**Front Door Redesign Project – Customer Survey**

|  |  |
| --- | --- |
| **Interviewer** | **Date of Interview DD/MM/YY** |
|  |  **\_\_\_\_\_\_\_\_DD \_\_\_\_\_\_\_MM \_\_\_\_\_\_\_\_YY** |
| **Time (Duration)** | **Survey Number (internal use)** |
|  |  |

**We’d like to hear about your experiences of visiting the Homeless & Housing Advice Service for your current or most recent housing issue.**

|  |
| --- |
| **Q1. When did you approach us with this issue?** |
| **Date (MM/YY):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |
|  |

**Section 1. Prior knowledge and expectations**

**We want to know what support you were hoping for before you came to us with this housing issue.**

|  |  |  |  |
| --- | --- | --- | --- |
| Q4. Did you know what support was on offer from the homeless service before you visited?  |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  | ***Go to Q6*** |

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| Q5. If yes, did this affect your decision to come to the housing office?  |  | (S) |  |
| Yes, it encouraged me to attend  | 1 |  |  |
| No, it made no difference at all  | 2 |  |  |

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| **Q6. When you first approached the homeless service, what support do you feel would have helped resolve your housing issue? *(Tick all that apply)*** |  | (M) |  |
| Help to prevent eviction  | 1 |  |  |
| To be put in temporary accommodation | 2 |  |  |
| Permanent accommodation in social housing like a council house | 3 |  |  |
| Permanent accommodation in the private rented sector | 4 |  |  |
| Support paying rent (like a discretionary Housing Payment) | 5 |  |  |
| Support to overcome issues with current landlord - like mediation | 6 |  |  |
| Enforcement of landlord’s responsibilities e.g. to carry out repairs | 7 |  |  |
| Family mediation | 8 |  |  |
| Support with mental health | 9 |  |  |
| Support with substance misuse problems | 10 |  |  |
| Domestic Violence Services | 11 |  |  |
| Relationship Counselling | 12 |  |  |
| Education or training | 13 |  |  |
| Support/advice with managing money | 14 |  |  |
| Support worker | 15 |  |  |
| Information on services | 16 |  |  |
| Support accessing housing | 17 |  |  |
| Support/advice on welfare rights | 18 |  |  |
| Support/advice job seeking | 19 |  |  |
|  |  Other | 20 |  |  |
| <------ (please specify)) |  |  |  |
|  |  |  |  |

**Section 2. Referrals to the homeless service**

**We would like to know which services may have directed you to the homeless service for support with your housing issue.**

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| **Q7. Have you worked with any of these services since your current housing issue began?** |
|  | Yes(tick all that apply) | If yes, did they advise you to come to the housing office?(Yes/No) | If yes, did they offer to attend the housing office with you? (Yes/No) | If yes, did they provide you with any advice about your housing issue before you came to the housing office? (Yes/No) |
| GP Surgery |  |  |  |  |
| Hospital |  |  |  |  |
| Job Centre |  |  |  |  |
| Food bank |  |  |  |  |
| Citizens Advice |  |  |  |  |
| Legal Advice Centre / Law Centre |  |  |  |  |
| Mental Health Service |  |  |  |  |
| Drugs or Alcohol Service |  |  |  |  |
| Social Services |  |  |  |  |
| Probation Service / Prison |  |  |  |  |
| Police |  |  |  |  |
| Other council service |  |  |  |  |
| Other (please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |  |  |  |  |
| None of the above |  |  |  |  |

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| --- | --- | --- | --- |
| Q8. Did information on the council website prompt you to get support with your housing issue? |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |

**Section 3. Your Situation when approaching the homeless service for the first time**

**We would like to know a bit more about your current situation so that we can make sure we ask the right questions.**

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| --- | --- | --- | --- |
| **Q9. Did you come to the housing office for one of these reasons?** |  | (S) |  |
| At risk of eviction | 1 |  | *Continue* |
| Have been evicted | 2 |  | *Continue* |
| Unable to remain in property for other reasons | 3 |  | *Continue* |
| Will be leaving a state institution with no accommodation available (e.g. hospital, prison, or Asylum Support Accommodation) | 4 |  | *Continue* |
| Have left a state institution with no accommodation (e.g. hospital, prison or Asylum Support Accommodation) | 5 |  | *Continue* |
| Street homeless / Rough sleeping | 6 |  | ***Go to Q13*** |
|  |  Other | 7 |  | *Continue* |
| <------ (please specify)) |  |  |  |
|  |  |  |  |

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| --- | --- | --- | --- |
| **Q10. What was your accommodation situation when you approached the homeless service for your recent housing issue? (Select one only)***Interviewer note: Let people talk about their accommodation before reading the options. Please follow up when people say ‘living’ to locate the type of accommodation they were living in.* |  | (S) |  |
| Living in a property you own | 1 |  |  |
| Living in own Housing Association property | 2 |  |  |
| Living in own council property | 3 |  |  |
| Living in a refuge | 4 |  |  |
| Living in a private rented property (on my own) | 5 |  |  |
| Living in a private rented property (shared) | 6 |  |  |
| Living in someone else’s Council/Housing Association property | 7 |  |  |
| Temporarily living with friends/family | 8 |  |  |
| Lodging (not with family or friends) | 9 |  |  |
| Supported housing or supported accommodation | 10 |  |  |
| Living in a temporary accommodation e.g. hostel or B&B | 11 |  |  |
| Squatting | 12 |  |  |
| Drug or Alcohol Rehab Unit | 13 |  |  |
| Emergency Shelter e.g Night Shelter, Hostels | 14 |  |  |
|  |  Other | 15 |  |  |
| <------ (please specify)) |  |  |  |
|  |  |  |  |

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| --- | --- | --- | --- |
| **Q11. What reason have you been given for your eviction? *Select one response only*** |  | (S) |  |
| Rent arrears due to difficulty budgeting | 1 |  |  |
| Rent arrears due to increase in rent | 2 |  |  |
| Rent arrears due to reduction in employment income | 3 |  |  |
| Rent arrears following changes in benefit entitlement | 4 |  |  |
| Rent arrears due to change in personal circumstances | 5 |  |  |
| Issues relating to Housing Benefit | 6 |  |  |
| ‘anti-social behaviour’ e.g. noise | 7 |  |  |
| Damage to property | 8 |  |  |
| Friends no longer willing or able to accommodate | 9 |  |  |
| Unable to renew tenancy | 10 |  |  |
| Unable to start a new tenancy | 11 |  |  |
| Mortgage repossession | 12 |  |  |
| Required to leave accommodation provided by Home Office as asylum support | 13 |  |  |
| Major work due to be undertaken on property | 14 |  |  |
| No longer eligible for supported housing | 15 |  |  |
| Illegal eviction | 16 |  |  |
| Other breach of tenancy or license, not related to rent | 17 | & |  |
| Breach of tenancy, not related to rent arrears | 18 | \* |  |
| Landlord wishing to sell or re-let the property | 19 | ( |  |
| Tenant complained to the council/agent/landlord about disrepair | 20 | Q |  |
| Overcrowding at property | 21 | W |  |
| Not applicable  | 22 | E | ***Go to Q13*** |
|  |  Other | 23 | R |  |
| <------ (please specify)) |  |  |  |
| Prefer not to say | 24 | T | ***Go to Q13*** |
|  |  |  |  |

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| --- |
| **Q12. (If at risk of homelessness) Approximately how many days do you have before you have to leave your** accommodation? |
| **Number of days:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |
|  |

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| --- | --- | --- | --- |
| **Q13. Did any of the following issues effect how your current housing issue developed?** **(*Select the main reason and up to two further reasons)*** |  | (M) | Code 1st, 2nd & 3rd reasons |
| Loss of employment  | 1 |  |  |
| Benefit sanctions | 2 |  |  |
| Domestic violence | 3 |  |  |
| Dispute with landlord | 4 |  |  |
| Dispute with parents/partner | 5 |  |  |
| Rent increase | 6 |  |  |
| Physical health issues | 7 |  |  |
| Mental Health issues | 8 |  |  |
| Discharge from hospital or prison | 9 |  |  |
| Bereavement | 10 |  |  |
| Unable to afford deposit | 11 |  |  |
| Break-up of relationship | 12 |  |  |
| Benefits do not cover the cost of rent | 13 |  |  |
| Issues relating to Universal Credit | 14 |  |  |
| Gambling | 15 |  |  |
| Unable to afford rent | 16 |  |  |
|  |  Other | 17 | & |  |
|  (please specify)) |  |  |  |
|  |  |  |  |

**Section 4. First contact with the homeless service**

**We’d like to hear about your experience of when you first came to the homeless service for your most recent housing issue. When you came to the service you may have come to the main reception, so we’d like to hear about your interactions upon arriving at the counter.**

|  |  |
| --- | --- |
|  | **Q16. I’m going to read some statements about your first contact with the homeless service Based on your own personal experience please let me know how much you agree or disagree with the following statements…** |
|  | Strongly agree | Agree | Neither | Disagree | Strongly disagree | N/A |  |
| The opening times of the housing office suited me |  |  |  |  |  |  |  |
| The environment in the waiting room was comfortable |  |  |  |  |  |  |  |
| I was treated with respect when I first approached the housing office |  |  |  |  |  |  |  |
| I felt I could explain my situation confidentially at the housing office |  |  |  |  |  |  |  |
| I was able to make myself understood |  |  |  |  |  |  |  |

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| --- | --- | --- | --- |
| **Q17. What happened once you spoken with reception staff? *Select one response only*** |  | (S) |  |
| Met with a case worked on the day  | 1 |  | *Go to Q19* |
| Asked to return for an appointment on another day | 2 |  | ***Continue***  |
| Asked to attend another local authority service | 3 |  | *Go to Q19* |
| Referred to a charity or other support service (staff made steps to link me in) | 4 |  | *Go to Q19* |
| Directed to another charity or support service (staff told me where to go) | 5 |  | *Go to Q19* |
| Given some advice on my issue but no further support offered | 6 |  | *Go to Q19* |
| Asked to attend a housing office in another area | 7 |  | *Go to Q19* |
|  |  Other | 8 |  | *Go to Q19* |
| <------ (please specify)) |  |  |  |
|  | No support offered | 9 |  | *Go to Q19* |
|  |  |  |  |

<If they had an appointment on the day>

**Section 5. Assessment by Homeless Officer**

Once you have visited the homeless service, a homeless officer should do an assessment that involves a detailed interview to look at your circumstances. We’d like to hear about your experiences of this assessment.

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| Q19. For your current housing issue, has a local authority housing office/case worker conducted a full assessment of your housing need? *Interviewer note: if respondent answers no, double check response and if still no follow routing* |  | (S) |  |
| Yes  | 1 |  | ***Continue*** |
| No  | 2 |  | ***Go to Q37*** |

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| --- | --- | --- | --- |
| **Q20. As part of your assessment, were you asked for any of the following information? *(Tick all that apply)*** |  | (M) |  |
| Employment status  | 1 |  |  |
| National Insurance Number | 2 |  |  |
| Benefits | 3 |  |  |
| If you had a disability | 4 |  |  |
| Immigration status | 5 |  |  |
| Marital status | 6 |  |  |
| If you had a local connection | 7 |  |  |
| Information about my children and their needs | 8 |  |  |
| Why you are homeless or at risk of homelessness | 9 |  |  |
| If you have any support needs | 10 |  |  |
| None of the above | 11 |  |  |
|  |  Other | 12 |  |  |
| <------ (please specify)) |  |  |  |
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| **Q21. As part of the assessment, were you asked to provide any of the following documents/items? *(Tick all that apply)*** |  | (M) |  |
| A passport  | 1 |  |  |
| A driving license or other picture ID | 2 |  |  |
| A utilities or other household Bill | 3 |  |  |
| Proof of benefits | 4 |  |  |
| Proof of a disability | 5 |  |  |
| Proof of income | 6 |  |  |
| Eviction Notice/Letter from landlord | 7 |  |  |
| Current/previous tenancy agreement | 8 |  |  |
| None of the above | 9 |  |  |
|  |  Other | 10 |  |  |
| <------ (please specify)) |  |  |  |
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| --- | --- | --- | --- |
| Q22. Did staff offer for a translator or signer (for people with hearing difficulties) to be there? |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |
| Not applicable | 3 |  |  |

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| --- | --- | --- | --- |
| Q23. Did the assessment take place in a separate (private) room? |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |

|  |  |
| --- | --- |
|  | **Q24. I’m going to read some statements. Based on your own personal experience of been assessed by a case worker or housing officer, please let me know how much you agree or disagree with the following statements…** |
|  | Strongly agree | Agree | Neither  | Disagree | Strongly disagree | N/A |  |
| I felt the staff made clear what was available to me and why |  |  |  |  |  |  |  |
| I felt I had enough time to explain my situation |  |  |  |  |  |  |  |
| I felt the staff listened sensitively and with respect to my situation |  |  |  |  |  |  |  |
| I felt it was difficult to be honest about my situation |  |  |  |  |  |  |  |
| I felt the staff understood my situation |  |  |  |  |  |  |  |
| I left the assessment feeling positive about my options |  |  |  |  |  |  |  |

**Section 6. Advice**

## After your initial conversation with the ‘Homeless Service’ you may have been offered some advice on your situation. These next questions will ask you about this experience.

|  |  |  |  |
| --- | --- | --- | --- |
| Q37. Were you provided with advice about your current housing issue?  |  | (S) |  |
| Yes  | 1 |  | *Continue* |
| No  | 2 |  | *Go to Q44* |

|  |  |  |  |
| --- | --- | --- | --- |
| Q38. Where did you receive this advice? |  | (S) |  |
| In the housing office  | 1 |  | *Go to Q42* |
| Directed to another service  | 2 |  | *Continue* |

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| **Q39. What was the name or type of services you were given details of? (*Write in box all that apply)*** |
|  |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| Q40. Did the housing office contact this service for you?  |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Q41. Were you given additional information around services that could support you?** ***(Tick all that apply)*** |  | (M) |  |
| A map | 1 |  |  |
| Leaflets | 2 |  |  |
| Hand written information | 3 |  |  |
| Website address(es) | 4 |  |  |
|  |  Other | 5 |  |  |
| <------ (please specify)) |  |  |  |
|  |  |  |  |

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|  | **Q42. I’m going to read some statements. Based on the advice you were given by a case worker or housing officer, please let us know how much you agree or disagree with the following statements …** |
|  | Strongly agree | Agree | Neither  | Disagree | Strongly disagree | N/A |  |
| The advice I was given was clear and understandable |  |  |  |  |  |  |  |
| I felt the advice was relevant to my situation |  |  |  |  |  |  |  |
| I found it easy to follow the advice I was given |  |  |  |  |  |  |  |
| The documents I was given were clear and understandable |  |  |  |  |  |  |  |

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| --- | --- | --- | --- |
| Q43. Did the advice and information you were given at this point solve your housing issue? |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |
| Not sure | 3 |  |  |

**Section 7. About you (Demographics and Circumstances)**

To make sure that the results of this research project represent the thoughts and experiences of a diverse group of people we want to check that we have spoken to people from a range of different backgrounds. By filling out this form you will help us to check this. Please remember it’s confidential and you can skip any questions you don’t wish to answer.

|  |  |  |  |
| --- | --- | --- | --- |
| Q74. Not including this current issue, have you been to the Housing Office with a previous issue at any other time in your life? |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Q75. Have you ever experienced homelessness before?**  |  | (S) |  |
| Yes  | 1 |  |  |
|  | If yes, how many times |  |  |  |
| <------ (please specify)) |  |  |  |
|  |  |  |  |  |
|  | No | 2 |  |  |
|  |  |  |  |

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| --- | --- | --- | --- |
| **Q76. It’s important for us to know what your housing situation is now and whether the support you have received has helped. To do this please can you tell us where you slept last night?**  |  | (S) |  |
| Living in a property you own | 1 |  |  |
| Living in own Housing Association property | 2 |  |  |
| Living in own council property | 3 |  |  |
| Street homeless | 4 |  |  |
| Living in a private rented property (on my own) | 5 |  |  |
| Living in a private rented property (shared) | 6 |  |  |
| Living in someone else’s Council/Housing Association property | 7 |  |  |
| Temporarily living with friends/family | 8 |  |  |
| Lodging (not with family or friends) | 9 |  |  |
| Supported housing or supported accommodation | 10 |  |  |
| Living in a temporary accommodation e.g. hostel or B&B | 11 |  |  |
| Squatting | 12 |  |  |
| Living in a refuge | 13 |  |  |
| Drug or Alcohol Rehab Unit | 14 |  |  |
|  |  Other | 15 |  |  |
| <------ (please specify)) |  |  |  |
|  |  |  |  |

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| --- |
| **Q77. What is your age?** |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_yrs |
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| --- |
| **Q78. How would you describe your nationality?** |
|  |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| Q79. Which of these would best describe your gender?  |  | (S) |  |
| Male (including trans man)  | 1 |  |  |
| Female (including trans female)  | 2 |  |  |
| Prefer not to say | 3 |  |  |
| Other gender identity (e.g. intersex) | 4 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Q80. How would you describe your sexuality?  |  | (S) |  |
| Bisexual  | 1 |  |  |
| Gay Man  | 2 |  |  |
| Gay Women/Lesbian | 3 |  |  |
| Heterosexual/Straight | 4 |  |  |
| Prefer not to say | 5 |  |  |
| Other (please specify) | 6 |  |  |
|  |  |  |
|  |  |  |  |

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| --- | --- | --- | --- |
| Q81. Are you currently pregnant? |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |
| Not applicable / prefer not to say | 3 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Q82. Is there anyone else who is directly affected by your current housing issue?  |  | (S) |  |
| Yes  | 1 |  | *Continue* |
| No  | 2 |  | *Go to Q86* |

|  |  |  |  |
| --- | --- | --- | --- |
| **Q83. If yes, what is your relation to them? *Tick all that apply***  |  | (M) |  |
| Partner | 1 |  |  |
| Husband/Wife | 2 |  |  |
| Children (under 18) | 3 |  |  |
| Children (over 18) | 4 |  |  |
| Other relative (like a cousin, nephew or niece) | 5 |  |  |
|  Older relative | 6 |  |  |
| A person who is unrelated to me | 7 |  |  |
|  |  Other | 8 |  |  |
| <------ (please specify)) |  |  |  |
|  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Q84. If yes, do you have caring responsibilities for any of these people?  |  | (S) |  |
| Yes  | 1 |  | *Continue* |
| No  | 2 |  | *Go to Q86* |

|  |  |  |  |
| --- | --- | --- | --- |
| **Q85. If yes, for which people do you have caring responsibilities for? *Tick all that apply***  |  | (M) |  |
| Partner | 1 |  |  |
| Husband/Wife | 2 |  |  |
| Children (under 18) | 3 |  |  |
| Children (over 18) | 4 |  |  |
| Other relative (like a cousin, nephew or niece) | 5 |  |  |
|  Older relative | 6 |  |  |
| A person who is unrelated to me | 7 |  |  |
|  |  Other | 8 |  |  |
| <------ (please specify)) |  |  |  |
|  |  |  |  |

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| --- | --- | --- | --- |
| Q86. Do you have a diagnosed health condition?  |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |
| Prefer not to say | 3 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Q87. Do you have a diagnosed mental health condition?  |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |
| Prefer not to say | 3 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Q88. Are you registered as disabled?  |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |
| Prefer not to say | 3 |  |  |

|  |
| --- |
| **Q89. Do you currently or have you ever been affected by any of the following issues/experiences?**  |
|  | **Currently** | **In the past** | **Prefer not to say** |
| Domestic violence |  |  |  |
| Issues with drugs |  |  |  |
| Issues with alcohol |  |  |  |
| Offending / criminal justice issues |  |  |  |
| Physical health issues | N/A |  |  |
| Mental health issues | N/A |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Q90. Do you have experience of being in the care system?  |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |
| Prefer not to say | 3 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Q91. Do you have any learning difficulties (like dyslexia)?  |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |
| Prefer not to say | 3 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Q92. Have you ever served in the UK military?  |  | (S) |  |
| Yes  | 1 |  |  |
| No  | 2 |  |  |
| Prefer not to say | 3 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Q93. Do you have income from any of the following? *Tick all that apply*** |  | (M) |  |
| A full time job  | 1 |  |  |
| A part time job | 2 |  |  |
| ESA/Disability Benefits | 3 |  |  |
| Universal Credit | 4 |  |  |
| Job seekers allowance | 5 |  |  |
| Other insecure income e.g. begging | 6 |  |  |
| I have no recourse to public funds | 7 |  |  |
| I have no income but feel I would be entitled to benefits if I applied | 8 |  |  |
|  |  Other | 9 |  |  |
| <------ (please specify)) |  |  |  |
|  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Q94. Were you born in the UK?  |  | (S) |  |
| Yes  | 1 |  | *Go to Q96* |
| No  | 2 |  | *Continue* |

|  |  |  |  |
| --- | --- | --- | --- |
| **Q95. If born outside of the UK, what is your current immigration status?** |  | (S) |  |
| British Citizenship  | 1 |  |  |
| British Oversees citizenship | 2 |  |  |
| Refugee status | 3 |  |  |
| Asylum-seeker | 4 |  |  |
| EU citizen | 5 |  |  |
| In the country with no visa or EU/UK citizenship | 6 |  |  |
| Indefinite Leave to remain | 7 |  |  |
| Limited leave to remain | 8 |  |  |
|  |  Other | 9 |  |  |
| <------ (please specify)) |  |  |  |
| Prefer not to say | 10 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Q96. [On a scale of strongly agree to strongly disagree] To what extend to you agree with the following statement: My experience with the Homeless Service met my expectations? |  | (S) |  |
| Strongly agree  | 1 |  |  |
| Agree  | 2 |  |  |
| Neither agree nor disagree | 3 |  |  |
| Disagree | 4 |  |  |
| Strongly disagree | 5 |  |  |

Thank you for sharing your experiences with us. Please remember that all you have told us is confidential and will be used anonymously. We hope that the information we have gathered today will help us to improve our services.