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We

Recommend

Emergency Homes for Young People

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Supported housing is the type of housing that should be there for you if you are young and homeless.

Introduction—a summary of key concepts

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Building on the research outlined in *Manifesto* and *Leading by Example*, our recommendations for supported accommodation for young people aim to provide a framework within which Local Authorities can assess their existing and new provisions.

A diverse range of private, shared and support spaces should be provided in every supported housing scheme. These spaces should be designed holistically to provide young residents with the right balance between private and shared experience. The recommendations focus on providing a safe, secure, and dignified emergency home, with the necessary support structure to get young people back into permanent accommodation and off the streets for good. Through the research, we have acknowledged that the **support and shared spaces are key for the success** of this type of accommodation and there are a number of spaces detailed within this publication which are critical for the operation and use of such facilities.

The guidelines we have put together are qualitative rather than quantitative or obsessed with square meters. We believe that if the universal qualitative requirements are met, the spatial provision can adapt to respond to various typologies such as clusters, studios, urban context and ensure buildability within often constrained budgets - resulting in high-quality projects that are also affordable.

The recommendations are **tailored to the specific needs of young people aged 18–25**, however they have been devised through the lens of the basic housing rights of all people - young or old, with regards to ensuring adequate levels of daylight, comfort and security.

Often overlooked in this type of accommodation, carefully thought through designs and architectural solutions are imperative in helping shape positive outcomes for young people.












This is a guide to designing spaces which are uplifting and can make people happier. It has been illustrated to be accessible to all - not just designers and policy makers.



New Horizon Youth Centre; Giving Tuesday; Thank you message @Youtube

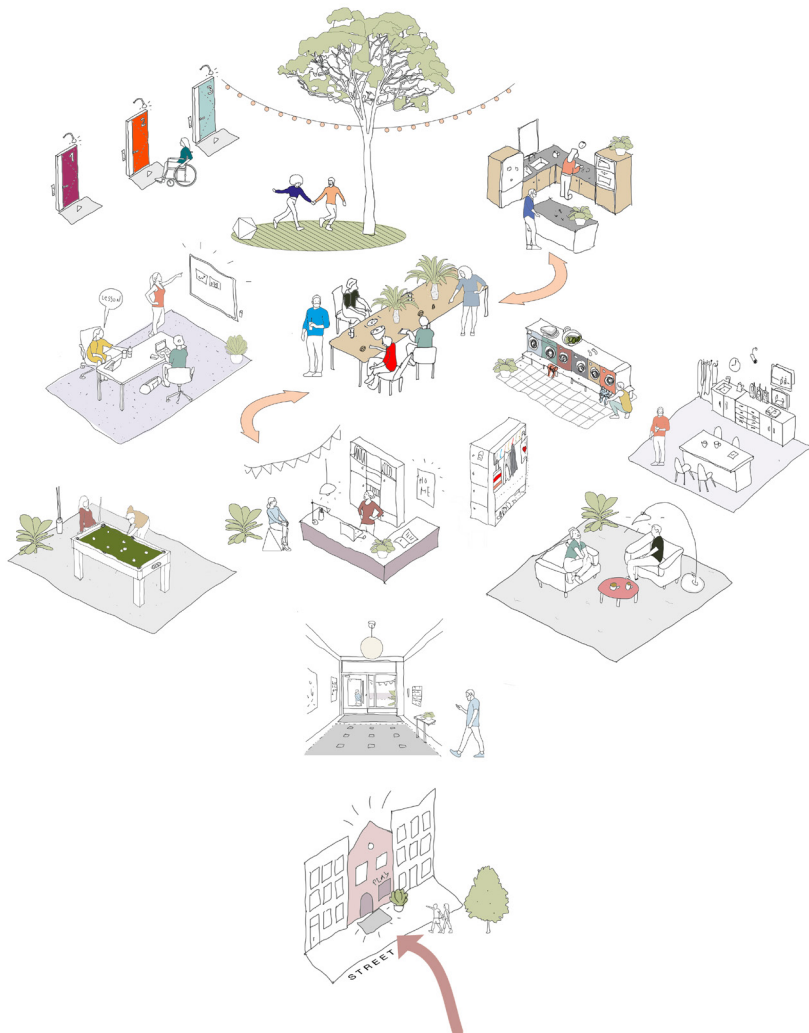
Young people deserve better.

Glossary

-  architectural quality
-  privacy
-  views + visibility
-  support + maintenance
-  safety + security
-  social + community
-  skills development
-  flexibility + adaptability
-  accessibility
-  green + sustainable
-  location + context

2

**Social
Space**



"It is about the normalising influence of being part of a community"

Alexia Murphy, Depaul

Social Space

When designing accommodation for young people shared and supported spaces should form

the heart of every scheme.

Young people need space to socialise outside of their personal space. A place where they can invite a friend from school, family or a social worker without their own 'home' being invaded. A place where support staff can informally chat to them and offer advice without it feeling institutional or claustrophobic.

These spaces should be **welcoming, reassuring, approachable, places to decompress, interact, explore, learn and to feel peaceful**. Shared environments play an important role for young people to build relationships and social skills, learning to share, trust and learn is imperative to enable them to move on towards living independently.

By providing diverse social spaces with a range of scales and characters it means there is a space for everyone however they feel.

Arrival

Having a place to call home is one of the most fundamental human needs. Its significant impact on safety, identity, human happiness and our mental wellbeing is well proven through research and data. The view of your house from the street can offer a sense of pride, ownership and crucially the familiar feeling of 'arriving home'.

The arrival at a new place can feel intimidating and overwhelming for young people who have experienced insecure and unsafe living environments. An open,

welcoming

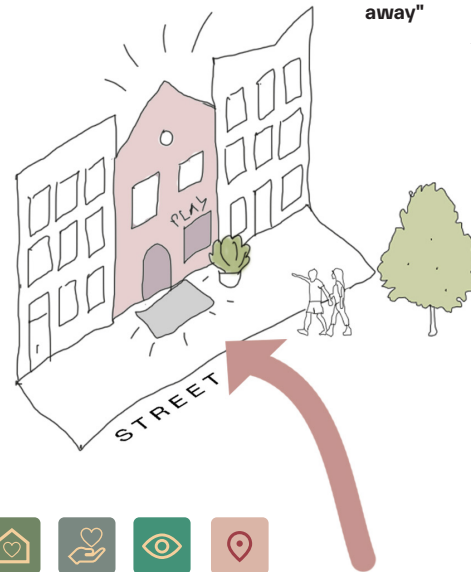
 and well

defined entrance approach should be provided to offer young people a sense of **safety**. A holistic design approach should be taken which considers not only the building frontage but also its foreground context - entrance pathway, front garden or pavement zone, and entrance door all of which should be designed in an integrated way. Feature elements such as a colour, friendly building signage, landscaping and feature windows can also contribute to a welcoming arrival.

The design should balance the need to provide a safe address for its young residents, with the need to offer transparency to its neighbours. Carefully designed, window and door openings could offer **visibility** to some of the shared interior spaces to create a sense of connectivity between the young residents and the surrounding neighbourhood.

"the arrival to a building is so important as at that point you feel truly welcome or you turn away"

Alexia Murphy, Depaul



Proposals should create an address which young residents are proud to call home, in a location that is connected and convenient. High quality materials and architectural details should be incorporated to provide a non-threatening, non-institutional environment offering universal access for young people and a sense of familiarity to the neighbourhood.

Architectural proposals should respond to their immediate social, community and neighbourhood context and provide a scheme of its place. Whether complementary or contrasting to the surrounding architectural context, all architectural design proposals should offer a positive contribution to the area.

Entrance Hall

The entrance hall's main function is to provide a safety buffer between the street and the spaces within - it is a space bound by a secure external entrance door and a second secure line leading to the host's desk. The entrance hall gives visitors their first impression of the scheme and the spaces beyond. A

reassuring

space should be provided which offers a moment of calm and allows people to process their new environment before entering the heart of the building. It is important that the space feels welcoming to young people, it does not feel restrictive or corridor-like and is non institutional in its design.

The interior should be light with good proportions, offer a transparent route into the building with a soft, welcoming interior. This might be achieved with furniture, planting and pictures or with selected views to some of the shared spaces beyond.

The entrance hall has an important functional requirement to provide a secure space which can be closed off from the main communal space if required. This 'security buffer' needs to allow staff to check the identity of those entering the building, to control antisocial behaviour and protect the young residents inside from unwanted visitors. Design proposals must

"we always say to our new residents, we are so glad you are here"

Alexia Murphy, Depaul



carefully balance the need to create a welcoming environment for vulnerable young people moving into the building, and providing a safe space for those already inside.

It is important that design proposals provide clear, well integrated way-finding (signage) and universal access for all. Whilst the entrance hall design should prioritise the young residents' safety and protection, it must be also accessible to all other building users of all abilities including staff, servicing, and the general public.

Host's Desk

The host's desk must have a visual and acoustic connection to the 'entrance hall' to allow easy interaction between the young residents entering the building, and the staff. These key spaces must be designed holistically to provide a seamless and **non-institutional** transition into the building. Visual continuity could be provided with a glazed secondary door or screen. The host's desk should provide an

approachable

arrival space and a central point of **orientation** for young people entering the building. Visibility should be provided from the entrance to offer reassurance to young people who may feel apprehensive. It is important that the desk does not create a visual barrier between the staff and young residents and is an accessible multi-use environment which offers help and advice to all young residents. A non-threatening, non-hierarchical design approach should be taken such as a low-level desk which would provide greater visual permeability and a sense of equality and trust. Proposals should maximise opportunities for young residents and staff to communicate.

As well as providing a reception space, the host's desk must be able to facilitate administrative and support activities such as guest sign in and residents

"Our body language & expression should make them feel like they are already at home as soon as they arrive. We want them to think wow this is amazing I am going to stay here. We provide an entry pack with information"

Mary, Depaul



registers. Individual or communal post boxes should also be available at this point and can further aid interaction between staff and young people. The design should also provide natural way finding and integrated signage to offer a clear understanding of the space as a whole.

Key shared spaces should also have a visual and physical connection to the host's desk to allow for passive overlooking. As reception has an important orientation role in the heart of the shared spaces it is important that high ceilings, natural light and greening are provided.

Welcome Room

"Relationship building is a big thing for young people who often have been let down in their life by the people who should have looked after them"

Phil Kerry, NHYC

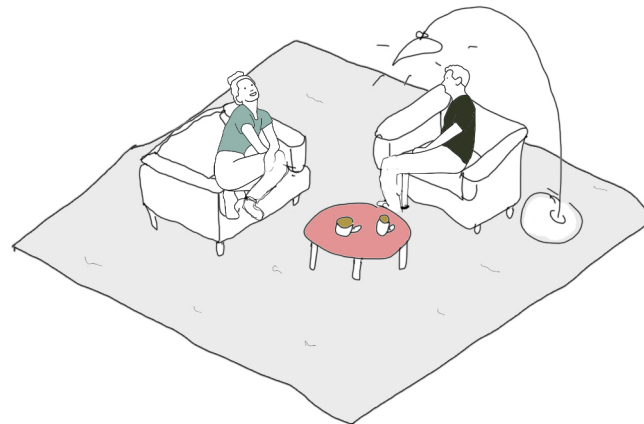
The welcome room should provide a private, secure and safe space for young people to be assessed and to

decompress

whilst adjusting to their new environment. Many young people will not know what to expect when arriving to the building and may feel intimidated, and overwhelmed. Proposals should provide an intimate, non-threatening environment which allows new guests to have one-to-one discussions with staff without feeling overlooked.

The welcome room should have complete acoustic separation from the social spaces, and provide visual protection for those being assessed. An adjacency to the host's desk is also required to offer discrete access to the space for young people arriving to the building for the first time. The welcome room should also have the capacity to provide a comfortable space to eat, sleep, sit or relax for those who are not ready to enter the main space with direct access to a laundry, cloakroom and toilet facilities.

The space should be designed to help staff establish trust and to build relationships with young residents. A familiar and comfortable interior space which feels domestic in scale and appearance could help to create a sense of control and security for young people.



The welcome room should provide sanctuary for those arriving to the building for the first time and be designed to allow staff to meet their emotional and physical needs.

Kitchen Table

The kitchen table is the heart of any home, and the centre of activity for any family. It provides a place to bring people together, gather, share conversation

interact and eat together.

The kitchen table can play an important role for young people to build relationships and social skills. Access to a communal space where daily routines can be established can provide young people with structure, familiarity and a sense of community. The ritual of eating your evening meal together, for example, can provide opportunities for learning about nutrition whilst sharing the stories of your day.

Proposals should provide young people with a comfortable environment which feels familiar, welcoming and their own. The kitchen table should be physically connected to the host's desk with views to the outdoors and to additional communal spaces, prioritising natural light generous ceiling height and an open plan layout to create a central gathering point for all the residents and support workers.

Whilst communal activities should be prioritised, alternative eating environments should be provided for young residents who don't feel comfortable eating in a large group. Providing a range of spaces will ensure that the kitchen table feels accessible to all building users.

It's people sitting down together to eat... its every culture every religion, the hospitality, the breaking of bread. Particularly if someone has prepared it for you. It's really important.... Its hot its chopped its cooked... these are things that are really very beautiful, very simple.

Sheila Scott, Shelter from the Storm



The space should be flexible and adaptable to different modes of operation throughout the day and the year. For example a large central modular table could provide a shared space to have a meal during the morning and rearranged to create a range of cluster work, social and leisure spaces during the day. Integrated storage could allow furniture to be removed to create a shared central space for yoga, film night or events during the evening. This flexibility will empower young residents to adapt this space for their needs.

Training Kitchen

The training kitchen's main function is to provide a communal cooking space with training facilities for young residents. Cooking is an important life skill which every young person should have. As young people may have limited knowledge about nutrition and food quality, the kitchen should be designed to provide residents with the skills and knowledge sufficient to eat healthily.

A large shared space should be prioritised to provide a collaborative teaching environment for groups and for

individuals to learn and to **explore.**

Spaces should be open and transparent to encourage passive learning, skill sharing and shared experiences. Visual connectivity between the training kitchen and the kitchen table could provide opportunities for social interaction between the young residents and the staff.

Design proposals should offer a holistic design which offers integrated solutions for storage, servicing, access, and maintenance of the space. These support elements should be designed to cause no physical, visual impact to the quality of the training kitchen.

"Stability allows me to grow here – learn all the things I don't know. I feel the self-improvement every day because I have the opportunity to make myself better"

Adam, age 20



Whilst shared social space should be prioritised, spaces for smaller groups, one to one teaching and self initiated learning should also be provided. The design of the kitchen should offer different levels of learning for young people. Information boards, intuitive layouts, and private lockable storage for individuals food can offer options for different levels of engagement and independence and offer the residents a sense of control and ownership over their own environment.

Snugs

"we offer a range of spaces, a place for everybody because no one young person is the same"

Phil Kerry, NHYC

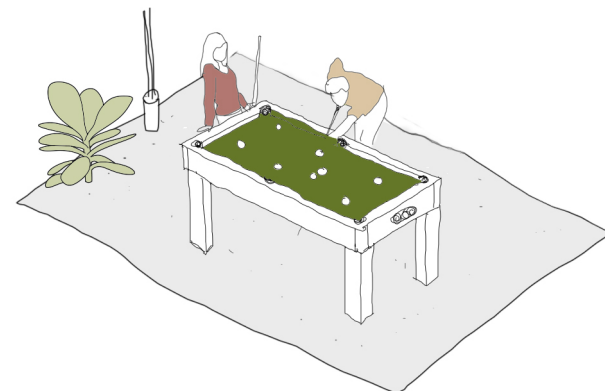
Having access to different types of social spaces can offer young people the opportunity to build confidence,

develop life skills and **engage** with

others in a way which feels comfortable to them. A range of semi-private spaces for retreat, quiet conversation, learning, group engagement and leisure should be located adjacent to the kitchen table. Provision of a range of social options should help ensure there is a space for everyone. The snugs should all have access to good quality WIFI and electrical points to charge your phone.

Different scales of space should be provided to ensure that all the young residents needs are met. One to one spaces for those who want to talk quietly to one other person, individual spaces for those wanting a moment of calm and reflection, and small cluster environments for those who wish to meet with small groups of friends.

Each space should be high-quality, and tailored to the activities it is has been designed to house. The spatial proportions, interior finishes and lighting of each character area should be carefully curated to create the right atmosphere for the space. A learning space for example should have a very different feel to an area for a pool table.



The snugs should be adaptable to allow residents and staff to modify the spaces to meet their spatial needs. Providing residents with a level of control over their shared spaces offers them a sense of ownership and pride for their home. Whilst designed as independent spaces, each snug could have the capacity to combine with the adjacent social spaces. This will allow flexibility for larger social events.

Snugs may also be used by residents to meet visitors in an environment which is separate from their own private space. The snugs should offer a secure, controlled space for young people to have a private conversation in a safe space.

Outdoor space

"I go in my hammock most the time reading books trying to find a bit of tranquillity."

Aida, age 21

The importance of outdoor space in promoting improved mental and physical health, general wellbeing and happiness for all people has long been recognised through research. Outdoor space can help young

residents feel **revitalised**, by

encouraging exercise, providing spaces for socializing, decreasing noise and air pollution, and improving immune functions.

A shared external landscape which is accessible and welcoming must be provided with direct access to the indoor social space. The outdoor space must provide a range of different social environments for the young residents. Whilst it should primarily function as a shared social space, the garden should also offer opportunities for individual retreat and reflection.

The outdoor space must be enclosed - physically and visually separated from the street. This is to offer safety and privacy for the residents, and also to limit antisocial behaviour to the street. Proposals should ensure this important boundary condition offers a positive contribution to both to the street and to the residents garden.

Ideally outdoor spaces should allow for a range of uses and a mix of hard and soft landscape, providing a larger central space for sport or summer BBQs,



integrated seating around trees, seasonal planting to ensure the garden offers a positive outlook throughout the year and the potential for productive landscape with planters for small allotments which can be owned by the residents and support workers.

The edges of the garden and how it meets the shared home should be carefully considered with buffer planting zones ensuring privacy at the buildings edge.

3

Support
Space

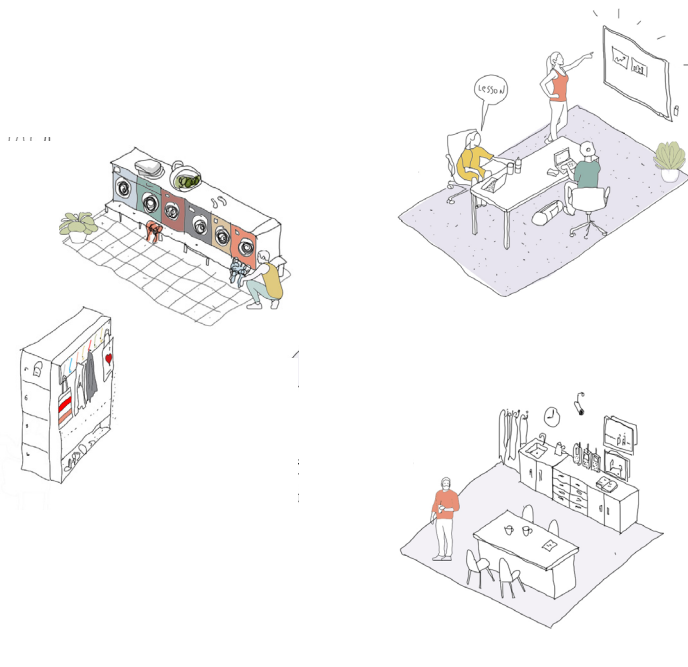
Support Space

When designing accommodation for young people support spaces should be well considered. As well as needing a safe space amongst their peers, young people need support and mentoring to get them back on their feet.

Support spaces play an important role for young people to build relationships and life skills. Knowing how to navigate the practicalities of everyday life and the complex situations they find themselves in is difficult and they need support. Developing life, education, and jobs skills is imperative to enable them to move on towards living independently. The right support spaces which are

**focused,
protective, safe
and dignified,**

can help the staff establish trust, create a routine and provide them with the tools and confidence to change their circumstance.



"It's a one stop shop here there's something for everyone... downstairs there are sofa areas for people to be communal, then there are computer areas and quieter places where people can sit by themselves or in pairs or have small conversations, there's meeting rooms where they can be totally private, or the barn where you can do communal work. It's about having different things for different people because no two people are the same."

Phil Kerry, NHYC

Support Rooms

"For me it starts with giving young people a safe place to stay, and wrapping support around them to help them reach their goals or break down the barriers that they are facing"

Emma Henly, NHYC

For young people who have experienced living in unsafe, insecure living environments moving and adapting to a new residence can be a stressful experience.

Those forced to leave home at an early age often miss the opportunity to learn important life skills from their parents. Providing the right support can make a huge difference to a young person's ability to develop confidence and move towards independent living. The support rooms should offer a range of flexible spaces where practical, emotional and psychological support can be provided for young people to engage with colleges, solicitors and benefit services, to navigate payment of rent or bills, make an appointment, to submit an application or to look for work.

A range of semi-public and private support spaces should be provided to allow staff to teach, mentor and support young people in a small group or one to one environment. These spaces should feel

protected and safe.

Entering a private room with a stranger may feel unsafe for young people who has experienced physical, sexual or emotional abuse. It is important that the support rooms feel open and welcoming to ensure the young residents do not feel intimidated or threatened.



Transparent or translucent walls and with views to an adjacent public space could offer a sense of visual control.

Complete acoustic separation and visual protection should be provided to allow young people to talk privately without feeling overlooked.

Laundry

The laundry room could be an important learning space for young people who may need to be taught basic life skills such as how to wash and dry their own clothes and bedding.

Having warm and **clean** clothing and

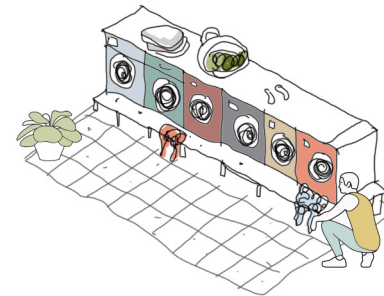
belongings is a fundamental human need, and is critical for a young person's well-being and comfort.

The laundry room may be only accessible by staff depending on the support needs of the young residents, but space must be provided for washing, drying ironing and storage.

The laundry room should be designed to encourage social interaction and mutual learning amongst young residents. Clear working and learning zones should be provided for each activity to provide intuitive way-finding for the young residents. The design of the layout, colour scheme and furniture should be utilised to encourage smaller social groups to build important life skills together, to gain independence and feel confident about moving onto their next home.

"...people love to have their laundry done. It is so distressing to not have your clothes clean.... we have this little system where we do 5-6 people a night. They will bring a bag with their name and the volunteers wash it, dry it, fold it, like you would in a nice hotel. It is a small thing that makes people happier and it is cheering."

Sheila Scott, Shelter from the Storm



Cloakroom

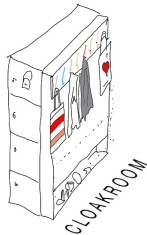
The cloakroom should provide a secure and

safe space for young people to store their

belongings when first arriving to the building. The cloakroom should be located adjacent to the host's desk and in close proximity to the kitchen table to provide support for the building's daily needs and for events. The cloakroom should be designed to allow operation by one member of staff to meet all of the front of house building needs.

Flexibility should be provided to allow the cloakroom to cater for different building functions and different users.

The cloakroom could provide an additional service to store new clothes to provide residents with an immediate service when they arrive.



Staff room

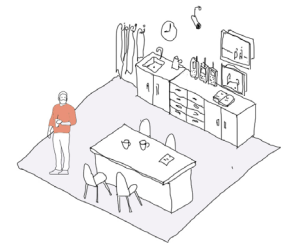
The staff's capacity to develop trust and raise the spirits of young people is essential to allow them to form strong relationships and provide appropriate support.

The support workers and staff are critical to the success of the project; their well-being should be of equal importance to the young residents.

The staff room's primary function is to provide a staff

breakout space.

The staff room will provide support for the host's desk by providing an area to store important paper work, a space for private meetings and a focused work space for the staff. The staff room should also provide storage and bathroom facilities for staff members.



Complementary Uses

Our research and experience has shown that a lack of current design guidance for emergency homes has had a direct impact on the standard of accommodation currently being provided. In addition to this a limited regulatory or funding framework for this tenure of housing has resulted in a greater level of risk and uncertainty for their implementation. A lack of clarity has made these projects complicated, unstructured and often unattractive to develop and to deliver.

Emergency accommodation should provide both a home, and supportive services young people who are temporarily unable to support themselves. In order to provide a holistic service which offers not only practical but emotional support a robust funding model must be established with both capital and revenue funding support provided.

The capital funding should support the construction costs associated with the project. For example, the secondary use of a hotel on site could provide financial support for the emergency accommodation.

The revenue funding should support the day to day running costs associated with supporting young people in emergency homes. This should provide an income stream to allow the charities or building operators to cover their operational costs. For example an event space or

" It has always been a problem moving into an area. We make assumptions about homeless people that somehow they are other, that they are a threat These are the things we have to address and the way we do it is by inviting people in. Once people become involved with the volunteers, with the guests with the project it is very unusual not to become enthused and supportive of what we are trying to do."

Sheila Scott, Shelter from the Storm

flat could provide a regular income with minimal management requirements.

Any secondary or complementary use for the site, should seek to provide a supportive function to the emergency accommodation. For example a hotel might offer a range of employment opportunities for young residents. Some suggested complementary uses which offer symbiotic relationships have been outlined below.

Any complementary use should aim to provide a positive face to the surrounding community with a visible integration between uses. For example a charity shop which offers employment and support to the young residents could be an ambassador for the young residents and their needs.



Hotel



Cafe



Shops



Students



Workspace



Community



Health



Charity

4

Private
Space

Private Space

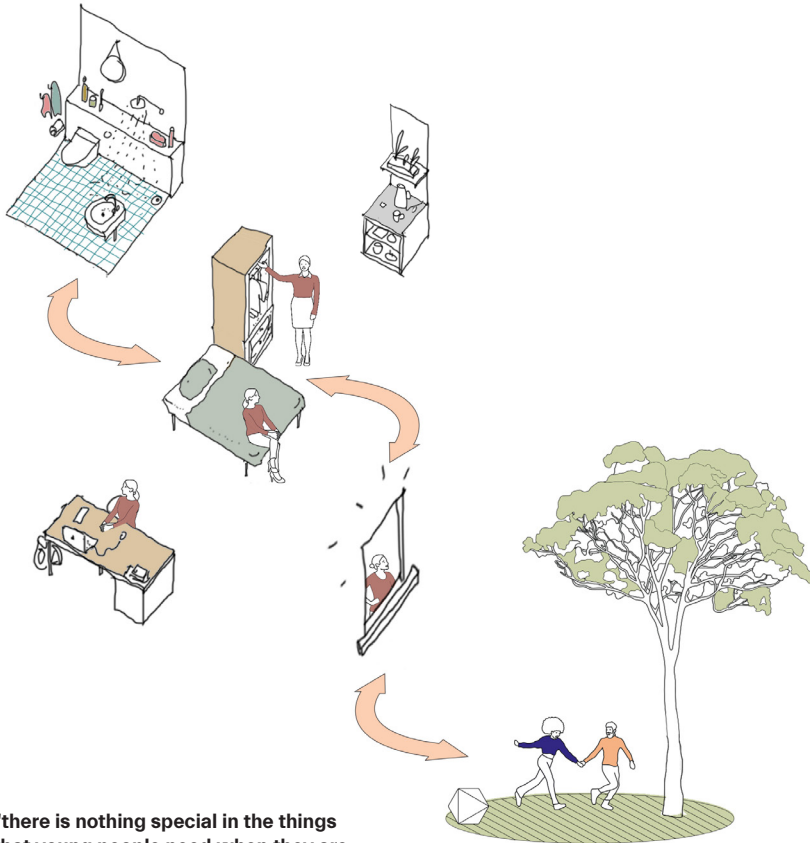
It is important that accessible*, fit-for-purpose private spaces are provided as part of any scheme. When designing for young people who have experienced

homelessness, the provision of **a safe space to call their own** is crucial for their

well-being. It gives young people the ability to take control of their lives by starting with their own safe, secure and familiar environment.

Spaces should offer young people a foundation to restore their dignity, build their confidence and develop their own daily routine on their journey to independent living.

**All private spaces should be accessible (equivalent to Approved Document Part M Category M4(2)) with provision for wheelchair accessibility for 10% of the bedroom spaces provided.*



"there is nothing special in the things that young people need when they are trying to get back on their feet but it is just something that is rarely afforded to them."

Alexia Murphy, Depaul

Front door

The front door provides a physical boundary between shared and private space, and offers a symbolic representation of refuge, safety and a sense of

pride.

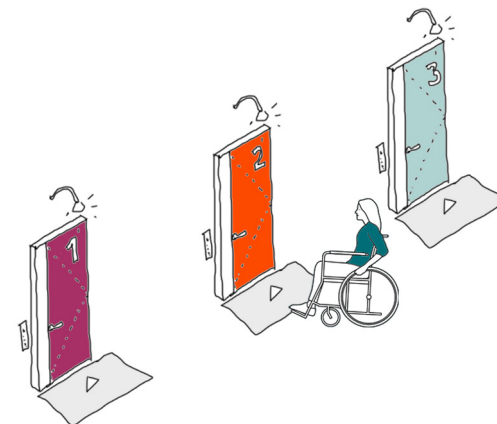
Access to a private front door can offer a sense of control and well-being of particular significance for young people who have had limited control over their own environment - sleeping on friend's sofas, in dorms or on the streets. The front door - being it to a bedroom, studio or shared flat, can foster a sense of pride and dignity. Design proposals should be of a familiar scale and appearance and offer a sense of domesticity not institutionalism.

The door to the private space should be well lit, universally accessible and clearly distinguishable to ensure it is easily identifiable. A way of achieving this is by allowing for customization in the design with adaptable elements such as an adaptable entrance sign or entrance matt, a customisable billboard/blackboard or a planting zone. This can offer residents a space for expression and promote a sense of ownership.

If built into the design, slight variations to the entrances (for example different colour doors) will allow for adopted ownership, natural wayfinding and a point of difference.

"it is your own front door that gives you pride... of having your own space, of being safe and self-contained."

Alexia Murphy, Depaul



Having control over your personal space and belongings is important for young people as when you don't have much, the little you have becomes very valuable. Thus it is important to ensure entrance doors have locks or are accessed with programmable devices (chips, cards etc).

The transient nature of this type of accommodation requires architectural finishes and ironmongery to be of high-quality and durability to cater for the high level of usage and to avoid the need for ongoing maintenance and repair.

Window

"if I could choose what to look at out my window it will be the street as I love people watching"

Young persons survey

Everyone needs natural light to feel happy and in good health. Access to natural light is important for

peoples **wellbeing.**

Light drives humans by regulating our natural body cycles of sleepiness and wakefulness. Thus every private bedroom or studio should provide adequate levels of daylight for its residents to give them the best possible chance to improve their situation. Window design should maximise the level of daylight whilst considering orientation and not compromising thermal comfort (risk of overheating) or acoustic performance.

The orientation of the window should respond to the site specifics and offer a pleasant outlook such as a view to the street or a green space.

The location and proportions of windows should consider integrated (planters) or strategic alignment towards green areas or trees.

The operation and security features of the window are also very important. Window design should be informed by assessment of the risks of falling from height for this specific user group - young vulnerable people. Restrictors or bottom-hung, tilt-open only windows should be considered. Another consideration is the acoustic performance and ensuring that fully open windows will not lead to confrontation or upsets within



and outside of the scheme.

Proposals should consider privacy to the user and the one way views.

Bed

Having a safe and secure place to sleep is a basic human need and is a priority for those exposed to unsafe living environments. The sleeping area should be designed to provide a safe and comfortable space for

rest and relaxation for young residents.

Every bedroom should have a comfortable double bed with a bedside table and integrated lighting. Each sleeping zone should have a dedicated reading light above the bed and electric charging points coordinated with the bedside table. The 'sleeping zone' should be visually separated from the kitchenette (if there is one) to allow psychological separation of zones of occupation.



"every young person should have a double bed if they want one"

Alexia Murphy, Depaul

Storage

Exposure to environments where your personal belongings are not always safe can result in distrust leaving belongings without supervision. It is important young people belongings are stored safely and securely to offer young people a sense of

control over their environment.

Provision should be made for a range of smaller storage options within their private space - cupboards, shelving and drawers, as well as, at least one larger suitcase storage location.

Open storage should be designed to provide a positive contribution to the room. Storage should be located close to the area it serves.



Desk

Each bedroom should have a dedicated zone for a desk which has access to natural light and is provided with a clear surrounding circulation zone. Design proposals should provide a space to work and learn.

A private desk, seat and integrated storage must be provided with a power supply point and adequate lighting. The space must be designed to allow the young

resident with the ability to **focus,** to tidy

away any work they are no longer doing and to visually separate their work and studies from their sleeping environment.

Subject to the cooking provision within the private accommodation, consideration should be given to the desk doubling up as space for basic private dining with a point for a kettle and small fridge offering independence.



Kitchenette

Depending on the scale and typology of the proposal a smaller kitchenette could be provided in addition to a shared kitchen space. Whilst residents should be encouraged to use the shared kitchen facilities, the kitchenette should allow for basic food (breakfast) and drink preparation to encourage

independence.

All kitchenettes should be designed as a dedicated space and should avoid negative impact on the bed zone. Visually attractive elements such as cup and plate storage could be designed to be more open.



or



Bathroom

This first step of accommodation should ensure that every private bedroom has a private en-suite bathroom. For young people who may have experienced sexual or domestic violence or had prolonged, limited access to private washing facilities it is critical that a safe, clean, secure and fit for purpose private bathroom is afforded to them. One that is not shared with anyone else. To allow them to heal, build up their sense of

dignity and security, to prepare them

for moving onto independent living which may require sharing a flat with a small group of people.

The overall layout should ensure that one cannot see into the bathroom from outside the private bedroom or studio space. Every bathroom should be accessible* and provide as a minimum: shower, toilet, sink, hooks or storage for towels, integrated laundry basket, shelving for washing products, mirror.

The bathroom should be designed to be well lit, efficient and with adequate circulation space. The space should have well designed integrated storage for towels, laundry and washing products.

The bathroom design should prioritise a sense of dignity in offering high quality fixtures and finishes and robust materials which withstand water penetration and ensure easy cleaning and maintenance.

"dignity means not sharing a bathroom e.g. not walking down a long corridor of people with just a towel wrapped around you."

Chris East, City YMCA



Bathrooms should also benefit from adequate ventilation to avoid mould or condensation building-up in the compact private spaces.

**All private spaces should be accessible (equivalent to Approved Document Part M Category M4(2)) with provision for wheelchair accessibility for 10% of the bedroom spaces provided.*

Summary

5

Social Spaces

The heart of the scheme

View from the street

Welcoming



Architectural Quality

Proposals must have a relationship to their surrounding context and offer a positive contribution to the neighbourhood and activation to the street with no blank façades.

Design proposals should be fit for purpose and holistically designed with high-quality, non-institutional materials to the facade, the doorway, the pathways and the fixtures.

The entrance approach should have generous proportions and consider the relationship between the public foreground and the building entrance



Connectivity & Visibility

The entrance approach should be physically and visually accessible to all from the street. Proposals should ensure continuity of design to connect the entrance approach, to the building facade, to the main entrance doorway.

A window with views to activated internal social spaces could be provided to provide transparency of use to the neighbours.

Planting should be considered to provide privacy for internal spaces where required.



Accessible and Inclusive

A clearly defined entrance door with a clear address and visible signposting should be provided.

The front door and entrance approach should have generous proportions should provide inclusive access into the building and ensure that everybody feels welcome

Proposals should be located in close proximity to public transport in a central location



Maintenance and Servicing

The main entrance door and facade must be robust with made from durable materials to ensure that the building is easy to maintain and retains a high-quality finish throughout its lifetime.

Postage, planting and external furniture could be provided as part of the public realm space. These elements must be designed holistically to avoid visual clutter and to allow easy maintenance by the building operator

External facilities for residents to include waste, recycling, and storage should be provided. These elements must be enclosed to provide a buffer from the street. The enclosure must be robustly designed and easy to maintain.



Safe and Secure

The outside of the building should be designed to discourage antisocial behaviour and to provide a legible, safe and secure route into the building.

The entrance approach should be well lit and avoid creating dark corners. Lighting should be well considered for pathways, gates, entrance porches and entrance doors to provide natural surveillance of the space.

The entrance design should prohibit people from congregating outside the front door of the building.

Social Spaces

The heart of the scheme

Entrance hall

Reassuring



Architectural Quality

The entrance hall should have high ceilings and generous proportions (a minimum of 2.5 meters height & width). It should be non-institutional in design and should not be a corridor.

The entrance hall should have a well-presented, well-maintained interior with good lighting (ideally natural lighting), planting, pictures, and furniture.



Welcoming and Protective

The entrance hall should provide universal access and be welcoming to all visiting the building. It should provide a reassuring transition between the entrance door and the host's desk.

The entrance hall should have clear, well-integrated wayfinding and a direct visual connection to the host's desk.

The interior space should feel safe, and non-threatening. Dark, black box space is prohibited.



Control

The entrance hall should provide access for different building user groups - young residents, staff, servicing, and the general public. The design should prioritise the young residents' safety and protection while providing them with a feeling of control.

The entrance hall must be provided with secure access control from the host's desk. Staff should be able to visually monitor the entrance hall and speak to those entering the building from the host's desk. This visual and acoustic connectivity should be provided both when the entrance hall is physically separated and open to the host's desk.

Host's desk

Approachable



Architectural Quality

The host's desk must have high ceilings, direct natural light and be open plan in arrangement.

The host's desk should be designed in an integrated way to include signage, storage, and branding to reflect the ethos of the centre. All materials, signage, planting and furniture should be of high quality and designed in a holistic way to offer natural wayfinding to young residents.

The host's desk should have a welcoming design which demonstrates that people are going to be taken care of. A dedicated zone for welcome packs could offer a sense of arrival and support.



Support Heart

The host's desk should be visible from the entrance and designed with integrated signage.

The host's desk should be adjacent to the entrance hall, the kitchen table and the cloakroom and designed to allow staff to monitor the external amenity space and the snugs.

The host's desk should have dedicated staff areas for sitting, using a computer, writing or casually talking to young people around a desk both individually and in groups.

The host's desk should hold shared facilities including post, cloakroom and sign-in.



Identity and Adaptability

The host's desk should be flexibly designed to allow for different spatial configurations. It must provide space for reception, events, processing, advice, conversation and focused work for staff.

Social Spaces

The heart of the scheme

Welcome room

Decompress



Architectural Quality

The welcome room should be intimate and non-intimidating. It should be designed to allow up to four people to sit around a table. The table and chairs should be non-hierarchical in design and prioritise comfort and an open, non formal sitting arrangement.

The space should allow for different activities to include sitting, talking, relaxing, eating and drinking. Flexibility of use should be designed into the space.



Privacy

The ability for complete acoustic and visual separation from the other social spaces should be provided. The space should be designed flexibly to allow the acoustics and views to be modified should any young person not feel comfortable being in a one to one environment.

The space should be designed to ensure it cannot be overlooked.



Support Services

The welcome room must be adjacent to the host desk and provide direct access private access for young residents who have signed in at the host's desk.

The welcome room must have a close adjacency to the cloakroom, kitchen and laundry space.

The space could also provide an emergency safety room for sleeping and support if young residents are not ready to enter the main space.

The welcome room should have direct access to drinks and food. This might be through a close adjacency to the kitchen or with a small kitchenette within the space.

Kitchen table

Interact



Architectural Quality

The kitchen table should be located centrally in the building and have direct natural daylight. It should be situated adjacent to the external space with direct access provided. The space should be open plan & visually accessible with no dark corners or hidden spaces.

The spatial design should encourage routine and community activity. Structured spaces for eating, socialising, meeting, working and relaxing should be provided and designed to allow for different levels of engagement.



Approachable

A communal seating area big enough for all residents to sit around should be provided. Alternative smaller separate seating environments should also be provided for those not comfortable sitting, eating or socialising in large groups.

This space should encourage ownership, adaptation and independent use by residents. Visibility to the kitchen and food and drink zones should be provided with integrated signage elements.



Flexibility to Routine and Structure

A highly flexible open plan space should be provided which offers a range of modes of use. Modular furniture, regular power and data points and a diverse range of flexible lighting should be provided.

Built in storage should be provided to allow furniture and other items to be removed or reconfigured to cater for day-to-day need and for specific social events.

Social Spaces

The heart of the scheme

Training kitchen

Learn



Architectural Quality

The training kitchen must be high quality space and non-institutional in design.

The material specification must be robust and fit for purpose and allow for a high level usage of the space. The space must be resilient to ongoing maintenance requirements.



Training and Interaction

The training kitchen should provide ovens, sinks, grills, preparation areas, storage, and sufficient space for standing and learning.

A large open plan layout should be provided to cater for large groups & events. Small cooking zones for individual, one to one & small group arrangements should be provided.

Visibility and accessibility from the kitchen table to the service and teaching zones of the training kitchen should be provided. An open kitchen could also be considered.



Servicing

Servicing access to the kitchen should not physically or visually impact the day to day operation of the space. A physical buffer between the main space (front of house) and service areas (back of house) must be provided.

High-quality lockable food storage should be provided for young residents which is visually accessible from the training kitchen. Customisation of storage such as naming zones or message boards should be considered to encourage passive social interaction.

Snugs

Engage



Architectural Quality

A range of different high quality living and learning environments should be provided which offer different levels of privacy, different scales and different spatial configurations. Each snug should be designed to prioritise social activity.



Flexibility and Adaptive design

Snugs should be designed to allow adaptation and flexible use by young residents & staff.

Flexible control of the snug's lighting and acoustics should be provided with integrated power, lighting, WIFI and sound supply to each space.

Adaptability of the snugs spatial enclosure should be provided. Doors, screens and furniture could provide subdivisions, and be utilised to separate or to join spaces.



Community & Social interaction

Snugs must be located adjacent to the kitchen table and be designed to be visible from the host's desk to allow staff to monitor them.

Adaptability to allow controlled privacy from overlooking should also be provided



Below is a list of suggested activity spaces for the snugs. This is not an exhaustive list.

- Computer spaces
- Exercise, Fitness - For example Yoga, Boxing, Dance
- Socialising and Leisure - For example Table tennis, Pool, Hang-out space
- Retreat - For example Reading, Chill out space, Quiet space
- Focused learning - For example Art, Craft, Music

Social Spaces

The heart of the scheme

External Space

Revitalised



Landscape Quality

Offer a range of spaces which are accessible to all. A combination of hard and soft landscaping should be used to create clear zones of occupation and use.

High quality paving, buffer walls, greening, planters and external furniture should be considered to offer variety and interest to the space.

The garden should be connected to the kitchen table with generous access doors which provide level access and the opportunity to combine the two spaces.



Visual Identity

The garden must be enclosed- physically and visually separate from the street. High quality materials or greening should be provided to both sides of the enclosure. The design must be non institutional.

A planted green buffer should be provided between the residential accommodation and the garden. Visual privacy for residents must be prioritised. The design should prohibit people from sitting outside any private windows.



A space for the community

The garden should be designed to cater for different activities at different times of the day. And provide a sufficient space for shared space and group events when required.

The central space should have direct sunlight, provide a range of seating environments with well integrated furniture and lighting to ensure the space is open to everybody and can be used throughout the day and the evening.



Greening

Robust planting which is appropriate to the sites orientation should be used to ensure the space remains green throughout the year.

A range of different planted environments should be provided to provide character and different types of space. Planters could provide enclosure and separation for more private zones. Areas for growing plants could also be designated for residents and / or the kitchen.



Flexibility and Multi-use

The garden should provide a flexible space which can host a range of activities and events. Whilst a large shared central space should be prioritised the garden should be designed to provide a range of different types of space which can be adapted or used in different ways.

Some suggested activities which could be catered for include:

- Outdoor exercise such as yoga or boxing
- A space for retreat, relaxation and wellness
- An area for group activities, skills and training

The garden also has a functional requirement to store bicycles. Integrated storage should be provided to ensure that this does not impact on the quality of the space. Other storage could also be provided to store practical and leisure items such as sports equipment, furniture and refuse if required.

Support Spaces

A holistic service

Support Rooms

Protected



Architectural Quality

Each support space should be designed to provide an open plan space with natural light.

The scale and typology of space(s) should be designed proportionally to the number of residents residing in the building. Where possible a range of different spaces



Privacy and Safety

Support rooms should be acoustically separate from the adjacent spaces to provide privacy. Visual protection from overlooking should be provided.

At least one of the walls should have a transparent or translucent part to provide views to an adjacent social space to provide young residents with a sense of visual control and orientation.



Flexibility and Use

The support rooms should be designed as highly flexible spaces with a good WIFI connection, and multiple power, data and lighting points to allow adaptability of the room to cater for:

- Medical support and Therapy
- Language classes, Training and development, Apprenticeships
- Legal advice
- Life skills and Practical advice and support
- Employment advice and training
- Accommodation support

Please note this is not an exhaustive list and other spaces may be required.

Cloakroom

Safe



Architectural Quality

The design of the cloakroom should be open and visually accessible to all users from the host's desk. The proposals should provide an integrated architectural solution rather than a stand alone furniture element. The cloakroom should be designed robustly to withstand high usage of the space. High quality design and finishes should be applied throughout.

The layout of the storage should be intuitive and have integrated signage, labelling and way-finding should be integrated to explain where each storage zone is located to offer peace of mind to those who are uneasy about leaving their belongings behind.

The design of the cloakroom should be functional and open. Colour coding or graphics should be considered to provide intuitive wayfinding.



Supportive Facilities

The cloakroom should be in close proximity to the main building entrance and provide storage facilities for the different building users.

The cloakroom should provide a range of different storage spaces to include hanging space, shelving, drawers and cupboards. The cloakroom should also have lockable storage and drawers for personal belongings and luggage. Sufficient space should be provided for all of the building residents and staff as well as for guests.

The cloakroom could provide an additional service for storing and providing donated clothes to residents. This should be designed to provide a high-quality environment which promotes dignity and well being.

Support Spaces

A holistic service

Laundry

Clean



Architectural Quality

The space should be robustly designed with a high-quality material specification with an integrated design to the appliances, joinery and furniture.

An open plan space should be provided with clear zones for washing, drying, and storage. High quality integrated signage and branding should be provided for each working zone. Washing & drying appliances should have an acoustic buffer to stop sound penetration.



Service and Support

The laundry room should have open and lockable storage facilities for bedding, towels, clothing and washing products. These should be available to staff and residents, clearly signposted and be designed areas for customisation.

The laundry room should have washing and drying machines, ironing appliances.



Community and Social interaction

The laundry room should have sufficient space(s) for group teaching in each key activity zone. Benches and integrated seating should be provided near each activity zone sufficient to seat small groups of up to 6 people



Life skills and Learning

Intuitive design elements such as seating, pinboards, signage and information boards should be provided to encourage active and passive learning.

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Recommendations [Part 3]

Staff Room

Breakout



Architectural Quality

The staff room should provide a high quality, modern multi-functional space that allows staff to recharge or to focus. A mix of functional and comfortable furniture should be provided - a central table with chairs and a separate lounge area.

The entrance door should be robustly designed with a secure locking system. The design should ensure that views into the room do not impact on staff privacy.



Staff Support Spaces

The staff room should provide a high quality space which comprises of four key zones:

- A meeting space - to provide a well lit space with a table and two chairs
- A working space - to provide a desk with a chair and space for a computer and paperwork storage
- A private bathroom - to provide a toilet, shower, sink, storage and changing area
- Storage - integrated open and lockable storage for coats, bags and luggage

Each of these spaces should have dedicated lighting, power, data and storage.



Private and Separate

The staff room should be physically and visually separate from all other spaces. It should be accessible only by staff. Access should be discrete and acoustic separation should be provided.

Emergency Homes for Young People

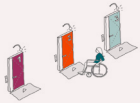
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Private Spaces

A safe place to call your own

Front Door

Pride



Architectural Quality

The front door should be robust, durable and of a high quality design, durability and specification. The door, door frame, ironmongery, signage and integrated lighting should be designed holistically.

Doorway reveals should be deep to provide a zone outside of the corridor for decompression and a buffer between the public and private space. Lighting should be integrated into the doorway to ensure no dark corners are created.



Private and Identifiable

Each front door should be private and individually identifiable with unique signage or colour coding. Every resident should be provided with individual controlled access for their private doorway.

Doorways should be well lit to ensure visibility of access and to provide natural surveillance



Robust

The design and specification of the entrance threshold should be able to withstand damage from high levels of usage. The door should be a robust material which provides an acoustic and thermal buffer to the private space beyond.

The entrance matt should be robust and provide opportunities for easy replacement. The door-frame and base of the wall should be robust and able to withstand wear and tear without looking tired.



Inclusive and Accessible

Passive adaptable design elements such as message boards or hooks should be considered. Proposals might integrate an adaptable entrance sign or entrance matt, a customisable billboard or a planting zone.

Slight variations could be proposed to the design of the entrances - for example different colour entrance doors, signage, post boxes or built in storage.

The entrance threshold should be generous in proportions and provide a door type which is easily used by all. The entrance threshold should offer level access.



Safety and Security

The entrance door should provide direct access to each residents private space. The doorway must not provide views over the bedroom or bathroom zones of the room to ensure the residents can preserve their privacy and retain separation between public and private space.

The doorway must be robust and able to lock from the inside and the outside. It should provide a robust visual, thermal, and acoustic buffer between public and private space.

Private Spaces

A safe place to call your own

Window

Wellbeing



Architectural Quality

Every bedroom must have a well orientated window to provide direct natural light, pleasant views to the outside and dual aspect views where possible.

A deep reveal to a window could provide an opportunity for an inbuilt bench or storage or even a space for a planter (or all of the above). This could provide an intimate environment to provide the young resident with an enhanced physical and visual connection to outside.



Security and Protection

The location of the window, its size and aspect must all consider the interface of private space with the street and neighbourhood. The residents privacy should be prioritised and the design of these aspects should ensure that no overlooking occurs.

Proposals should consider privacy to the user and the one way views. Adaptable screening elements could be utilised to provide the young resident with control.

Safe and secure operation and risks of falling from height should be considered



Greening

The location and proportions of windows should consider integrated or strategically aligned greening for the internal bedrooms. Opportunities for integrated planters should be considered in adjacency to windows to ensure the natural light is utilised and greening opportunities maximised.

Desk

Focus



Architectural Quality

Each bedroom should have a dedicated working area with a desk & access to natural light.

Design proposals should provide a space for focussed working and learning which is spatially separated from the other room zones.



Privacy and Autonomy

A private desk, and seat must be provided with integrated storage and lighting, a power supply and a lamp. The desk area must have dedicated lockable storage for personal items.



Adaptability and Multi-use

An adaptable design for the desk should be provided to facilitate different modes of operation for different needs. The desk must provide space for work or eating as required:

- Work / Learning - A space to read and write and use a computer
- Dining - A space for eating with a point for a kettle and a small fridge



Learning and Development

The desk should provide a quiet and focused space for learning and reflection. The desk and chair should be ergonomically designed to allow comfortable sitting for long periods of time. The tabletop should have space for a laptop, charging points and for upright books and paper. Storage for stationary should also be provided.

Private Spaces

A safe place to call your own

Bathroom

Dignity



Architectural Quality

The bathroom should be designed with integrated appliances, fixtures and fittings to provide a well considered space which feels modern and well maintained. Clear zones for dressing, laundry and storage of towels and products should be provided.

Designs should be high quality with robust materials and appliances which can withstand water penetration. The space should be designed for easily maintenance and cleaning and provide good ventilation. A heated towel rail and floor should be provided if possible.



Private

Every private bedroom should have it's own lockable en-suite bathroom. The entrance door to the bathroom should not be visible from the main entrance door to the bedroom.



Support and Accessibility

Every bathroom should be designed to provide support and independence to the young residents. Each of the items listed below should be provided as a minimum:



- A shower
- A toilet
- A sink
- Storage space for towels
- An integrated laundry basket
- Shelving for washing products
- A mirror
- A zone for hanging clothes
- Space for changing

Storage

Control



Architectural Quality

Open storage should be provided in close adjacency to the area it serves. An integrated furniture solution should be provided with hanging areas, hooks, shelves, drawers, and space for luggage.

Materials must be high quality and designs should consider the use of colour, integrated signage, feature lighting and screens. The design should highlight areas which are visually attractive and hide areas which create visual clutter.



Safety and Security

Young residents belongings and luggage must be stored safely, securely and with care. Proposals should provide at least one lockable suitcase storage cupboard.



Privacy

The storage should be private and accessible only by the young person who owns it. Access to the storage should be private and protected from views from the door.

Private Spaces

A safe place to call your own

Bed

Safety



Architectural Quality

Every bedroom should have a comfortable double bed with a bedside table and integrated lighting. Each sleeping zone should have a dedicated reading light above the bed and electric charging points coordinated with the bedside table.

The sleeping zone should be designed holistically with a unified approach to the furniture, lighting and finishes. The design should be non-institutional and intimate in scale with high-quality, robust materials.



Privacy

The 'sleeping zone' should be visually separated from the kitchenette (if there is one) to allow psychological separation of zones of occupation.



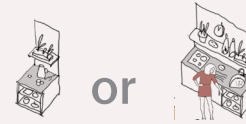
Safety and Security

The height, proportions and adjacencies of the bed, lighting and bedside storage should be designed to ensure ergonomic comfort for the young residents.

If possible the bed should be located with clear visibility to a window. Proposals should consider adaptable screening elements to provide privacy for the sleeping space.

Kitchenette

Independence



Architectural Quality

The design of the kitchen should be high quality and use robust materials to ensure easy maintenance and cleaning. Visually attractive elements such as cup and glass storage could be designed to be more open and provide independence for young people.

The kitchenette should not visually impact on the other living zones within the room. Appropriate storage facilities, integrated furniture and shelving should be provided to conceal the utilitarian aspects of the kitchen such as the fridge, refuse and hob.



Private

The kitchenette should be a private space for residents individual use. Intuitive design should encourage independence and teach life skills. A simple design could allow residents to cater for visitors in a more private setting.



Individual Learning and Life Skill development

Kitchenettes should be designed as a dedicated space with the following facilities:

- Mini Fridge
- A hob
- Kettle
- Toaster
- Storage space
- Refuse and recycling zone

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