

Appendices

Appendix 1 – Methodology

The Frontline Worker Survey is conducted by St Martin-In-The-Fields Charity each year. It amplifies the voices of frontline staff across the UK who support people experiencing homelessness, helping to inform policy and practice to end homelessness.

The survey was created online using Survey Monkey and distributed through the Frontline Network's communication channels as well as via partners working in the sector. The survey included 34

questions. A mixture of closed and open questions were used to gather quantitative and qualitative data.

Responses to the Frontline Worker Survey 2022 were gathered between 21st November and 12th December 2022. In total 1,182 frontline workers from across the four nations responded to the survey. Not all participants answered every question, and Appendix 3 outlines the full list of questions and the total number of respondents for each.

Appendix 2 – About participating frontline workers

We define a frontline worker as anyone directly supporting people experiencing homelessness. This includes those working in the public, statutory and voluntary sectors. Frontline staff responding to this survey worked in roles such as outreach, housing, social work, and probation.

Lived experience of homelessness

Approximately 1 in 5 (22%) of staff responding to the survey had also previously or currently used homelessness services themselves.

Location

Frontline workers from across all four nations of the UK responded to this survey. Overall, 80% were based in England, 9% in Scotland, 8% in Wales and 3% in Northern Ireland.

The majority of frontline staff worked in large urban areas such as a city or large town (79%), and a smaller number were based in small urban areas (31%), rural areas (17%) and coastal areas (10%).

Role

The most common job titles shared by frontline workers were variations of Support Worker (21%) such as

Accommodation/Housing/Tenancy Support Worker, Community Support Worker, Family Support Worker and Floating Support Worker. Some staff had senior responsibilities for example managing a team or service. Other staff worked in specialist roles focusing on providing a particular type of support, for example as a Welfare Benefits Adviser, Mental Health Nurse and Independent Domestic Violence Advisor. Some roles focused on supporting particular people such as young people, refugees or women.

Employment

The majority of frontline workers responding to this survey worked full time on a permanent contract (77%). The next most common option was to work part time on a permanent contract (13%). A smaller number of frontline workers were on temporary contracts (7%) and a minority of respondents had zero hour contracts, worked as agency locum or volunteered.

Most frontline workers participating in the survey had been working in this sector for at least 4 years.

Organisation type

61% of frontline staff worked in a large organisation (over 100 employees), 19% worked in a medium sized organisation (30–100 employees) and the remaining 19% worked in a small organisation (under 30 employees).

The five most common types of organisation frontline workers were based in were a charity (60%), a Housing Association / Arms-Length Management Organisation / Registered Social Landlord (16%), Local Authority – Housing (8%), Local Authority – Support/Social care (7%) and Health (Statutory) (3%).

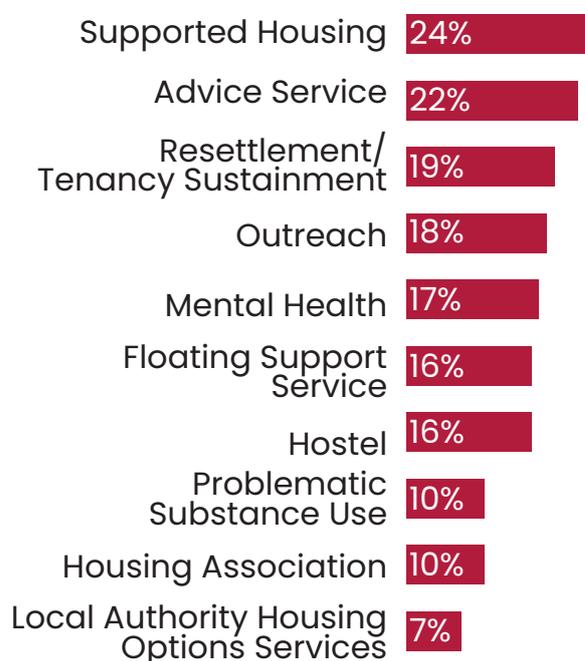
Frontline workers worked at a wide range of different services. The graph to the right shows the top ten types of service represented.

Some organisations specialised in supporting particular people, most commonly: people with mental health needs (57%), women (55%), current and/or former people experiencing street homelessness (55%), men (53%) and people struggling with their mental health and addiction or the effects of trauma (52%).

How long have you been a frontline worker in this sector?



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



Appendix 3 – Survey questions

Q	About you	Number of responses
1	Please state your job title	1,182
2	Which option best describes your role?	1,182
3	How long have you been a frontline worker in this sector? (Including any previous roles)	1,182
4	Are you or have you previously been a user of homelessness services?	1,182

Q	Your organisation	Number of responses
5	Which of the following best describes the type of organisation you work for?	1,143
6	Which of the following best describes the type of service you work in? (You can select multiple options if necessary)	1,143
7	Does your organisation specialise in supporting any of the following people?	1,143
8	Which of the following best describes the size of the organisation you work for?	1,143
9	In which part of the UK is your service based?	1,143
10	If England, in which region is your service based?	916
11	If England, in which local authority is your service primarily based? (E.g. county council, district council, unitary authority, metropolitan district, London borough)	871
12	If Scotland, where is your service primarily based?	115
13	If Wales, where is your service primarily based?	93
14	If Northern Ireland, where is your service primarily based?	32
15	In what area is your service? (Please note you can tick more than one area).	1,143

Q	Addressing homelessness	Number of responses
16	How easy or difficult do you find obtaining the following for the people you support?	1,005
17	Is it easy or difficult for you to access support for the people you work with in the following areas? (Please select 'Not Applicable' if you haven't had to try and access a particular type of support)	1,005
18	Have you observed that any of the following areas present barriers to accessing support services for the people you work with?	1,005
19	Are there any specific groups of people you have observed face challenges in accessing accommodation and support where needed? If yes, please describe	507

Q	In focus: the rising cost of living	Number of responses
20	In the last 12 months, how (if at all) have the following changed?	958
21	Are you currently supporting people who have recently experienced increased living costs (e.g. energy, food) and are:	958
22	Please indicate if the following statements apply to you personally.	958
23	To what extent do you agree or disagree that the following actions are needed to help homelessness services and their workforce with the rising cost of living?	954
24	What impact do you think the following welfare policies would have on homelessness in your area over the next year?	954
25	Are there any practices that your organisation implements that you think are particularly effective at: Preventing homelessness, Helping people to access accommodation.	303

Q	Your experience of frontline work	Number of responses
26	What is the impact of your role on your wellbeing?	896
27	Thinking about your current role, please indicate how strongly you agree or disagree with the following statements:	896
28	To what extent do you think that knowledge and skills in the following areas are important in your work?	896
29	To what extent do you feel you have had the necessary training in these areas to be able to provide effective support to the people you work with?	896
30	In relation to training about accessing welfare, how helpful would you find it to learn more about the following areas?	893
31	What is your experience of the following, in relation to accessing training?	896
32	Do you prefer in person or online training?	896
33	How likely is it that you will continue working in the homelessness sector long-term?	896
34	What one thing would make the most difference to your professional development?	515