

THE QUESTIONNAIRE

SECTION 1: ABOUT YOUR ORGANISATION

Firstly, we have your service listed as [Day centre] [hostel] [second stage accommodation].

1. Can you confirm that this is correct?

Can you confirm that this is correct?

- Yes
- No
- Unsure

1a) Would you class yourself as a day centre, direct access hostel or second stage accommodation?

Hostels:

- have frequent vacancies
- do not hold a waiting list
- intended to be short stay accommodation
- provide 24hr staff cover

Day centres:

- Do not provide overnight accommodation

Second stage accommodation:

- any project that isn't a direct access hostel or a day centre.
- accepts only people previously living in temporary accommodation and not directly off the street.
- usually does not accept self-referrals (only referrals through agencies)

SECTION 2: CLIENTS

2) Now we would like to ask you some questions about the clients that your project deals with.

2A) Do you have rooms specifically for couples?

- Yes
- No

2B) If yes, how many rooms for couples does your service have?

2C) How many empty beds are there on an average night?

3) Can you please give me an estimate of how many clients access your project on an average day?

3A) How have you arrived at this figure?

4) Do you ever refuse clients access to your project? (tick all that apply)

- Yes, if client has history of arson
- Yes, if client has committed a sexual offence
- Yes, if the project is full (lack of bed/physical space)
- Yes, if client has no local connection
- Yes, if the clients have no recourse to public funds
- Yes, the clients were previously banned from the project
- Yes, the clients did not meet the criteria for the project
- Yes, the clients were intoxicated on drugs / alcohol
- Yes, if the client has a mental health problem
- No
- Other

If other, please specify

5) How many people on average do you refuse each week?

5a) For those that you refuse, do you:

	Yes	No
a) signpost them to more appropriate services	<input type="checkbox"/>	<input type="checkbox"/>
b) explain to them why they have been refused	<input type="checkbox"/>	<input type="checkbox"/>
c) tell them how they can challenge the decision	<input type="checkbox"/>	<input type="checkbox"/>

6) Do you accept clients from outside the borough/district?

- Yes
- No

7) On average, what proportion (%) of your clients come from...

- Within the borough/district %
- Outside the borough/district %

8) Do you use a client recording system?

- Yes
- No

9) We would now like to know something about their background. What proportion of your clients **over the past month** do you estimate came from each of the following groups?

	75% <	50- 75%	25- 49%	15% to 24%	10% to 14%	5% to 9%	Less than 5%	None (No Demands)	Don't provide services for this group	Don't Know
a) Young People (16-25)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Older People (Over 50)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Men	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Couples	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Ex-service personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Prison leavers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Care leavers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Victims of domestic violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Refugees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Eastern European migrants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Irregular migrants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Sex workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) Rough sleepers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p) Disabled people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q) Black and Minority Ethnic (BME)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r) Lesbian, Gay, Bisexual and Transgender People (LGBT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s) People with mental health issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t) People with learning disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u) Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other, please specify

9A) Do you target specific services at any of the groups that you have indicated in the last question?

	Yes	No
a) Young People (16-25)	<input type="checkbox"/>	<input type="checkbox"/>
b) Older People (Over 50)	<input type="checkbox"/>	<input type="checkbox"/>
c) Men	<input type="checkbox"/>	<input type="checkbox"/>
d) Women	<input type="checkbox"/>	<input type="checkbox"/>
e) Couples	<input type="checkbox"/>	<input type="checkbox"/>
f) Ex-service personnel	<input type="checkbox"/>	<input type="checkbox"/>
g) Prison leavers	<input type="checkbox"/>	<input type="checkbox"/>
h) Care leavers	<input type="checkbox"/>	<input type="checkbox"/>
i) Victims of domestic violence	<input type="checkbox"/>	<input type="checkbox"/>
j) Refugees	<input type="checkbox"/>	<input type="checkbox"/>
k) Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>
l) Eastern European migrants	<input type="checkbox"/>	<input type="checkbox"/>
m) Irregular migrants	<input type="checkbox"/>	<input type="checkbox"/>
n) Sex workers	<input type="checkbox"/>	<input type="checkbox"/>

- o) Rough sleepers
- p) Disabled people
- q) Black and Minority Ethnic (BME)
- r) Lesbian, Gay, Bisexual and Transgender People (LGBT)
- s) People with mental health issues
- t) People with learning disabilities
- u) Other

9B) What proportion of prison leavers have links to probation? (i.e. have served sentences of 12 months or more)

- None
- Less than 25%
- 25% to 49%
- 50% to 75%
- Over 75%
- Don't know

10) What proportion of your clients over the past month have been affected by: (Please provide an estimate)

	Over 75%	50-75%	25 - 49%	Under 25%	None	Don't Know
a) Drug problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Alcohol problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Mental health problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Personality disorders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Physical health problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Borderline learning difficulties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Offending behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Gambling problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Debt problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Benefits problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Losing accommodation due to eviction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Losing accommodation due to repossession	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Multiple needs (more than three of the above)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other, please specify

10o) What proportion of your clients has in the past month had an ASBO or ABC (Acceptable Behaviour Contract)?

- None
- Less than 5%
- 5% to 9%
- 10% to 14%
- 15% to 24%
- 25% to 49%
- 50% to 75%
- Over 75%
- Don't know

10p) What proportion of your clients have you referred for a community care assessment?

- None
- Less than 5%
- 5% to 9%
- 10% to 14%
- 15% to 24%
- 25% to 49%
- 50% to 75%
- Over 75%
- Don't know

10q) Of these, what proportion was eligible (for community care)?

- None
- Less than 25%
- 25% to 49%
- 50% to 75%
- Over 75%
- Don't know

10r) Of those who were eligible for community care, what proportion are:

	None	Less than 25%	25 - 49%	50% to 75%	Over 75%	Don't Know
Waiting for specialist accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care package delivered in house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other, please specify

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SECTION 3: SERVICES

11) We would now like to ask you some questions about the services your project provides and the uptake of those services. This particular question relates to availability of services. Which of the following support services or activities are available through your organisation?

	Deliver in-house by own staff	Deliver in-house, in partnership with an external agency	Able to refer clients to an external service	Service not available
DRUG SERVICES:				
Structured treatment - residential detox/rehab	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structured treatment – day programmes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harm minimisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needle exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blood borne virus screening/vaccination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ALCOHOL SERVICES:				
Structured treatment - residential detox/rehab	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structured treatment – day programmes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harm minimisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MENTAL HEALTH SERVICES:				
CMHT services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other talking therapies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other anger management courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other mediation/relationship counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other mental health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PHYSICAL HEALTH SERVICES:				
Nursing care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Practitioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alternative therapies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eye care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foot care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TB screening/contact with TB clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MEANINGFUL ACTIVITY:				
Sports/Outward Bound® activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gardening, farming or environmental projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arts, music and cultural projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other meaningful activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EDUCATION, TRAINING & EMPLOYMENT:				
IT services, computer skills training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Literacy/numeracy courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Into work help e.g. personal skills development, employment training & advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Life skills e.g. cooking, budgeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accredited courses (e.g. NVQ)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General informal adult learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ADVICE:				
Benefits advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Debt/Financial advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RESETTLEMENT:				
Rent deposit scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resettlement/Move on scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If mental health other, please specify

If meaningful activity other, please specify

EMPLOYMENT:

IT services, computer skills training

Literacy/numeracy courses

Into work help e.g. personal skills development,

employment training & advice

Life skills e.g. cooking, budgeting

Accredited courses (e.g. NVQ)

General informal adult learning

ADVICE:

Benefits advice

Debt/Financial advice

Legal advice

Housing advice

RESETTLEMENT:

Rent deposit scheme

Resettlement/Move on scheme

None of these

12A) Where is the greatest gap in service provision in your area?

SECTION 4: STAFFING AND GOVERNANCE

13) Now we would like to ask you some questions on staffing and governance. How many staff (whether paid or not) currently work for your project?

(Don't worry whether this is the usual number or not, we only need a snapshot of your current levels)

- Full time paid staff
- Part time paid staff
- Volunteers (full or part time)

14) Of these, what number are service users or ex-service users?

- Service users
- Ex-service users

14A) Do you actively try to recruit ex-service users?

- Yes
- No

15) How are your clients involved in your project? (TICK ALL THAT APPLY)

- Suggestions box for clients to communicate ideas
- Residents/user meetings
- Service users as project representatives (ambassadors)
- Consultation with service users (awaydays, focus groups etc.)
- Recruitment panel members
- Board members
- None of the above

council)

Rent & Service Charges (i.e. as paid by the service users) NOT TO DAY CENTRES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Benefit Payments (Housing Benefits etc) if paid direct to provider NOT TO DAY CENTRES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fundraising (incl. charitable trust fundraising and individual donations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Services Commission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Places of Change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other, please specify

18) Who provides your project's PRIMARY funding stream?

- Supporting People
- Social Services
- Other local authority funding (e.g. local grant)
- LAA/LSP
- Criminal Justice (Youth Offending Team, Probation etc.)
- Substance misuse services (e.g. Drug Action Teams)
- Health (NHS Trusts, Primary Care Trust etc.)
- Employment and Education (e.g. Jobcentre Plus)
- Rent & Service Charges (i.e. as paid by the service users)
- Benefit Payments if paid direct to provider
- Fundraising (e.g. individual donations)
- Legal Services Commission
- Places of Change
- Other (Answer to Q17 other)

18A) Are you aware of the Local Strategic Partnership (LSP) and Local Area Agreement (LAA) in your locality?

- Yes
- No

18B) How do you engage with the LSP and other local decision making structures?

- Not at all
- Sit on LSP
- Through a partnership with another organisation
- Through the local authority (and other commissioners)
- Through representation by another organisation on the LSP
- Don't know / not sure (Do not prompt)

SECTION 6: OUTCOMES

Now moving on to the subject of outcomes for your clients....We are firstly interested in any information about how you might measure this. Is this something that you do?

19) Do you measure outcomes for your clients?

(PROMPT: increased ability to manage physical or mental health, more meaningful use of time, reconnecting with family or changes in substance misuse.)

- Yes
 No

19A) What framework do you use for this?

(Tick all that apply)

- Outcomes Star
 Supporting People additional Outcomes Form
 Another 'off the shelf' tool (eg Spirit Level or Richter Scales)
 Internally developed measures/tool
 Other measures requested by commissioners/funders
 Don't know

19B) How do you use the outcomes information you collect?

(Tick all that apply)

- For individual support planning
 For internal review of the project
 To report to commissioners/funders
 Currently not using the information
 To show the distance individuals have travelled
 Other

If other, please specify

20) Lastly in this section, I would like to ask about outcomes for your clients in terms of where they move on to. What proportion of your clients move on to...

	Over 75%	50- 75%	25 - 49%	Under 25%	None	Don't Know
a Social housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Sheltered housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Private rented sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Direct access hostel (TO DAY CENTRES ONLY)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Second stage accomm, less support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Second stage accomm, more support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Long term residential care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Prison	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Residential drug/alcohol treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Evicted (housed and then evicted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k Abandoned (housed and then abandoned)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2011) Please specify the other outcome?

20m) If evicted, what proportion was due to:

	Over 75%	50- 75%	25 - 49%	Under 25%	None	Don't Know
m1 Rent Arrears	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m2 Behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20n) What proportion of your clients have had the following outcomes:

	Over 75%	50- 75%	25 - 49%	Under 25%	None	Don't Know
n1 Paid work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n2 Participates in desired training and/or education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n3 participates in leisure /cultural / faith and /or informal learning activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n4 participates in any work-like activities, e.g. unpaid work /work experience /work-like experience / voluntary work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n5 Managing their overall health better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21) WHAT WOULD YOU SAY ARE THE TOP THREE ISSUES FACING YOUR SERVICE AT THE MOMENT?

- 1)
- 2)
- 3)

SECTION 7: ABOUT YOUR ORGANISATION

22) If your project is part of a larger parent organisation, please tell us the name (leave blank if unknown)

23) Speaking only about your project, what is its annual turnover? (Include rent, SP contracts, any other funding streams)

- Under £50k
- £50,001 - £100k
- £100,001 - £500k
- £500,001 - £2m
- £2,000,001 - £5m
- Over £5m
- Don't know