

St  
Martin  
in  
the  
Fields

**Frontline  
Network**

# Annual Frontline Worker Survey 2018

Executive Summary

# Key Findings

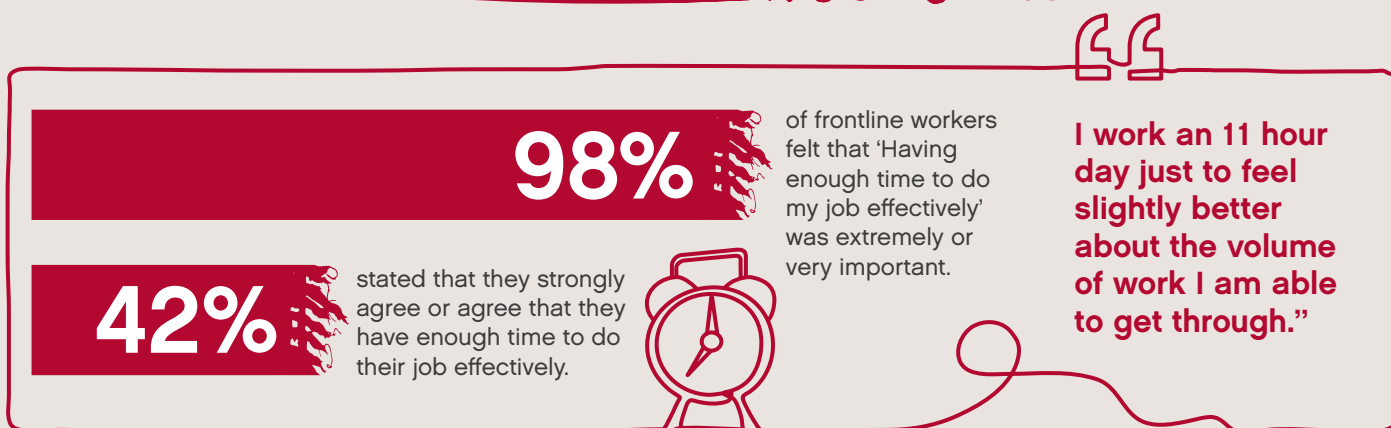
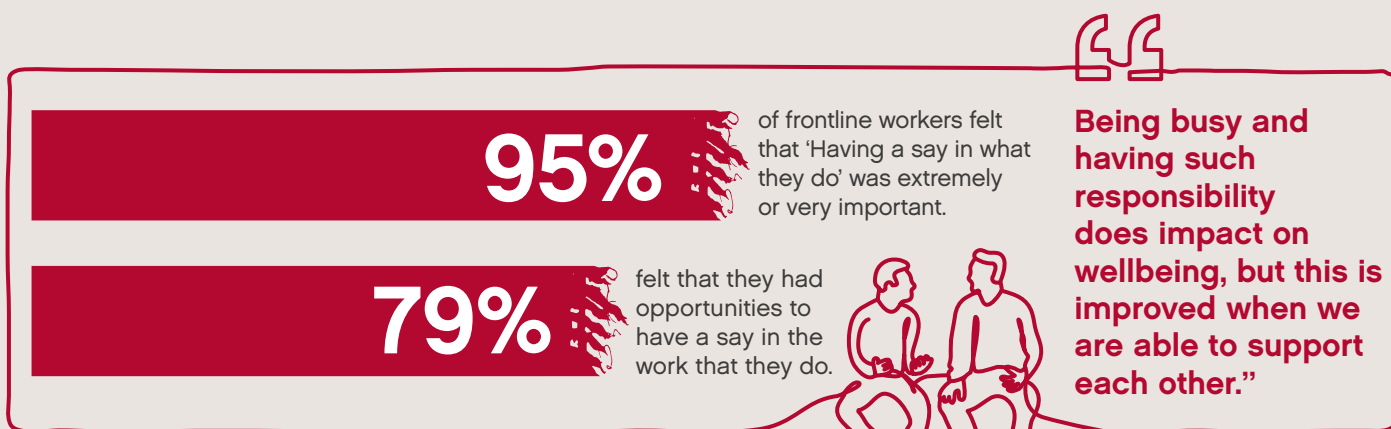
The responses to the second Annual Frontline Worker Survey reflect the challenges frontline workers supporting those experiencing homelessness face and the hurdles they must overcome to put support in place. However, the results also demonstrate some of the great partnership work and positive approaches that frontline workers are taking to try and overcome these obstacles.

Multiple and complex needs, mental health, and benefits were among the top three types of support that had got 'much harder' across every region of the UK. In Yorkshire and Humber and the South West, 'specialist legal advice' ranked in the top three, whereas 'immigration issues' featured in the top three for London. There is a special significance placed on frontline workers' wellbeing.



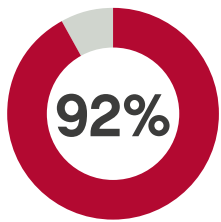
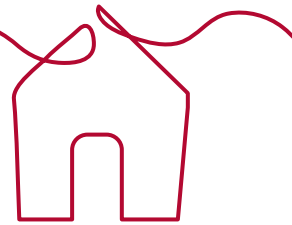
## Frontline Worker Wellbeing

**81%** of frontline workers said that they either strongly agreed or agreed with the statement 'I feel that my overall wellbeing affects how I interact with my clients'.

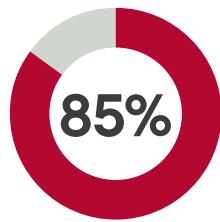


# Access to Accommodation

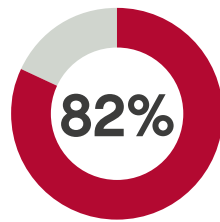
“Local Housing Allowance rates, having been frozen for the last two to three years, are having a detrimental impact and landlords are less likely to take on tenants in receipt of benefits.”



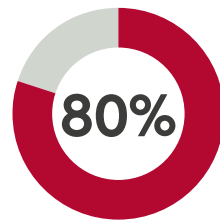
thought that it was difficult or very difficult to access specialist accommodation for their clients.



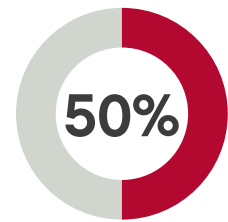
thought that access to private rented accommodation was difficult or very difficult.



thought that access to social housing was difficult or very difficult.



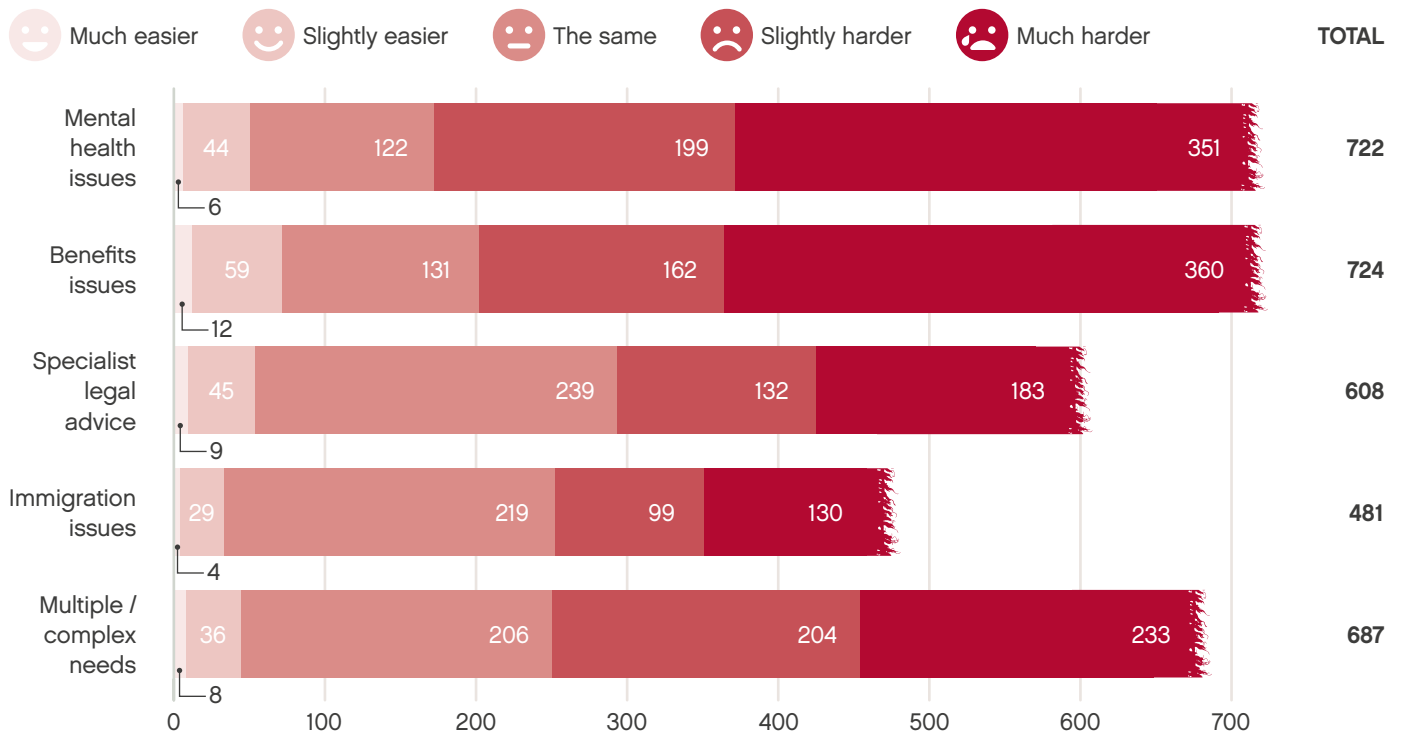
found it difficult or very difficult to access accommodation within the Local Housing Allowance rate.



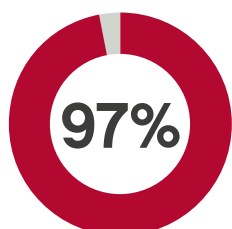
of workers in England felt that the ability to prevent homelessness was about the same since the introduction of the HRA (2017).

# Access to Support

Has it got easier or harder to access support for your clients in the following areas over the past year?



“Intervention thresholds [for mental health services] are now so high there is simply no prevention.”



of frontline workers had clients who faced problems with having no income until their first payment.

“We have far more people who have to use food banks to cover the 5 or 6 weeks until money can get paid.”

“Building a good relationship with the Job Centre (going to each other’s team meetings) has made it easier to support the most complex clients with benefits.”



# Who

## An unprecedented 833 frontline workers took part in this year's Annual Frontline Worker Survey.

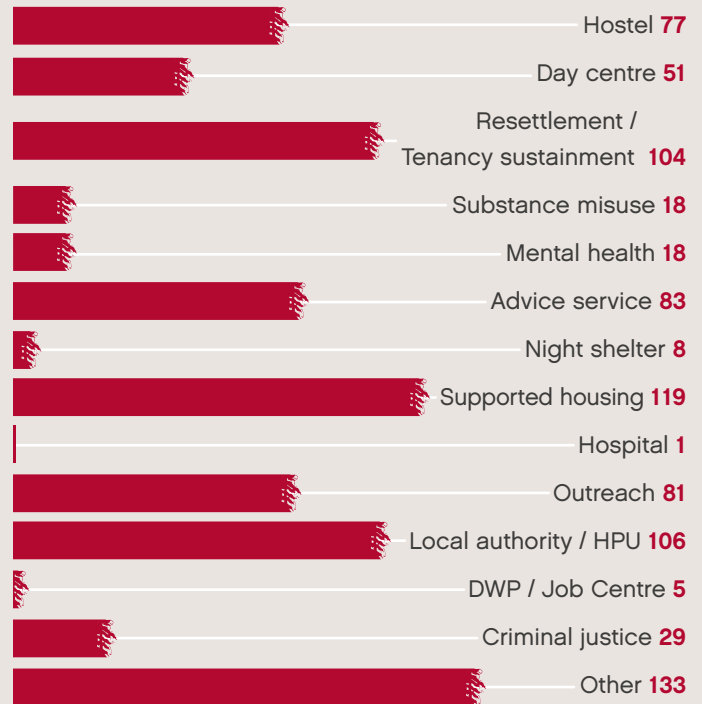
Spanning multiple sectors across the UK, views from the homelessness, criminal justice, health, welfare & benefits, and substance-use sectors have all been represented. This survey aims to amplify the collective voice of frontline workers supporting people experiencing homelessness across the UK.

### Which region of the country is the service you work in based?

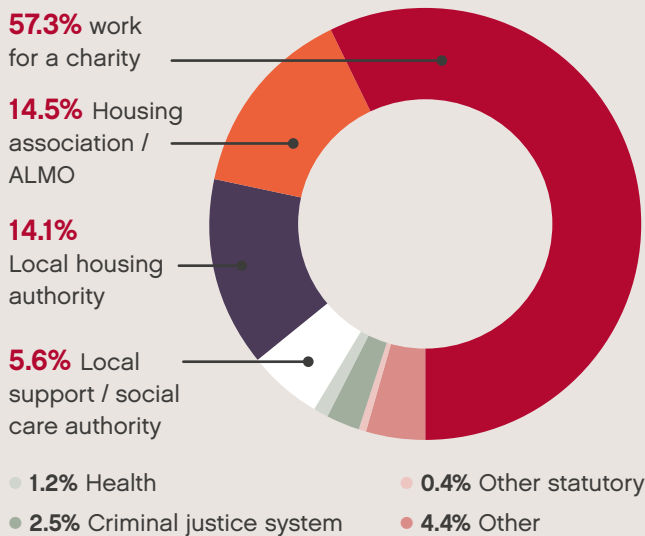


A. Scotland.....	107
B. Wales.....	90
C. Northern Ireland.....	18
D. North-East.....	25
E. North-West.....	135
F. Yorkshire & Humberside.....	46
G. East Midlands.....	59
H. West Midlands.....	32
I. South West.....	86
J. South East.....	104
K. London.....	131

### Which of the following best describes the type of service you work in?



### Who are you employed by?



**833** frontline workers responded to the survey with

**2530** comments in response to the open questions.



**46%** of people have worked with people experiencing homelessness for 3-10 yrs.

**13%** are a previous user of homelessness services and 3% are still using homelessness services.



**Frontline Network**

Frontline Network, St Martin-in-the-Fields Charity  
5 St Martin's Place, Trafalgar Square WC2N 4JJ

✉ [frontline@stmartinscharity.org.uk](mailto:frontline@stmartinscharity.org.uk) [frontlinenetwork.org.uk](http://frontlinenetwork.org.uk)  
Registered Charity No. 1156305/261359

For full response rates to individual questions please see the full report