

Appendix C: Table 2 – Facilitator briefing

Gaps workshop

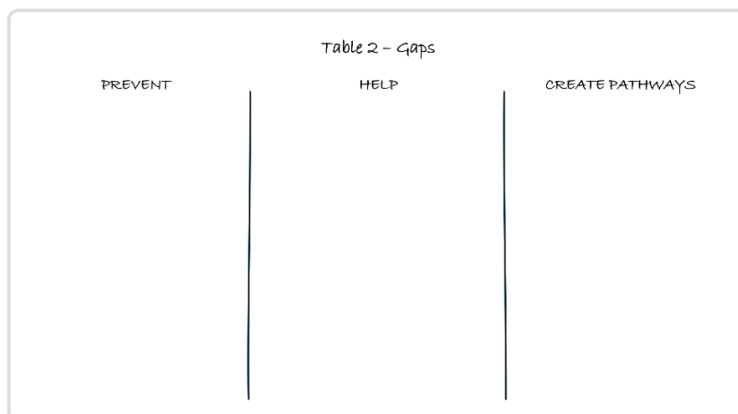
Thank you for agreeing to be the table facilitator for the collaborative discussion about gaps. Your role is to guide participants in **identifying and exploring areas where existing homelessness prevention and relief efforts may be incomplete or insufficient**. By shining a light on these gaps – e.g., be they resource-related, organisational, or structural – participants can begin to see where collaboration and strategic initiatives can have the greatest impact.

Below you will find guidance on how to structure and animate these discussions. Remember, your primary role is to create a space in which every participant feels heard, and outcomes are recorded, while keeping the conversation focused and productive.

Checking the table resources

Physical setup

- Ensure there is enough seating for around six to eight participants at your table.
- Provide plenty of sticky notes (multiple colours if possible) and markers, with flipchart paper ready to use like this:



- Place a printed copy of the Positive Pathways Model on the table for easy reference throughout the discussion.

Ground rules

- Refer participants to the preprepared ground rules sheet. Emphasise respect, open-mindedness, and confidentiality (including the “Chatham House Rule,” if in use for confidentiality).
- Reinforce that all contributions – big or small, immediate or long-term – are valuable and valued.

Atmosphere

- Welcome each participant as they join your table, setting a supportive and inclusive tone.
- Encourage participants to speak candidly and to record their ideas on sticky notes, making sure that less vocal attendees have a fair chance to share.

Launching the conversation

Introduce the focus: key gaps in services, resources, partnerships, policy, practice or strategy

- Let participants know that the focus here is to identify shortcomings in current homelessness prevention and relief efforts - areas where additional resources, policies, or partnerships might be needed.
- Clarify that gaps can be broad, covering issues like insufficient funding, uncoordinated services, unheard or underserved communities, unclear accessibility pathways, or a lack of clarity on responsibilities across organisations.
- Remind participants that these issues may be contested but constructive and collaborative discussion will be helpful in drawing out perspectives.

Relate to the Positive Pathways Model

- Remind participants that the Positive Pathways Model maps out various stages from universal prevention to settled home.
- Encourage them to reflect on each stage and pinpoint where critical supports or interventions may be absent or underdeveloped. For instance, if participants identify inadequate mental health support at the “crisis prevention” stage, that constitutes a gap needing further exploration.

Prompt questions

- Where do existing systems fail to meet the needs of people at risk of, or currently experiencing, homelessness?
- Which services or resources are hardest to access, and for whom?
- Are there any known policy, funding, or partnership gaps that hinder effective support?

Facilitating the discussion

Identify the gaps

- Encourage participants to use sticky notes to record each gap they observe, including a brief description of the nature of the shortfall or barrier (e.g., “Lack of mental health support for newly housed individuals”).
- Ask them to note the organisations, partnerships, or processes that appear to be missing or underpowered.
- Remind participants to group these gaps by the relevant stage of the Positive Pathways Model, if clear using the flipchart provided.

Encourage depth and nuance

- Once the group starts identifying gaps, prompt them to think more deeply:
 - **Root causes**
Why does this gap exist? Is it due to funding constraints, lack of awareness, or organisational silos?
 - **Implications**
What happens if this gap remains unaddressed? Who is affected most?
 - **Potential partners**
Which organisations or sectors could help fill these gaps if brought into the conversation?

Maintain momentum

- If participants start jumping to opportunities or solutions (e.g., “we should bid for funding to do X!”), gently guide them to record their thoughts on sticky notes and either take them to the relevant table at the end of the session or utilise the opportunity to move tables while their creativity is in full flow.
- Steer the conversation back to the exercise of identifying and understanding the gaps.

Check for inclusivity

- Ensure that all participants have a chance to share their observations. If someone is quiet, encourage them to contribute: “Is there a gap you’ve encountered in your work that hasn’t been mentioned yet?”
- If certain individuals dominate, politely invite others to contribute: “Those are important points – let’s see if anyone else has a perspective on the gap you highlighted.”

Organising the information

Visual mapping

- As sticky notes accumulate, invite participants to cluster them under relevant themes or stages (universal prevention, targeted prevention, etc.) using the flip chart paper. Gaps may cross multiple stages – this is fine.
- Encourage participants to reposition sticky notes as the conversation evolves, especially if a gap is more accurately placed under a different heading.

Photographing the outputs

- Before the table disperses or moves into another stage, ensure you take a high-resolution photo of the flipchart, capturing all sticky notes legibly.
- These photographs are crucial for the workshop lead, who will consolidate outputs to draft potential pledges and actions.

Summarising key takeaways

- Towards the end of the session, invite anyone to highlight a critical gap or recurring theme that stands out.
- Offer a short verbal summary of the conversations, e.g., “We’ve identified gaps around funding for youth-specific programmes, gaps in mental health crisis support, and a lack of information-sharing between agencies. Anything else?”

Closure and linking to the next session

Linking sessions

- At the end of the first session
 - Remind participants that other tables are discussing current activities, opportunities, and actions.
 - Encourage them to consider how the gaps identified here might dovetail with potential solutions or collaborations at other tables.
- At the end of the second session
 - Explain that in the subsequent exercises (prioritisation and action planning), participants will look at what can be done to address these gaps.
 - Emphasise that not all gaps will be tackled immediately – part of the next stage is to decide which are the most critical and feasible to address first.

Thank participants

- Conclude by thanking participants for their time, insights, and willingness to discuss these often challenging issues.
- Acknowledge that clearly identifying gaps is the first step toward meaningful change – what has been uncovered at this table will guide collaborative action in later sessions.
- Be ready to share highlights with the main facilitator if a brief group report-back is requested.
- At the end of the session, you should have something that looks a bit like this:

