

St
Martin
in
the
Fields

**Frontline
Network**

**Results from our
Annual Frontline
Worker Survey**

2017

We're listening

Last year, we partnered with [Homeless Link >](#) to conduct the most extensive, cross-sector survey of frontline staff working with people experiencing homelessness across the UK.

In late 2017, more than 650 frontline staff – like you – answered a comprehensive questionnaire, which we designed with the help of partner agencies. Your responses created a picture of what frontline workers are feeling and thinking right now.

Now, we want to share what we're doing – and planning to do – in response to what you said.

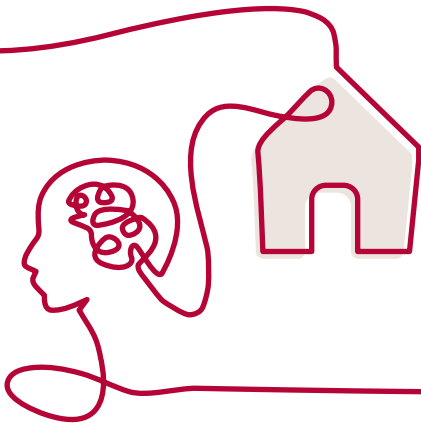
We received over 650 frontline staff responses.



What you said and what we're doing

Accessing suitable accommodation and mental health support are key challenges that have become much harder over the past two years.

We're planning to develop our deposit offer through the [VRF >](#) to help more people access accommodation. We're also exploring how we can find and share good examples of improving access to mental health support. Find out more about a recent idea we funded to help hand control back to the individual when accessing [mental health support >](#).



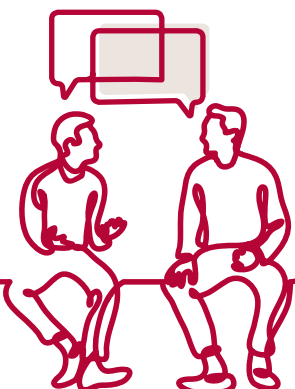
The number of people negatively impacted by benefit changes has increased hugely.

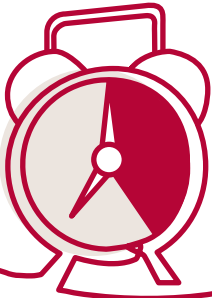
We're going to highlight useful approaches that deal with the impact of Universal Credit, develop resources to help you support the people you work with, and share ways to ensure that your concerns are heard. And we're starting by sharing information on how you can feed into [CPAG's Early Warning System >](#) who are collating information on the impact of benefit changes to inform decision makers.



Most respondents plan to stay working in homelessness.

We're going to invest in supporting you – so you can support the people you work with. We'll create new opportunities to learn from your peers through a shadowing fund, and make sure that we constantly seek your input to guide the direction of the Frontline Network





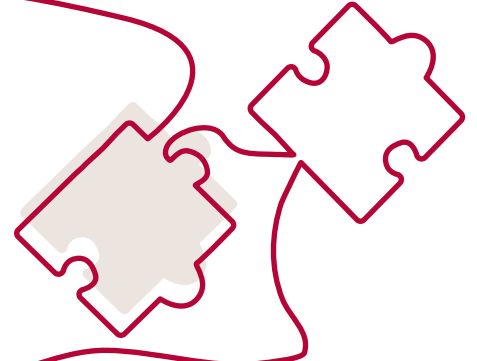
Nearly 40% of you don't think you have time to do your job effectively.

We're going to highlight frontline workers' wellbeing, and the need to invest in supporting you. We used our annual conference this year to do this, and we're going to keep doing it.

Find out more about the recently funded idea [Rescue Remedies: Frontline Stressbusters >](#) – a project designed to offer emergency support to people experiencing homelessness, as well as supporting the frontline workers who help them.

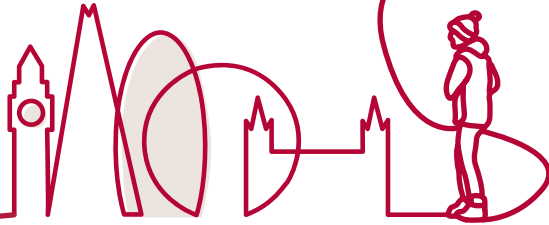
People working for charities, rather than other agencies, were the most likely group to think that the statutory sector doesn't work collaboratively with their service

We believe that we get better results if we all work together. We're going to explore how our local [Partner Networks >](#) can continue to strengthen links between the statutory and voluntary sectors.



Homelessness tied to migration-related issues was reported as having increased in London.

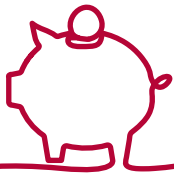
We're going to work with our partner, [Praxis Community Projects >](#), to develop ways of supporting both frontline workers and the people they're working with – helping them to cope with the increase in migration-related homelessness.



What you asked for

Funding to support the people you work with

We'll continue to provide and develop the [VRF >](#). We're also going to develop the [Ideas Board Fund >](#) so we're funding initiatives that tackle some of the core themes that have emerged as key challenges at the moment – including access to accommodation and mental health support.



Training

We're going to look at where there's a need for training and a gap in training provision. For those gaps, we'll look at developing the necessary training.

We're also going to open up a training fund that allows you to apply to attend existing training – or commission bespoke training for frontline workers in your area.



Signposting to small grants and resources

We'll look at ways to highlight other funding sources. That said, there may not be many options out there. But we'll share the details of those we find – and if we can facilitate links between other funders and frontline workers, we'll do that, too.



Next steps

If you're not already registered, [join the Frontline Network today >](#)

The Network is made by its members, join today and shape what support we provide frontline workers.



Keep an eye out for the next Annual Frontline Worker Survey – due to be released in early November!



[Sign up to our enews >](#) to stay up to date with the latest developments and opportunities to get involved.

frontlinenetwork.org.uk



Frontline Network

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

frontline@stmartinscharity.org.uk
frontlinenetwork.org.uk

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