is crucial for any service supporting vulnerable women. This approach is currently omitted from current homelessness accommodation in Coventry. However, A Home of Her Own seeks to change this equipped with this knowledge. Our journey to end women's homelessness in Coventry providing trauma/gendered informed accommodation and support continues