



Booth Centre

Language guidance

Drawn up by the advisory group June 2018

Please don't refer to us as:

Beggars, drug addicts, alcoholics, drinkers, rough sleepers, lived experience, clients or service users.

Instead please use the term 'people':

We are people who are or have been homeless. Ideally we would like to be referred to based on the skills and experience that we bring to the situation.

External meetings

If we are going to an external meeting we would like staff to ask us how we would like to be introduced - our favoured way is as a volunteer, because we are volunteering our time to attend. We may not want to be referred to as someone with lived experience. If we have taken up a paid post we want to be introduced by our job title and without an additional label of "lived experience".

Terminology of blame

Please don't talk about us as "not engaging" with services, as it is the services responsibility to be responsive and accessible and saying that we "aren't engaging" is putting the blame on us.

"People
are
people"