THE FOR-HOME STUDY

Sheffield Institute for Studies on Ageing, University of Sheffield, England
In collaboration with:
Broadway, London
Centrepoint, London
Framework, Nottingham
St Anne’s Community Services, Leeds and Sheffield
St Mungo’s, London
Thames Reach, London

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BACKGROUND TO RESETTLEMENT

Questionnaire

VERSION – 05.02.2007

To be completed by the interviewer with the respondent

Dr Maureen Crane and Professor Anthony Warnes, Sheffield Institute for Studies on Ageing, University of Sheffield, Elmfield, Northumberland Road, Sheffield S10 2TU, England.

0114 222 6261  Emails:  m.a.crane@sheffield.ac.uk   a.warnes@sheffield.ac.uk.
ADMINISTRATIVE

1. Respondent’s name ………………………………………………………………………………………………………

2. Date of interview: ………………………………………

3. Homelessness organisation responsible for resettlement ………………………………………………………

4. Name of hostel / housing project where respondent interviewed …………………………………………………

**. Type of hostel / housing project
   First-stage hostel □    Cluster flat □    Shared house □    Foyer □
   Other ……………………………………………………………………………………………………………………

5. Town / city of hostel / housing project ……………………………………………………………………………

PERSONAL DETAILS

6. Sex:    Male □    Female □

7. Date of birth?    Day ……..    Month ………………..    Year ………………..

8. Marital status
   Never married □    Married □    Widowed □    Separated □    Divorced □

9. Where were you born?
   Town ……………….County ……………….………… Country ………………………………………

   IF NON-NATIVE: How long have you been living in the UK? ………………………

10. Which ethnic group or race do you identify with? ……………………………………………………………

EDUCATION AND WORK HISTORY

11. What age did you leave full-time education? …………. years    Still in full-time education □

12. What educational and vocational qualifications do you have? (tick all that apply)
   GCE/GCSE □    ‘A’ Level □    Degree □    NVQ / City and Guilds □
13. Since you left full-time education, have you been …
   Mostly employed ☐   In and out of work ☐   Mostly unemployed ☐
   Still in full-time education ☐   Don’t know ☐

14. Are you currently in paid work?  Yes, full-time ☐   Yes, part-time ☐   No ☐

15. What is the most responsible job that you’ve had?

[Enter job details]

In which year(s) was this? ………………………………………………………………………

12. What was the best paid job that you’ve had?

[Enter job details]

In which year(s) was this? ………………………………………………………………………

How much did you earn a month before deductions? ………………………………………

12. How long was your longest period of unemployment? …………………………………

In which year(s) was this? ………………………………………………………………………

ACCOMMODATION HISTORY

**. Have you ever lived on your own?  Yes ☐   No ☐

If YES, In total, how long have you lived on your own?
   > 10 years ☐   >5-10 years ☐   >1-5 years ☐   Up to one year ☐

Do you like living on your own?
   Yes, most of the time ☐   Yes, some of the time ☐   No ☐

What have you found difficult about living on your own?
Apart from staying in hostels while homeless, have you ever lived in lodgings or congregate housing with other people (not relatives), such as army barracks or attached to jobs, where meals are provided and you are not responsible for the upkeep of the property or the bills?

Yes ☐ No ☐

If YES, In total, how long have you lived in lodgings or congregate housing?
> 10 years ☐ >5-10 years ☐ >1-5 years ☐ Up to one year ☐

Have you ever owned accommodation either outright or through a mortgage?

Yes ☐ No ☐

If YES, In total, how long have you lived in accommodation that you have owned?
> 10 years ☐ >5-10 years ☐ >1-5 years ☐ Up to one year ☐

Have you ever rented accommodation and been the named tenant?

Yes ☐ No ☐

If YES, In total, how long have you lived in rented accommodation where you have been the named tenant?
> 10 years ☐ >5-10 years ☐ >1-5 years ☐ Up to one year ☐

Have you ever been evicted or left accommodation because you had rent or mortgage arrears?

Yes ☐ No ☐ Don’t know ☐

IF YES: How many times has this happened?
Once ☐ Twice ☐ 3 times ☐ More than 3 times ☐

As a child or teenager, were you ever in local authority care, e.g. in a children’s home or with foster parents?

Yes ☐ No ☐ Don’t know ☐

IF YES: How long did you spend in care? ..............................................................

At what age did you finally leave care? ..............................................................
HISTORY OF HOMELESSNESS

I want to ask you a few questions about your present episode of homelessness.

**. When did you become homeless this time? ....................month ...................... year

**. What type of accommodation were you living in immediately before you became homeless?
   Self-contained house or flat □ Lodgings / shared house □
   Accommodation attached to a job □ Prison / correctional setting □
   Other ............................................................

**. Who did you live with? ..........................................................

**. What led to you becoming homeless this time?
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**. Have you ever been homeless before?  Yes □  No □
   IF YES continue … IF NO, go to Q. **
   How many times have you been homeless before? (do not count current episode)
   Once □  Twice □  3 times □  4+ times □  Don’t know □
   How old were you when you first became homeless? ............ years  Don’t know □
   What led to you first becoming homeless? ..........................................................
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**. How long IN TOTAL have you been homeless? (approximate number of weeks, months or years)
   Present episode .........................................................................................
Past episodes ..........................................................................................................................................................

................................................................................................................................................................. Don’t know □

**. While homeless, have you ever been involved in a resettlement programme before and been rehoused by a resettlement or project worker?

Yes □  No □  Don’t know □

**. How many times have you been resettled?

Once □  Twice □  3 times □  4+ times □

Tell me about the last time that you were resettled

**. When was this? .......................................................... (month / year)  Don’t know □

**. How long did you stay in the accommodation?

Number of ……. months OR ……..years  Don’t know □

**. Why did you leave?

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ACCOMMODATION WHILE HOMELESS
I would like to collect details about where you have stayed while homeless

**. When did you move into your present hostel / housing project?
............................................................................................................................................................................ (record date)  Don’t know □

IF LIVED THERE LESS THAN 36 MONTHS:

**. Please tell me about other shelters, hostels or housing that you lived in while homeless or time spent on the streets, starting with where you stayed before moving to this hostel/ housing project

(WORK BACKWARDS THROUGH THE ACCOMMODATION HISTORY FOR PRESENT EPISODE OF HOMELESSNESS – ONLY GO BACK 36 MONTHS)

<table>
<thead>
<tr>
<th>Type of accommodation, e.g. hostel, foyer, shared</th>
<th>Date moved in</th>
<th>Date left</th>
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</table>

**. Before you became homeless (this time), were you cooking for yourself?

   Most days □  Some days □  Rarely / never □  Don’t know □

If COOKING: Did you experience any difficulties with cooking?  Yes □  No □
If YES, please describe the problems

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**. At present, how often do you prepare hot snacks or cook for yourself?

   Most days □  Some days □  Rarely / never □

**. While homeless, have you received any help or training in preparing food and cooking?

   Yes □  No □  Don’t know □
If YES, please describe the help or training that you received

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If **NO**, Would you have liked some help or training?  Yes ☐  No ☐  Don’t know ☐

**. Before you became homeless this time, were you carrying out household tasks such as cleaning and laundry?

Yes ☐  No ☐  Don’t know ☐

If **YES**, Did you have any difficulties with these tasks?  Yes ☐  No ☐

If **YES**, please describe the problems

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<tr>
<th>Type of income</th>
<th>Amount £</th>
<th>Frequency</th>
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If **NO**, Would you have liked some help or training?  Yes ☐  No ☐  Don’t know ☐

**. While homeless, have you received any help or training with household tasks such as cleaning and laundry?

Yes ☐  No ☐  Don’t know ☐

If **YES**, please describe the help or training that you received

**. What income do you currently receive? (include earnings, types of pensions, names of Social Security benefits, and other income)

<table>
<thead>
<tr>
<th>Type of income</th>
<th>Amount £</th>
<th>Frequency</th>
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</table>
**. Do you have any outstanding debts or loans such as rent arrears or owe money to credit card or catalogue companies?

Yes ☐ No ☐

If YES, continue … If NO, go to Q **

**. Please tell me about the debts ...

<table>
<thead>
<tr>
<th>Type of debt e.g. rent arrears</th>
<th>Who owes money to</th>
<th>Amount owed</th>
<th>Arrangements to pay back (amount and frequency)</th>
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**. Have you received help with sorting out your debts?

Yes ☐ No ☐ Don’t know ☐

If YES, please describe the help that you have had

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**. Before you became homeless (this time), did you have any difficulties with budgeting and making your money last?

   Yes □   No □   Don’t know □

If **YES**, please describe the problems

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**. During the last 3 months, have you had any difficulties with budgeting and making your money last?

   Yes □   No □   Don’t know □

If **YES**, please describe the problems (*collect details of the problems and reasons*)

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**. While homeless, have you received any advice or training around budgeting and managing money?

   Yes □   No □   Don’t know □

If **YES**, please describe the advice or training that you received

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If NO, Would you have liked some help or training?  Yes ☐ No ☐ Don’t know ☐

**. Before you became homeless (this time), were you responsible for the payment of utilities such as gas and electricity?

Yes ☐ No ☐ Don’t know ☐

If YES, Did you experience any difficulties with the utility payments?  Yes ☐ No ☐

If YES, what were the problems

**. While homeless, have you received any advice or training around the payment of utilities and other bills?

Yes ☐ No ☐ Don’t know ☐

If YES, please describe the advice or training that you received

If NO, would you have liked some help or training?  Yes ☐ No ☐ Don’t know ☐

FAMILY AND SOCIAL CONTACTS

I’d now like to ask you a few questions about your family and friends

**. Before you became homeless (this time), were you in contact with family or relatives?

Yes ☐ No ☐ No living relatives ☐ Don’t know ☐

If YES, can you give me details of the relatives you saw or were in touch with
**. During the last 3 months, have you had contact with your family or relatives?

Yes ☐  No ☐  No living relatives ☐  Don’t know ☐

If YES, can you give me details of the relatives you see or are in touch with

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<tr>
<th>Relationship to respondent</th>
<th>How often do you see the person in an average month?</th>
<th>How often do you have contact by phone or mail in an average month?</th>
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**. Before you became homeless (this time), were you in contact with friends or partners?

Yes ☐  No ☐  Don’t know ☐

If YES, can you give me details of the friends or partners you saw or were in touch with

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<tr>
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</table>
**. During the last 3 months, apart from people in this hostel (housing project), have you had contact with friends or partners?

Yes ☐  No ☐  Don’t know ☐

If **YES**, can you give me details of the friends or partners you see or are in touch with

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<tr>
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**. While homeless, have you received help with renewing family contact or resolving family or relationship problems?

Yes ☐  No ☐  Don’t know ☐

If **YES**, please describe the help that you have received

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Who provided this help? .................................................................................................................................
If NO, Would you have liked some help?  Yes ☐  No ☐  Don’t know ☐

ENGAGEMENT IN ACTIVITIES

**.  Do you have problems reading or writing?

Yes ☐  No ☐  Don’t know ☐

If YES, continue … If NO, go to Q **

What are the problems?

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**.  While homeless, have you received help with reading or writing?

Yes ☐  No ☐  Don’t know ☐

If YES, please describe the help that you have received

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If NO, would you have liked help?  Yes ☐  No ☐  Don’t know ☐

**.  While homeless, have you participated in any courses or work training programmes?

Yes ☐  No ☐  Don’t know ☐
**. If **YES**, please give details ...

<table>
<thead>
<tr>
<th>Type of programme</th>
<th>Who runs it</th>
<th>How long it lasts</th>
<th>Still involved?</th>
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**. During the last 3 months, have you participated in any other activity programmes or attended any social clubs or centres?

Yes ☐  No ☐  Don’t know ☐

**. If **YES**, please give details ...

<table>
<thead>
<tr>
<th>Type of activity</th>
<th>Who runs it</th>
<th>How often participates</th>
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**. During the last 3 months, have you visited day centres or drop-in centres for homeless people?  Yes ☐  No ☐

IF **YES**: How many times a week on average? ...........................................

**. During the last 3 months, what other activities or interests have you been involved in? .................................................................
PERSONAL PROBLEMS

54. Do you have any physical health problems or disabilities?
   Yes □  No □  Don’t know □

   **IF YES:**
   Please describe the problems and how they affect you .......................................................... 
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   **. Before you became homeless (this time), did you suffer from depression or other mental health or nervous problems?
   Yes □  No □  Don’t know □

   **IF YES, continue  **IF NO or DON’T KNOW, go to Q. **
   Please describe the problems .................................................................
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   Were you having treatment for the problems at the time?
   Yes □  No □  Don’t know □

   Were you under the care of a psychiatrist / mental health team?
   Yes □  No □  Don’t know □
While homeless, have you suffered from depression or other mental health or nervous problems?
Yes ☐ No ☐ Don’t know ☐

**IF YES, continue**
Please describe the problems ......................................................................................................................
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While homeless, have you had treatment for depression or other mental health problems?
Yes ☐ No ☐ Don’t know ☐

Are you currently having treatment for depression or other mental health problems?
Yes ☐ No ☐ Don’t know ☐

Are you under the care of a psychiatrist or mental health worker? Yes ☐ No ☐

Before you became homeless (this time), were you drinking heavily or did you have alcohol problems?
Yes ☐ No ☐ Don’t know ☐

**IF YES: Were you having help at the time to reduce or control your drinking?**
Yes ☐ No ☐

While homeless, have you been drinking heavily or had alcohol problems?
Yes ☐ No ☐ Don’t know ☐

**While homeless, have you had help to reduce or control drinking?**
Yes ☐ No ☐

**IF YES, Please describe the help that you’ve had ..........................................................**
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What help are you currently having to reduce or control drinking?

Do you currently receive help from a specialist alcohol worker?  Yes ☐  No ☐

**.  Before you became homeless (this time), did you take drugs or have a drugs problem?
(prompt to check that person is referring to illegal drugs)

Yes ☐  No ☐  Don’t know ☐

IF YES:  Were you having help to reduce or control your drug use at the time?

Yes ☐  No ☐

**.  While homeless, have you taken drugs or had a drugs problem?

Yes ☐  No ☐  Don’t know ☐

What drugs or substances have you taken?  (record names)  ..............................................

While homeless, have you had help to reduce or control drug use?

Yes ☐  No ☐  Don’t know ☐

IF YES, Please describe the help that you’ve had .................................................................

What help are you currently having to reduce or control drug use?
Do you currently receive help from a specialist drugs worker?  

**. Before you became homeless (this time), was gambling a problem for you?

Yes ☐ No ☐ Don’t know ☐

**. During the last 3 months, has gambling been a problem for you?

Yes ☐ No ☐ Don’t know ☐

**. While homeless, have you received counselling or other help to come to terms with emotional problems or stresses?

Yes ☐ No ☐

If **YES**, Please describe the help that you have had

Who provided this help?  …………………………………………………………………………………………….

If **NO**, Would you have liked help to come to terms with emotional problems or stresses?

Yes ☐ No ☐ Don’t know ☐

**. While homeless, have you received help such as anger management, to control or overcome difficult behaviour?

Yes ☐ No ☐

If **YES**, Please describe the help that you have had

………………………………………………………………………………………….
If **NO**, Would you have liked help to control or overcome difficult behaviour?
Yes ☐  No ☐  Don’t know ☐

**OBTAINING HOUSING AND MOVING**

I would now like to ask you a few questions about your experience of obtaining housing and the pending move

**. Since becoming homeless (this time), when did you start applying for housing?

………………………………………………………………………………………………… (month / year)

**. Did you obtain your new accommodation through …

Clearing House ☐  Choice-based lettings scheme ☐  LA / HA waiting list ☐

Private-rented deposit scheme ☐

Other (describe) ………………………………………………………………………………………………………

**. Do you feel you have had any choice in the selection of accommodation?

Yes, a lot ☐  Yes, a little ☐  Not really ☐  Don’t know ☐

**. Is the accommodation to which you are moving …

An independent flat / bedsit / house, *i.e.* no shared facilities ☐

An independent flat within a communal setting, *e.g.* sheltered housing ☐

A room in a house with shared bathroom / kitchen ☐

Other (describe) …………………………………………………………………………………………………

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**. Who owns the accommodation?
Council / local authority □ Private landlord □ The resettlement organisation □
Other housing association □ Other (describe) ............................................................

**. Are staff based at the accommodation, such as a warden or housing support worker?
   Yes □ No □ Don’t know □

**. Are you familiar with the area in which your new accommodation is located?
   Yes □ No □ Don’t know □

**. Have you lived in the area before for at least one year?    Yes □ No □

**. Has your resettlement worker or key-worker viewed the accommodation?
   Yes □ Not yet but plan to before the move □ No □

**. Does the accommodation appear clean, decorated and in good condition?
   Yes □ Partly □ No □ Don’t know □

If PARTLY or NO, What are the problems
........................................................................................................................................
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**. Is the accommodation furnished?
   Fully furnished □ Partly furnished □ Unfurnished □ Don’t know □

IF NOT FULLY FURNISHED,
Do you have the necessary furniture, such as a bed, cooker, table and chair?
   Yes □ No □
If **NO**: What plans do you have to obtain furniture?
……………………………………………………………………………………...……………
……………………………………………………………………………………...……………
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**. What arrangements been made for the payment of gas and electricity?
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**. What is the interval between your viewing the accommodation and your move date?
................................................  (calculate number of days)

**. Will you be receiving support from a housing / tenancy support worker after you move?
Yes ☐  No ☐  Don’t know ☐

**. What other support from service-providers do you expect to have after you move?
……………………………………………………………………………………...……………
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**. What support from family or friends do you expect to have after you move?
……………………………………………………………………………………...……………
……………………………………………………………………………………...……………
……………………………………………………………………………………...……………
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IF YES, How often do you expect this to be? ..........................................................
Do you have any worries or concerns about moving to your new accommodation?

Yes ☐  No ☐  Don’t know ☐

**IF YES, What are your concerns?**

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What are your plans for the next six months?

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Are there any other comments that you would like to make about your resettlement preparation or your pending move?

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CONTACT DETAILS

New address ........................................................................................................................................
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........................................................................................................................................
Mobile phone number ……………………………………………………………………………………………

New home phone number *(if known)* ………………………………………………………………………

Email address ………………………………………………………………………………………………………

Other personal contact details …………………………………………………………………………………

…………………………………………………………………………………………………………………………
Factors in the Outcomes of the Resettlement of Homeless People:

PREPARATION FOR RESETTLEMENT:
THE STAFF PERSPECTIVE

Questionnaire

VERSION – 01.06.2007

To be completed by the resettlement worker or the principal key-worker responsible for the resettlement

In collaboration with: Broadway, Centrepoint, Framework, St Anne’s Community Services, St Mungo’s and Thames Reach

Funded by the UK Economic and Social Research Council (Grant RES-062-23-0255)

Anthony Warnes, Maureen Crane and Sarah Coward, Sheffield Institute for Studies on Ageing, University of Sheffield, Elmfield, Northumberland Road, Sheffield S10 2TU, England.

☎ 0114 222 6261   Emails: m.a.crane@sheffield.ac.uk   a.warnes@sheffield.ac.uk   S.E.Coward@sheffield.ac.uk
Guidance on completing the questionnaire

Thank you for agreeing to complete this questionnaire. The information that you provide will supplement the information that has been collected from the clients / service users who are resettled (the term ‘client’ will be used hereafter). We are keen to find out your opinions of their needs, and of the resettlement preparation that they received before moving, and to learn of your experience of accessing housing and other services for the client before they moved. Please complete the questionnaire as soon as the client has moved (within 2 weeks) so that we can collect details about services and support that they received up until the time they moved. If you are completing it electronically, please put a X next to the appropriate box.

The study will not evaluate the performance of individual resettlement workers or of any of the collaborating organisations. The aim is to identify the factors that influence the outcomes of resettlement, such as the characteristics and histories of the clients, the forms and intensities of resettlement preparation and follow-up support, and the condition of the accommodation into which they move.

The information that you provide will be strictly confidential. Your replies will be entered into a database without your name. No details will be released that will enable you to be recognised. The client has given written consent for us to collect this information from you.

If you have any queries or concerns, please feel free to contact Maureen, Tony or Sarah (contact details on the front of this questionnaire).

Notes

Dates should be given to the exact day. For each question, there is a ‘don’t know’ option – it would be most helpful, however, if you would minimise its use. For tick box answers, highlight the relevant box and add an X or add an X next to the relevant box.
ADMINISTRATIVE

1. Client’s name (please print):

2. Date of completion:

3. Completed by: Date / / 

4. Homeless organisation:

5. What best describes your job?
   - Resettlement worker
   - Hostel worker
   - Supported housing worker
   - Tenancy / floating support worker
   - Other (describe)

6. In your job, do you carry out resettlement work as well as other tasks?
   - Yes
   - No, solely responsible for resettling clients
   - Don’t know

7. How long have you known the client?

ACCOMMODATION IMMEDIATELY BEFORE BEING RESETTLED

8. Where was the client living immediately before they were resettled?
   - Hostel
   - Night-shelter (or similar)
   - Cluster flat
   - Shared house
   - Foyer
   - Sleeping rough
   - Other (describe)

9. What date was the client admitted to the hostel / housing project (this last time if been there previously)? (please give day, month and year)
   - Date / / Not in hostel / housing project
   - Don’t know
10. Was the client responsible for their own cooking, cleaning, *i.e.* in semi-independent living accommodation?  
Yes ☐  No ☐  Not in hostel / housing project ☐  
**IF YES go to Q. 11, otherwise continue ...**  
Do you think the client would have benefited from being in semi-independent living accommodation before they were resettled?  
Probably ☐  Possibly ☐  Unlikely to have made a difference ☐  
Don’t know ☐

11. How often are staff normally at the hostel / housing project?  
Not applicable ☐  24 hours every day ☐  
Other times (*specify*)

**HEALTH AND SUBSTANCE USE**

12. Did the client have any physical health problems that could affect their ability to manage at home once rehoused?  
Yes ☐  No ☐  Don’t know ☐  
**IF YES, b. Please describe the problems and how they might affect the person**

13. While homeless (this time), did the client have treatment for depression or other mental health problems?  
Yes ☐  No ☐  Don’t know ☐  
**If YES, What treatment AND who by? (types of treatment *e.g.* medication, counselling)**  
**If NO, Why not? (mark the one that applies)**  
Didn’t need it (no mental health problems) ☐  
Client refused help ☐  
Help was unavailable ☐  
Other reason (*describe*)

14. While homeless (this time) did the client have help to reduce or control drinking?  
Yes ☐  No ☐  Don’t know ☐
<table>
<thead>
<tr>
<th>If <strong>YES</strong>, What help AND who by? (types of help, e.g. detox)</th>
<th>If <strong>NO</strong>, Why not? <em>(mark the one that applies)</em></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Didn’t need it (no alcohol problems) □</td>
</tr>
<tr>
<td></td>
<td>Client refused help □</td>
</tr>
<tr>
<td></td>
<td>Help was unavailable □</td>
</tr>
<tr>
<td></td>
<td>Other reason <em>(describe)</em></td>
</tr>
</tbody>
</table>
15. While homeless (this time), did the client have help to reduce or control drug use?

<table>
<thead>
<tr>
<th></th>
<th>Yes □</th>
<th>No □</th>
<th>Don’t know □</th>
</tr>
</thead>
</table>
| **If YES**, What help AND who by? (types of help, e.g. methadone script) | **If NO**, Why not? *(mark the one that applies)*

Didn’t need it (no drug problems) □
Client refused help □
Help was unavailable □
Other reason *(describe)*

---

**PREPARATION FOR MOVING**

16. While homeless (this time), did the client receive advice or training on preparing meals and cooking?

<table>
<thead>
<tr>
<th></th>
<th>Yes □</th>
<th>No □</th>
<th>Don’t know □</th>
</tr>
</thead>
</table>
| **If YES**, What advice / training? *(mark all that apply)* | **If NO**, Was this because … *(mark the one that applies)*

Client didn’t need it □
Client refused help □
Help was unavailable □
Other reason *(describe)*

---

17. While homeless (this time), did the client receive advice or training on the upkeep of a flat or house, keeping it clean, and doing basic maintenance?

<table>
<thead>
<tr>
<th></th>
<th>Yes □</th>
<th>No □</th>
<th>Don’t know □</th>
</tr>
</thead>
</table>
| **If YES**, What advice / training? *(mark all that apply)* | **If NO**, Was this because … *(mark the one that applies)*

Client didn’t need it □
Client refused help □
Help was unavailable □
Other reason *(describe)*
18. While homeless (this time), did the client receive advice or training on the procedures for paying rent, utilities and other bills?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
</table>

**If YES, What advice / training?** *(mark all that apply)*
- One-to-one with worker
- Attended training sessions
- Other help *(describe)*

**If NO, Was this because …** *(mark the one that applies)*
- Client didn’t need it
- Client refused help
- Help was unavailable
- Other reason *(describe)*

19. While homeless (this time), did the client receive advice or training on budgeting, managing money and avoiding debts?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
</table>

**If YES, What advice / training?** *(mark all that apply)*
- One-to-one with worker
- Attended training sessions
- Help to draw up a budget plan
- Other help *(describe)*

**If NO, Was this because …** *(mark the one that applies)*
- Client didn’t need it
- Client refused help
- Help was unavailable
- Other reason *(describe)*

20. While in the hostel / housing project, did the client pay their rent contribution and service charge regularly?

<table>
<thead>
<tr>
<th>Yes, without prompting</th>
<th>Yes, with prompting</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, sometimes had arrears</td>
<td>Did not have to pay rent / service charge</td>
</tr>
<tr>
<td>Not in hostel / housing project</td>
<td>Don’t know</td>
</tr>
</tbody>
</table>

21. While in the hostel / housing project, did the client manage their own Housing Benefit claims?

<table>
<thead>
<tr>
<th>Yes, without prompting</th>
<th>Yes, with prompting</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, needed help from staff</td>
<td>Not entitled to HB</td>
</tr>
<tr>
<td>Not in hostel / housing project</td>
<td>Don’t know</td>
</tr>
</tbody>
</table>
22. At the time of moving, did the client have rent arrears?  Yes ☐  No ☐

Don’t know ☐

**IF YES continue ... otherwise go to Q. 23**

a. Was this due to …

Client not paying their contribution ☐  HB problems / delays ☐

Don’t know ☐

b. How much were the rent arrears?  Don’t know ☐

What plans were in place to sort out the arrears?

23. At the time of moving, did the client have debts other than rent arrears?  Yes ☐  No ☐  Don’t know ☐

**IF YES continue ... otherwise go to Q. 24**

b. What were the debts?

<table>
<thead>
<tr>
<th>Type of debt, e.g. credit card debts</th>
<th>Amount owed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
</tbody>
</table>

c. Did the client have help to sort out the debts?  Yes ☐  No ☐  Don’t know ☐

**If YES, What help?**  (mark all that apply)

- One-to-one advice from staff ☐
- Saw a specialist debt advisor ☐
- Had a repayment schedule in place ☐
- Other help (describe)

**If NO, Was this because …**  (mark the one that applies)

- Client refused help ☐
- Help was unavailable ☐
- Other reason (describe)
24. While homeless (this time), did the client have help to gain job skills, e.g. were they involved in a work-training programme?

Yes ☐  No ☐  Don’t know ☐

If YES, What help?

If NO, Was this because … (mark the one that applies)
- Client didn’t need it ☐
- Client refused help ☐
- Help was unavailable ☐
- Other reason (describe) ☐

25. While homeless (this time), did the client have help with finding a job?

Yes ☐  No ☐  Don’t know ☐

If YES, What help?

If NO, Was this because … (mark the one that applies)
- Client didn’t need it ☐
- Client refused help ☐
- Help was unavailable ☐
- Other reason (describe) ☐

26. While homeless, did the client have help to renew or build family or social networks?

Yes ☐  No ☐  Don’t know ☐

If YES, What help?

If NO, Was this because … (mark the one that applies)
- Client didn’t need it ☐
- Client refused help ☐
- Help was unavailable ☐
27. While homeless, did the client have help to structure their time, e.g. were they involved in meaningful activity programmes?  
   Yes ☐  No ☐  Don’t know ☐

<table>
<thead>
<tr>
<th>If YES, What help?</th>
<th>If NO, Was this because … (mark the one that applies)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Client didn’t need it ☐</td>
</tr>
<tr>
<td></td>
<td>Client refused help ☐</td>
</tr>
<tr>
<td></td>
<td>Help was unavailable ☐</td>
</tr>
<tr>
<td></td>
<td>Other reason (describe)</td>
</tr>
</tbody>
</table>

READINESS TO BE RESETTLED

28. In your opinion, is the client ready to be resettled?
   Definitely ☐  Probably ☐  Doubtful ☐  Don’t know ☐

   IF DOUBTFUL, Why?

29. Do you think that the client will be able to cope with the following after being rehoused ...
   Please tick for each statement  
   Definitely ☐  Probably ☐  Doubtful ☐  Don’t know ☐
   1. Managing bills and finances
   2. Managing everyday household tasks
   3. Living on their own

30. What other concerns (if any) do you have about the client being able to cope once they are rehoused?
31. Overall, are you confident that the client will cope in their new accommodation?

   Very □    Fairly □    Not very □    Not at all □    Don’t know □

32. Who is the landlord of the new accommodation?

   Council / local authority □    Housing association □, name
   Private landlord □    Other (describe)

33. Was the accommodation obtained through …

   a. The Clearing House  Yes □    No □    Don’t know □
   b. A Choice-Based Letting or bidding scheme Yes □    No □    Don’t know □

   If NO to both questions, How was the housing vacancy obtained?

34. Is the new accommodation specifically for:

   Former rough sleepers Yes □    No □    Don’t know □
   People with mental health problems Yes □    No □    Don’t know □

   Other special-needs groups (specify)

35. Is it supported accommodation with a housing worker or warden attached?

   Yes □    No □    Don’t know □

   IF NO, Do you think the client required supported accommodation?

   Yes □    No □    Don’t know □

36. How easy was it to find housing that matched the client’s location and accommodation preferences?

   Very □    Fairly □    Not very □    Not at all □    Don’t know □
37. How easy was it to find accommodation that was close to the client’s support network, e.g. family, friends, drugs worker, or other services used?
   Very □  Fairly □  Not very □  Not at all □  Don’t know □

38. In your opinion, is the type of accommodation suitable for the client?
   Definitely □  Probably □  Doubtful □  Don’t know □
39. In your opinion, is the location of the new accommodation suitable for the client?
   Definitely ☐  Probably ☐  Doubtful ☐  Don’t know ☐

40. Have you viewed the accommodation?  Yes ☐  No ☐

41. At the time of moving in, was the accommodation clean, well-decorated and well-maintained?
   Yes ☐  Partly ☐  No ☐  Don’t know ☐
   **IF NO or PARTLY, CONTINUE ...  IF YES, GO TO Q. 42**
   
   b. What were the problems?

   c. What arrangements have been made to sort out these problems?

42. At the time of moving in, did the client have all the basic furniture that they needed?
   Yes ☐  No ☐  Don’t know ☐
   **IF NO, What was missing?**

43. At the time of moving in, were the gas, electricity and heating working?
   Yes ☐  No ☐  Don’t know ☐
   **IF NO, CONTINUE ...  IF YES, GO TO Q. 44**

   b. What were the problems?

   c. What arrangements have been made to sort out these problems?

44. At the time of moving in, had utility accounts been set up in the client’s name?
   Yes ☐  No ☐  Client not responsible directly for utility payments ☐
   Don’t know ☐

45. At the time of moving in, had Housing Benefit payments for the new accommodation been sorted out?
Yes □   No, but claim submitted □   No, claim not yet submitted □
Client not entitled to HB □   Don’t know □

46. Did the client receive help from you or other staff with …

*Ask about each*

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not applicable</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Applying for a furniture grant</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>b. Buying furniture</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>c. Changing Housing Benefit claims</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>d. Setting up utility accounts</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

47. Please describe any other help that the client received in preparation for being resettled

48. Please describe any help that you think would have benefited the client before they were resettled but that they did not receive

<table>
<thead>
<tr>
<th>Programme / service that would have been useful</th>
<th>Why did the client not receive it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
</tbody>
</table>

49. What date did the client move out of temporary accommodation? (please give day, month, and year)

Date / / 

50. Has post-resettlement support from a housing / tenancy support worker been arranged?

Yes □   No □   Don’t know □

*IF YES,* How often during the first few weeks?

51. What other support do you expect the client to have after being rehoused and who from?
52. Please add any other comments that you would like to make about the client’s resettlement

The Safety of Interviewing

An interviewer will carry out the follow-up interviews on their own at the client’s home, unless it is believed unsafe. Information about this has been recorded on the Referral Form by the Link Worker.

53. If your views were not sought when the study’s Referral Form was completed, are you aware of any safety issues concerning the behaviour of the client, such as threatening or inappropriate behaviour, that would make it inadvisable for one person (male or female) to conduct follow-up interviews in the client’s home?

   Yes □   No □   Don’t know □

   **IF YES, please give details**

54. As far as you are aware, are there any particular safety concerns about the area to which the client has moved that would make it inadvisable for one person (male or female) to conduct follow-up interviews in the client’s home?

   Yes □   No □   Don’t know □

   **IF YES, please give details**

Thank you very much for your time and co-operation in completing this form. The information that you have given will be of great help.
PREPARATION FOR RESETTLEMENT

Questionnaire

VERSION – 21.06.2007

To be completed by the interviewer with the respondent

In collaboration with: Broadway, Centrepoint, Framework, St Anne’s Community Services, St Mungo’s and Thames Reach

Funded by the UK Economic and Social Research Council (Grant RES-062-23-0255)
Guidance notes for conducting the interview

Step 1: Preparing for the interview

You will need to take the following documents to the interview:
1. The appropriate questionnaire and the ‘Right Move Scale’ form.
2. A consent form
3. A participant’s folder
4. A receipt for the interviewee to sign when given the incentive payment.

You must inform Maureen, Sarah or Tony that the interview is taking place, who with, and where. Also ensure that you have your mobile phone and that it is working.

If the interview is to take place in a hostel or housing project where staff are on-site, introduce yourself on arrival.

Step 2: Obtaining consent

On meeting the respondent, you MUST obtain their written consent to participate in the study. Explain to each respondent the purpose of the study and what is required of them (refer to the Information Sheet that the Link Worker will have given them; a copy is in the participant’s folder). Make clear that the information that they provide is strictly confidential and no details will be passed on that enables them to be identified.

Explain to the participant the things for which we need consent:
1. To be interviewed three times (although they may withdraw at any time).
2. That we can collect information from their resettlement worker (or the worker who was most involved in their resettlement) about the participant’s needs and the resettlement preparation that they received.
3. That we can contact nominated relatives and friends once they are resettled, to find out their whereabouts and leave messages if we are having difficulty contacting them.
4. That the Link Worker can make enquiries about their whereabouts from service-providers, relatives and friends if the research team cannot find them, and can pass on to the researchers information about where they can be found.

Only those who give written consent to participate should be interviewed.
If they are willing to be interviewed but unwilling for us to collect information from their resettlement worker, the Link Worker, relatives or friends, they can still be included in the study.

Step 3: Carrying out the interview

Explain how the interview will be carried out, that is they will be asked questions and asked to complete a short form about their opinions. Two flashcards will be used as a
guide for the respondents when answering certain questions.

They can refuse to answer any question, and they can stop the interview at any time. They can answer ‘Don’t know’ (DK) to any question. The interview should take about one hour but there is no pressure to complete it quickly. Once you have been through the questionnaire, ask the respondents to complete the ‘Right Move Scale’. They will be given £10 at the end of the interview.

Step 4: Completing the interview

At the end of the interview, the importance of keeping in touch should be explained (see script on page 32). Give the respondent the participant folder and explain its contents. Then collect their contact details and those of relatives, friends and others (complete pages 32 and 33).

Give the respondent the incentive payment and make sure they sign the receipt.

Finally, once you have left the respondent, inform Sarah, Maureen or Tony (whoever you initially contacted) that the interview has ended.
ADMINISTRATIVE

Respondent’s name (please PRINT) …………………………………………………………………………………

Date of interview: ……………………… Interviewer’s name …………………………………………………

Homelessness organisation responsible for resettlement …………………………………………………

PERSONAL DETAILS

1.   Sex:   Male ☐   Female ☐

2.   What is your date of birth?   Day …….   Month …………..   Year …………   DK

3a.   Where were you born?
  Town …..……………..County ……………………..Country ……………………………   DK

   IF NON-NATIVE, b. How long have you been living in the UK? ……………………………
    c. Have you lived here before?   Yes ☐   No ☐   DK

   IF YES, d. When and for how long?
                                                                                     ……………………………………………………………………………………………
                                                                                     ……………………………………………………………………………………………

4.   Which ethnic group or race do you identify with?   Show Card A ……………………………   DK

EDUCATION AND WORK HISTORY

5a.   At what age did you leave school or 6th-form college?   …………. years   DK ☐

   IF LEFT BEFORE AGED 16, ask: b. Why did you leave early?
                                                                                     ……………………………………………………………………………………………
                                                                                     ……………………………………………………………………………………………

6.   What educational and vocational qualifications do you have?
    (ask about each and tick all that apply)

   GCE/GCSE ☐   ‘A’ Level ☐   Degree ☐   NVQ / City and Guilds ☐   None ☐
   Other ………………………………………………………………………………………………………
                                                                                     ……………………………………………………………………………………………
7. Since you left school, have you been …
   Mostly employed (incl. casual / grey employment) □   In and out of work □
   Mostly unemployed □   In-full-time education □   Don’t know □

8a. Are you currently in paid work full-time or part-time?
   Full-time □   Part-time □   No □

   IF NO, b. How old were you when you last worked? ................. Never worked □
   IF NEVER WORKED, GO TO Q. 13 ... OTHERWISE CONTINUE

9. What is the longest time that you have been in one job? ....................... DK

10. What was that job? ........................................................................................................

   ..................................................................................................................................

11. What position or responsibility did you have in that job? ...........................

   ..................................................................................................................................

12a. How long was your longest period of unemployment? ...................... DK

   b. In which year did this start? .................................................................

   ..................................................................................................................................

HOUSING HISTORY

I’d now like to ask you a few questions about your housing history.

13a. Before you became homeless, have you ever lived on your own in a place which you rented or owned, and were responsible for managing the home and paying bills?
   (check that the interviewee is not referring to present accommodation)
   Yes □   No □   Don’t know □

   IF YES ... b. For how long? .............................................................

   c. How did you get on living in your own place?

   ..................................................................................................................................

   ..................................................................................................................................

   ..................................................................................................................................

   ..................................................................................................................................

   ..................................................................................................................................

   .....................................................................................................................................
14a. Have you ever lived with someone else and had responsibility solely or jointly for managing the home and paying bills?

   Yes ☐   No ☐   Don’t know ☐

**IF YES** …

  b. For how long? ....................................................

  c. Were you the named tenant or mortgagee?   Yes ☐   No ☐   DK ☐

15. Since the age of 18, have you ever lived … *(ask about each)*

a. In armed-forces barracks?

   Yes ☐, for how long?  ..............   No ☐   DK ☐

b. In work camps, hotels or other accommodation attached to a job?

   Yes ☐, for how long?  ..............   No ☐   DK ☐

c. With one or both of your parents?

   Yes ☐, for how long?  ..............   No ☐   DK ☐

d. With other relatives?

   Yes ☐, for how long?  ..............   No ☐   DK ☐

16. Please tell me about any other types of accommodation or households (not yet mentioned) that you’ve lived in since you were 18 years old and for how long

..........................................................................................................................................................
..........................................................................................................................................................
..........................................................................................................................................................

17a. Since the age of 18, what is the longest time that you have lived at one address?

........................................................................................................... *(state months or years)*   DK ☐

b. What type of accommodation or household where you living in at the time?

..........................................................................................................................................................
..........................................................................................................................................................

18a. Have you ever been formally / legally evicted (not by a relative or partner)?

   Yes ☐   No ☐   DK ☐

**IF YES,**

  b. How many times? .................................................................

  c. What were the reasons? ............................................................

..........................................................................................................................................................
..........................................................................................................................................................
ACCOMMODATION PRIOR TO BECOMING HOMELESS

I’d like to ask a few questions about where you were living before your present episode of homelessness.

19. Exactly when did you become homeless this time? ……………………. month ………….. year
   IF DON’T KNOW, try … How old were you at the time? ……………

20. What type of accommodation were you living in immediately before you became homeless (this time)?
   My home ☐ Family / relatives home ☐ Partner’s home ☐ Friend’s home ☐
   Lodgings ☐ Accommodation attached to a job ☐ Prison / correctional setting ☐
   Other ………………………………………………………………………………………………..

21. Who was the landlord?
   Council / local authority ☐ Housing association ☐
   Private landlord ☐ Other (describe) ………………………………………………………………..

22. Where was the accommodation?
   Town …………………County …………………Country …………………. DK
   IF LESS THAN 3 YEARS, b. During the three years before you became homeless,
   how many other addresses did you live at? (do not include above (last) address)

   ……………………………………….. Homeless on and off during this period ☐ DK ☐

EXPERIENCES OF BEING HOMELESS

I’d now like to ask a few questions about your experiences of being homeless. Let’s start with the present episode.
25. What were the main problems and reasons that led to you becoming homeless this time? 
( KEY QUESTION: try to capture the distinct reasons rather than transcribe all they say; likely to be more than one reason) 

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………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31. What were the main reasons why you first became homeless?

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32. Have you ever previously been rehoused into permanent accommodation by a resettlement or project worker?  Yes ☐ No ☐ Don’t know ☐

**IF YES, CONTINUE ... IF NOT, GO TO Q. 37**

33. How many times? ........................................... Don’t know ☐

Please tell me about the last time that you were rehoused.

34. When was this? ............................................ (month / year)  Don’t know ☐

35. How long did you stay in the accommodation?

Number of ........ months  OR ........ years  Don’t know ☐

36. Why did you leave? ..............................................................

........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

**ALL RESPONDENTS**

37. How long ALTOGETHER have you been homeless?  (number of weeks, months or years)

Present episode ................. weeks .......... months ............ years  DK ☐

Past episodes ................. weeks .......... months ............ years  Don’t know ☐

**HEALTH**

I’d now like to ask a few questions about your health.

38. Do you currently have any physical health problems?  Yes ☐ No ☐ DK ☐
IF YES,
b. Do you think these problems will make it difficult for you to manage in your new home?  
Yes ☐  No ☐  Don’t know ☐

IF YES, c. What are the problems? ................................................................. 
................................................................................................................................. 
................................................................................................................................. 
................................................................................................................................. 
d. How do they affect you? ...................................................................................... 
................................................................................................................................. 
................................................................................................................................. 
.................................................................................................................................

39. Have you ever suffered from depression or other mental health problems? 
Yes ☐  No ☐  DK ☐  IF NO OR DK, GO TO Q. 44

IF YES, How old were you when the problems started? ................. DK

40a. During the last five years, have you suffered from depression or other mental health problems? 
Yes ☐  No ☐  DK ☐

IF YES, CONTINUE ... OTHERWISE GO TO Q. 44

b. Please describe the problems? ................................................................. 
................................................................................................................................. 
................................................................................................................................. 
.................................................................................................................................

41a. During the last five years, have you had any treatment or help for your mental health problems? 
Yes ☐  No ☐  DK ☐  IF NO OR DK, GO TO Q. 42

IF YES, I’d like to collect some details about the help you’ve had.
b. What treatment or help have you had?  (e.g. medication, counselling, hospital admission) 
................................................................................................................................. 
.................................................................................................................................

b. Have you had treatment or help from a psychiatrist or mental health worker during this time?  (eg. community psychiatric nurses, specialist mental health support workers) 
Yes ☐  No ☐  Don’t know ☐
42. During the last five years, have you refused any help for depression or mental health problems?  
   [ ] Yes  [ ] No  [ ] DK

IF YES, What help and why? .................................................................
...........................................................................................................
...........................................................................................................

43a. Do you still suffer from depression or other mental health problems? 
   [ ] Yes  [ ] No  [ ] Don’t know

IF YES CONTINUE ... OTHERWISE GO TO Q. 44

b. What treatment, if any, are you receiving now?  (e.g. medication, counselling)
.................................................................................................................
.................................................................................................................
.................................................................................................................

ALCOHOL USE

44. Have you ever been a heavy drinker or had alcohol problems?  
   [ ] Yes  [ ] No  [ ] DK

IF NO OR DK, GO TO Q. 48

IF YES, How old were you when the problems started? .................

45. During the last five years, have you drank heavily or had alcohol problems?  
   [ ] Yes  [ ] No  [ ] DK

IF NO OR DK, GO TO Q. 48

46a. During the last five years, have you had any help or done anything yourself to reduce or control drinking?  
   [ ] Yes  [ ] No  [ ] DK

IF NO OR DK, GO TO Q. 47

IF YES, I’d like to collect some details about this.

b. Have you had help from your keyworker?  
   [ ] Yes  [ ] No  [ ] DK

IF YES, What kind of help was that? .................................................................
.................................................................................................................
.................................................................................................................
c. During the last five years, have you been in ...
   A detox unit or had a home detox programme?   Yes ☐ No ☐ DK ☐
   A rehabilitation unit?   Yes ☐, For how long? ....................... No ☐ DK ☐

d. During the last five years, have you had any other help from a specialist alcohol worker or service?   Yes ☐ No ☐ DK ☐
   IF YES, What help? .................................................................
                                                                                       .................................................................
                                                                                       .................................................................
                                                                                       .................................................................

e. During the last five years, have you attended Alcoholics Anonymous (AA) or similar group therapy? Regularly ☐ A few times ☐ No ☐ DK ☐

f. During the last five years, have you had any other help or done anything yourself to control or reduce drinking? (prompt about help from relatives, friends or other people)
   Yes ☐ No ☐ DK ☐
   IF YES, What help and who by? ..................................................
                                                                                       .................................................................
                                                                                       .................................................................
                                                                                       .................................................................

Please tell me about any help, if any, you now have to combat alcohol problems.

a. Do you receive help from a specialist alcohol worker?   Yes ☐ No ☐ DK ☐

b. Do you attend AA or similar group therapy?   Yes ☐ No ☐ DK ☐

c. Other help ..................................................................................
                                                                                       .................................................................
                                                                                       .................................................................

47. During the last five years, have you refused any help to control or reduce drinking?
   Yes ☐ No ☐ DK ☐
   IF YES, What help and why? ..................................................
                                                                                       .................................................................
                                                                                       .................................................................
ALL RESPONDENTS

48. During the last month, on average how many days a week have you had an alcoholic drink? ………….. DK □

IF HAD A DRINK, ask

b. Taking one drink as a large can or a pint of beer, a glass of wine or a measure of spirits, on the days that you drink how many drinks do you usually have? ………………………….. DK

IF NOT HAD A DRINK, ask

c. How long is it since you last had a drink? ………………………………….. DK

USE OF DRUGS

49. Have you ever taken illegal drugs or misused prescribed drugs?

Yes □ No □ DK □ IF NO OR DK, GO TO Q. 55

IF YES, How old were you first started taking / misusing prescription drugs?

……………………….. DK □

50. During the last five years, have you taken illegal drugs or misused prescribed drugs?

Yes □ No □ DK □

IF YES, CONTINUE ... OTHERWISE GO TO Q. 55

b. Which drugs or substances have you taken? (record names) …………………………….

……………………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………………

c. Would you say that you’ve had a drugs problem? Yes □ No □ DK □

51a. During the last five years, have you had any help or done anything yourself to reduce or control drug use? Yes □ No □ DK □ IF NO OR DK, GO TO Q. 52

IF YES, I’d like to collect some details about this.

b. Have you had help from your keyworker? Yes □ No □ DK □

IF YES, What kind of help was that? ……………………………………………………

……………………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………………
c. During the last five years, have you been in ...
   A detox unit or had a home detox programme?  Yes ☐  No ☐  DK ☐
   A rehabilitation unit?  Yes ☐, For how long?  .........................  No ☐  DK ☐

52. During the last five years, have you refused any help to combat drug use?
    Yes ☐  No ☐  DK ☐
    IF YES, What help and why?  .......................................................  
    ...........................................................................................................  
    ...........................................................................................................  
    ...........................................................................................................  

53. At the moment, do you take illegal drugs or misuse prescribed drugs?
    Yes ☐  No ☐  DK ☐
    IF YES,  b. Which drugs or substances do you take?  (record names)
    ...........................................................................................................  
    ...........................................................................................................  
    ...........................................................................................................  
    ...........................................................................................................  
    IF NO,  c. How long is it since you last took drugs?  ..........................  DK  

54. Please tell me about any help you now have to combat drug use …

   a. Do you receive help from a specialist drugs worker?    Yes □  No □  DK □
   b. Are you on a methadone script?              Yes □  No □  DK □
   c. Do you attend NA or similar group therapy?    Yes □  No □  DK □
   d. Other help ...........................................................

55. Has gambling ever been a problem for you?
   Yes □  No □  DK □  IF NO OR DK, GO TO Q. 58
   IF YES, How old were you when the problem started? ………………… DK

56. During the last five years, has gambling been a problem for you?
   Yes □  No □  DK □
   IF YES, b. Have you received any help during this time to reduce your gambling?
   Yes □  No □  Don’t know □
   IF YES, c. Please describe the help you’ve had ...........................................

57. Is gambling still a problem for you?    Yes □  No □  DK □

58. Overall, how occupied are you during the day doing activities?  (read out options)
   Very □  Fairly □  Not very □  Not at all □  Don’t know □
59. We’re interested in what you do in your leisure time. Please tell me how often you …
Show Card B and circle the appropriate answers

<table>
<thead>
<tr>
<th>ASK ABOUT EACH …</th>
<th>3+ times / week</th>
<th>1-2 times / week</th>
<th>1-2 times / month</th>
<th>Less often / never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read a newspaper / magazine / book</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Exercise, go to a gym or play sport</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Watch television / videos / DVDs</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Listen to the radio or music</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Visit / go out with friends</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Visit / go out with relatives</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Go to the cinema</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Attend a day centre for homeless people</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Attend a club or community centre</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do voluntary work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Other LEISURE activities (<em>not training or educational courses)</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. ..................................................</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2. ..................................................</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

60a. Do you have problems speaking or understanding English?

Yes ☐ No ☐ Don’t know ☐

**IF YES,** b. While homeless, have you attended any courses to learn or improve your English?

Yes ☐ No ☐ Don’t know ☐

61a. Do you have difficulties reading or writing or other literacy problems (*not language problems*)?

Yes ☐ No ☐ Don’t know ☐

**IF YES,** b. What are the problems? .................................................................

.................................................................

c. While homeless, what help if any have you had with the problems?

.................................................................

.................................................................
62a. While homeless, have you attended any educational or training courses, e.g. at college?
   Yes ☐   No ☐   Don’t know ☐

If YES, b. Please tell me about the courses you’ve completed or are still doing

<table>
<thead>
<tr>
<th>Type of course</th>
<th>Who runs it? (name of organisation)</th>
<th>When started</th>
<th>How long for?</th>
<th>Still attending?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

WORK-TRAINING AND EMPLOYMENT

I’d like to collect some details about any help you’ve had while homeless to build your job skills and find work.

63a. Have you attended any work-training or volunteering programmes?
   Yes ☐   No ☐   Don’t know ☐

If YES, b. Please tell me about the programmes you’ve completed or are still doing (do not include those covered in Q. 56b)

<table>
<thead>
<tr>
<th>Type of programme</th>
<th>Who runs it? (name of organisation)</th>
<th>When started</th>
<th>How long for?</th>
<th>Still involved?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

64a. While homeless, have you tried to find a job?
   Yes ☐   Already working ☐   No ☐   Don’t know ☐

IF NO, b. Why not? ..............................................................

.................................................................................................

.................................................................................................

.................................................................................................   THEN GO TO Q. 69

IF YES, CONTINUE WITH Q. 65-68
65a. While homeless, have you received help to apply for or find a job?
   Yes ☐   No ☐   Don’t know ☐

IF YES, ask ...

b. What help have you had? (e.g. from key-worker, other service-providers, family, friends)

........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

66a. What steps have you taken to find work?

........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

67. What sort of job(s) have you been applying or looking for?

........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

68. What have been the outcomes of your attempts to find work?

........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

HOUSEHOLD TASKS

I’d like to ask you a few questions about your experiences of managing household tasks.
69. **How much experience have you had of …**

*Ask about each of the following:*

<table>
<thead>
<tr>
<th>Task</th>
<th>A lot</th>
<th>A little</th>
<th>None</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cooking for yourself</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keeping a home clean, e.g. washing bedsheets, cleaning a cooker</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doing basic home maintenance, e.g. unblocking a sink, decorating a room</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Understanding and paying utility bills, e.g. water rates, electricity bills</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using a key-meter for gas or electricity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Read out options**

70. **In your present accommodation, do you cook for yourself?**

*(read out options)* Most days ☐ Occasionally ☐ Not at all ☐ DK ☐

b. **Do you have problems with cooking?**

Yes ☐ No ☐ DK ☐

**IF YES,** c. **What are the problems?** ..........................................................

........................................................................................................................................

........................................................................................................................................

I’d now like to ask you a few questions about any help or training that you’ve had from your key-worker or other staff with household tasks since you became homeless.

71. **Have you received any help or training from your key-worker or other staff in preparing food and cooking?**

Yes ☐ No ☐ Don’t know ☐

**IF YES,** Did you … *(ask about each)*

b. **Attend a training session or course**

Yes ☐ No ☐ DK

c. **Have one-to-one advice or help from a worker**

Yes ☐ No ☐ DK

d. **Other help** .................................................................................................

........................................................................................................................................

**IF NO,** e. **Do you think you needed some advice or training?**

Yes ☐ No ☐ DK

72a. **Have you received any advice or training from your key-worker or other staff about keeping a home clean?**

Yes ☐ No ☐ Don’t know ☐
**IF YES, Did you … (ask about each)**

b. Attend a training session or course  
   Yes ☐  No ☐  DK

c. Talk through the procedures with a worker  
   Yes ☐  No ☐  DK

d. Other advice or training  ……………………………………………………………………………………..
……………………………………………………………………………………………………..

**IF NO, e. Do you think you needed some advice or training?**  Yes ☐  No ☐  DK

73a. Have you received any advice or training from your key-worker or other staff about doing basic home maintenance, such as unblocking a sink or decorating?  
   Yes ☐  No ☐  DK

**IF YES, Did you … (ask about each)**

b. Attend a training session or course  
   Yes ☐  No ☐  DK

c. Talk through the procedures with a worker  
   Yes ☐  No ☐  DK

d. Other advice or training  ……………………………………………………………………………………..
……………………………………………………………………………………………………..

**IF NO, e. Do you think you needed some advice or training?**  Yes ☐  No ☐  DK

74a. Have you received any advice or training from your key-worker or other staff about how to pay utilities and other bills?  
   Yes ☐  No ☐  Don’t know ☐

**IF YES, Have you … (ask about each)**

b. Attended a training session or course  
   Yes ☐  No ☐  DK

c. Talked through the procedures with a worker  
   Yes ☐  No ☐  DK

d. Other advice or training  ……………………………………………………………………………………..
……………………………………………………………………………………………………..

**IF NO, e. Do you think you needed some advice or training?**  Yes ☐  No ☐  DK
75a. Please tell me about any other advice or training you’ve had from your key-worker or other staff about looking after yourself and your home? *(do not include budgeting and managing debts – these are covered in the next section)*

________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________

**INCOME AND FINANCES**

I’d now like to ask a few questions about your income and finances. Let me remind you that you can refuse to answer any question.

76. **What is your current income?** *(include earnings, types of pensions, names of Social Security benefits, and other income)*

<table>
<thead>
<tr>
<th>Type of income</th>
<th>Amount</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
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<tr>
<td>2.</td>
<td></td>
<td></td>
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<tr>
<td>3.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

77a. Do you claim Housing Benefit towards your rent?  Yes ☐  No ☐  DK ☐

**IF YES,** b. Do you manage your own Housing Benefit (HB) claims?

Yes ☐ Has help from staff ☐ No ☐ DK ☐

78. How much rent and service charge do you pay from your personal income?

Amount ........................................... *(state weekly or monthly)*  Don’t know ☐

**IF PAYS RENT,** b. Do you pay your rent regularly?  Yes ☐  No ☐  DK ☐

79a. Do you have difficulty budgeting and making your money last?

Yes ☐  No ☐  Don’t know ☐

**IF YES,** b. Why is this?

________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________
80a. While homeless, have you received any advice or training from your key-worker or other staff about budgeting and managing money?

Yes ☐  No ☐  Don’t know ☐

**IF YES, Have you … (ask about each)**

b. Talked through the problems with a worker  Yes ☐  No ☐
c. Drawn up a budget plan with a worker  Yes ☐  No ☐
d. Other advice or training ……………………………………………………………………………………………………………………
………………………………………………………………………………………………………………………………………………………………………………………………………

**IF NO, e. Do you think you needed some advice or training?**  Yes ☐  No ☐  DK

81. Do you have any outstanding debts or loans such as rent arrears, credit card debts, or debts to catalogue companies or bookmakers?  Yes ☐  No ☐  Don’t know ☐

**IF YES, CONTINUE ... IF NO, GO TO Q. 84**

82. Please tell me about the debts ...

<table>
<thead>
<tr>
<th>Type of debt e.g. rent arrears</th>
<th>Amount owed</th>
<th>What arrangements in place to pay back</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
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<tr>
<td>3.</td>
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<td></td>
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<tr>
<td>4.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

83a. While homeless, have you had any help or done anything yourself to manage your debts?

Yes ☐  No ☐  Don’t know ☐

**IF YES, b. Have you had advice or help from your key-worker**  Yes ☐  No ☐
c. Have you seen a specialist debt advisor or counsellor  Yes ☐  No ☐
d. What have you done? …………………………………………………………………………………………………………………
………………………………………………………………………………………………………………………………………………………………………………………………………

**IF NO, e. Would you have liked some help with debt management?**  Yes ☐  No ☐
RESOLVING PROBLEMS

You mentioned earlier that ………. (state the reasons given in Q. 25) were the reasons why you became homeless …

84. Do you think that these problems have now been resolved? (read out options)
   Completely □   Partly □   No □   Don’t know □

85. What have you done to try and resolve or overcome these problems?
   ……………………………………………………………………………………………………….
   ……………………………………………………………………………………………………….
   ……………………………………………………………………………………………………….
   ……………………………………………………………………………………………………….
   ……………………………………………………………………………………………………….

86. How much have you talked to your key-worker or other staff about the problems that led to you becoming homeless? (read out options)
   A lot □   A little □   Not at all □   Don’t know □
   IF A LITTLE OR NOT AT ALL,  b. Why is that?
   ……………………………………………………………………………………………………….
   ……………………………………………………………………………………………………….

87. What help have you had from staff, relatives, friends or other people to try and resolve or overcome these problems?
   ……………………………………………………………………………………………………….
   ……………………………………………………………………………………………………….
   ……………………………………………………………………………………………………….
   ……………………………………………………………………………………………………….
   ……………………………………………………………………………………………………….

88. What help, if any, would you have liked but not had to overcome your problems?
   ……………………………………………………………………………………………………….
   ……………………………………………………………………………………………………….
   ……………………………………………………………………………………………………….
OBTAINING HOUSING AND MOVING

I’d now like to ask you a few questions about your experience of obtaining housing and the pending move.

89. Whose idea was it for you to look for permanent housing and move on?
........................................................................................................................................ Don’t know □

90. Is the accommodation to which you are moving … (read out options)
A flat with no shared facilities □  A bedsit with no shared facilities □
A house with no shared facilities □
A room / bedsit in a house with shared bathroom and/or kitchen □
A self-contained flat in a communal setting, e.g. sheltered or supported housing □
Other (describe) …....................................................................................................................................

91. Is there a housing worker or warden attached to the accommodation, i.e. who visits the premises during the day?
Yes □  No □  Don’t know □

92. Who is the landlord?
Council / local authority □  Housing association □, name ..................................................
Private landlord □  Other (describe) ................................................................................................

93. Did you obtain the accommodation through a bidding scheme, e.g. choice-based lettings, Home Connections?
Yes □  No □  DK □  IF NO OR DK, GO TO Q. 94

IF YES, b. When did you start bidding? ..................................................

c. How many bids did you make?................................. THEN GO TO Q. 95

94. Did you obtain the accommodation through the Clearing House?
Yes □  No □  DK □

IF NO OR DK, b. How was the accommodation obtained?
95. Besides the accommodation to which you are moving, have you viewed or had any other offers of accommodation? Yes □ No □ DK □

**IF YES, b.** How many? ........................................

c. Why did you not accept the other offers?

.................................................................................................................................
.................................................................................................................................
.................................................................................................................................

96. How much choice did you have about the type of accommodation to which you are moving?

*Read out options*  
A lot □ A little □ None □ Don’t know □

97. How much choice did you have about the area to which you are moving?

*Read out options*  
A lot □ A little □ None □ Don’t know □

98a. Do you know the area in which your new accommodation is located?

Yes □ No □ Don’t know □

**IF YES, b.** Have you lived in that area before? Yes □ No □

**IF YES, c.** For how long? .................................

99. What connections, if any, do you have with the area, such as family, friends, work or use of local services?

.................................................................................................................................
.................................................................................................................................

100a. Have you seen the accommodation? Yes □ No □ DK □

**IF YES, b.** Did your resettlement worker/key-worker accompany you? Yes □ No □

 c. When did you first view the accommodation? *(date)* ........................................

101a. Is the accommodation clean, well-decorated and well-maintained?

*(read out options)*  
Yes □ Partly □ No □ Don’t know □

**IF NO OR PARTLY, CONTINUE ... ** **IF YES, GO TO Q. 102**

b. What are the problems? ........................................................................................................
.................................................................................................................................
.................................................................................................................................
c. What arrangements have been made to sort out these problems?

........................................................................................................................................

........................................................................................................................................

102a. Is the accommodation furnished?

(read out options) Fully ☐ Partly ☐ Unfurnished ☐ Don’t know ☐

**IF NOT FULLY FURNISHED,**

b. Do you have the furniture that you need?

Yes ☐ Still to be arranged ☐ No ☐ Don’t know ☐

c. Have you received a grant to buy furniture?

Yes ☐ Still to be arranged ☐ No ☐ Don’t know ☐

103. Will you be responsible for paying directly for utilities, i.e. not included as a service charge that you pay with your rent? Yes ☐ No ☐ Don’t know ☐

**IF YES,** b. Have utility accounts been set up in your name?

Yes ☐ Still to be arranged ☐ No ☐ Don’t know ☐

104. Have Housing Benefit payments for the new accommodation been sorted out?

Yes ☐ Still to be arranged ☐ No ☐ Not entitled to HB ☐ DK ☐

105. Did you receive help from your resettlement worker or key-worker with …

<table>
<thead>
<tr>
<th>Ask about each</th>
<th>Yes</th>
<th>No</th>
<th>Still to be arranged</th>
<th>Not applicable</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Applying for a furniture grant</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>b. Buying furniture</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>c. Changing Housing Benefit claims</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>d. Setting up utility accounts</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

106. What other help have you had from your resettlement worker or key-worker in preparing to move?

........................................................................................................................................

........................................................................................................................................

........................................................................................................................................

........................................................................................................................................
107. Overall, how satisfied are you with the help that you have received from your key-worker and other staff in preparation for being rehoused? (read out options)
   Very □    Fairly □    Not very □    Not at all □    Don’t know □

108. After you move, do you think you will have problems with …
   Ask about each    Maybe □    No □    Don’t know □
   a. Managing bills and finances □ □ □
   b. Managing everyday household tasks □ □ □
   c. Living on your own and loneliness □ □ □
   d. Occupying your time □ □ □

109a. Do you have concerns about the neighbourhood to which you are moving?
   Yes □    No □    Don’t know □
   IF YES, b. What are they?
   ………………………………………………………………………………………………………………………
   ………………………………………………………………………………………………………………………

109b. Do you have any other worries or concerns about moving to your new accommodation?
   Yes □    No □    Don’t know □
   IF YES, b. What are they?
   ………………………………………………………………………………………………………………………
   ………………………………………………………………………………………………………………………

110. Do you expect to have support from a housing / tenancy support worker after you move?
   Yes □    No □    Don’t know □
   IF YES, b. How often do you expect to see the worker during the first few weeks?
   ………………………………………………………………………………………………………………………
   IF NO, c. Why not?
   ………………………………………………………………………………………………………………………
   ………………………………………………………………………………………………………………………

112a. Do you expect to have support from any other agencies or service-providers after you move?
   Yes □    No □    Don’t know □
   IF YES, b. Who from (type of worker)
   1. ……………………………………………  2. ……………………………………………
FAMILY AND SOCIAL CONTACTS

I’d now like to ask you a few questions about your family and friends. Just to remind you, you can refuse to answer any question.

113. What is your marital status?
   Never married ☐  Married ☐  Widowed ☐  Separated ☐  Divorced ☐

114a. Are you currently in a relationship (i.e. have a partner)?  Yes ☐  No ☐
   IF YES,  b. For how long?  …………………………………………………

115a. During the last 12 months, have you had contact with any of your family or relatives? (include former partners and their close relatives)  Yes ☐  No ☐  DK ☐
   IF YES, CONTINUE  … IF NO GO TO Q. 118
   b. How many relatives do you see or hear from at least once a month?  …….. (number)
   c. Please tell me about the contacts you have with your four closest relatives …

<table>
<thead>
<tr>
<th>Relationship to respondent (e.g. mother, sister)</th>
<th>Sees person? 3+ days / 1-2 days / 1-2 days / 1-2 days / Less / DK week week month year often</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>What do you do together? e.g. visit, go out (where?), talk on phone (how often?)</td>
</tr>
<tr>
<td></td>
<td>What help do they give you? e.g. provide meals, do laundry, financial</td>
</tr>
<tr>
<td></td>
<td>What help do you give them?</td>
</tr>
<tr>
<td>2.</td>
<td>What do you do together? e.g. visit, go out (where?), talk on phone (how often?)</td>
</tr>
<tr>
<td></td>
<td>What help do they give you? (e.g. provide meals, do laundry, financial)</td>
</tr>
<tr>
<td></td>
<td>What help do you give them?</td>
</tr>
</tbody>
</table>
### 3. Sees person?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>3+ days / week</th>
<th>1-2 days / week</th>
<th>1-2 days / month</th>
<th>1-2 days / year</th>
<th>Less often</th>
<th>DK</th>
</tr>
</thead>
</table>

**What do you do together?** e.g. visit, go out (where?), talk on phone (how often?)

**What help do they give you?** (e.g. provide meals, do laundry, financial)

**What help do you give them?**

### 4. Sees person?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>3+ days / week</th>
<th>1-2 days / week</th>
<th>1-2 days / month</th>
<th>1-2 days / year</th>
<th>Less often</th>
<th>DK</th>
</tr>
</thead>
</table>

**What do you do together?** e.g. visit, go out (where?), talk on phone (how often?)

**What help do they give you?** (e.g. provide meals, do laundry, financial)

**What help do you give them?**

116. Are you happy with the amount of contact that you have with your family?

- Yes [ ]
- No, would like more [ ]
- No, would like less [ ]
- Don’t know [ ]

117. How much help or support do you expect to have from your relatives after you move?

*(read out options)*

- A lot [ ]
- A little [ ]
- None [ ]
- Don’t know [ ]

**ALL RESPONDENTS**

118a. While homeless, have you received any help from your key-worker or other staff to renew family contact?

- Yes [ ]
- No [ ]
- Don’t know [ ]

**IF YES, b.** What help have you had?

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119. Do you have contact with any friends?

- Yes [ ]
- No [ ]
- Don’t know [ ]

**IF YES CONTINUE  ... IF NO GO TO Q. 121**
b. What distinguishes your friends from other people that you have contact with?


c. How many friends do you see or hear from at least once a month? ......... (number)

d. Please tell me about the contacts you have with your three closest friends ...

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<tr>
<th></th>
<th>Sees person?</th>
<th>3+ days /</th>
<th>1-2 days /</th>
<th>1-2 days /</th>
<th>1-2 days /</th>
<th>Less</th>
<th>DK</th>
</tr>
</thead>
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<td>week</td>
<td>week</td>
<td>month</td>
<td>year</td>
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<tr>
<td>1.</td>
<td>What do you do together?</td>
<td>e.g. visit, go out (where?), talk on phone (how often?)</td>
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<td>2.</td>
<td>What do you do together?</td>
<td>e.g. visit, go out (where?), talk on phone (how often?)</td>
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<td>What help do they give you?</td>
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<td>What help do you give them?</td>
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<td>3.</td>
<td>What do you do together?</td>
<td>e.g. visit, go out (where?), talk on phone (how often?)</td>
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<td>What help do they give you?</td>
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<td>What help do you give them?</td>
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</tbody>
</table>
120. How much help or support do you expect from your friends after you move?

(read out options) A lot □ A little □ None □ Don’t know □

121a. As child or teenager, were you ever in care, that is with foster parents or in a children’s home or a similar setting? (prompt to include convents or other institutional care)

Yes □ No □ Don’t know □

IF YES CONTINUE ... IF NO GO TO Q. 122

b. Have you lived with foster parents? Yes □ No □ DK □

IF YES, For how long? ...........................................

c. Have you lived in a children’s home? Yes □ No □ DK □

IF YES, For how long? ...........................................

c. Have you lived in any other settings as a child, such as a convent?

Yes □ No □ DK □

IF YES, For how long? ...........................................

d. How old were you when you last left care? ............................................

HOPES AND PLANS

I’d now like to ask you about how you’ve been feeling during the last few weeks and about your hopes and plans.

122. During the last month, have you been feeling …

Read out options

<table>
<thead>
<tr>
<th></th>
<th>Most of the time</th>
<th>Sometimes</th>
<th>Not at all</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Excited about moving</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
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<tr>
<td>b. Optimistic about the future</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
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<tr>
<td>c. Preoccupied about personal problems</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
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<tr>
<td>d. Motivated to do things</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
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<tr>
<td>e. Unhappy or depressed</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>f. Worried or anxious</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
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<tr>
<td>g. Lonely</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
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</table>
123. What plans, if any, do you have to get a job after you’ve move?

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124. What other plans do you have for the next six months?

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125. Are there any other comments that you would like to make about your resettlement preparation or your pending move?

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Thank you for answering the questions and sharing your experiences with me. You have been very patient and helpful. To end, I’d like to ask you to complete this form about your views of moving. Give the interviewee the ‘Right Move Scale’ and explain it to them.

We’d like to stay in contact with you and see you again in six months to find out how you are getting on. It would also be extremely useful if you would keep us informed if you intend to move or if you have been asked to leave your accommodation. In your folder, there are cards that you can return informing us of change of address. You can also email Maureen / Sarah or leave a message on our phone. The details are in your folder.
I’d like to collect as many details as possible about where we can contact you. Please tell me ...

Date of moving …………………………………………………………………………………

Your new address …………………………………………………………………………………

…………………………………………………………………………………………………………..

…………………………………………………………………………………………………………..

Your mobile phone number ………………………………………………………………………

Your new home phone number …………………………………………………………………

Your email address …………………………………………………………………………………

Work phone number …………………………………………………………………………………

If we are having difficulty reaching you at home, is there a relative or friend that we could contact to find out your whereabouts or where we could leave a message for you?

Name of person ..................................................... Relationship to respondent .................

Address …………………………………………………………………………………………………

…………………………………………………………………………………………………………..

…………………………………………………………………………………………………………..

Home / work / mobile phone number(s) …………………………………………………………………

Could you please give me the names, addresses and phone numbers of any other relatives or friends that you would be happy for us to contact if we are having difficulty getting in touch with you.

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship to respondent</th>
<th>Address</th>
<th>Phone no. / other contact details</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>
Are there any other places that you go to where we could leave a message for you, such as a drop-in centre or club? If yes, collect details of name of place(s), address, and telephone number.
EXPERIENCE OF RESETTLEMENT (AFTER 6 MONTHS)

Questionnaire

VERSION – 5.12.2007

To be completed by the interviewer with the respondent

In collaboration with: Broadway, Centrepoint, Framework, St Anne’s Community Services, St Mungo’s and Thames Reach

Funded by the UK Economic and Social Research Council (Grant RES-062-23-0255)
Guidance notes for interviewers

Step 1: Preparing for the interview

You will need to take the following documents to the interview:

1. The appropriate questionnaire and the flashcard.
2. A change-of-address card and contact details for the project.
3. A receipt for the respondent to sign when they are given the incentive payment.
4. Details of whether the person has a history of alcohol or drug problems in the five years before being resettled, and their previous ‘contact details’ sheet.

Before you start the interview, ensure that you have informed Maureen, Sarah or Tony that the interview is taking place, who with, and where. Also ensure that you have your mobile phone and that it is working, and that you have been informed of any safety issues.

Step 2: Obtaining consent

The respondent will have given written consent to participate in the study at their first interview. After introducing yourself, check with the respondent that he or she is willing to be interviewed for a second time. Summarise the purpose of the study, and explain that anything he or she says is strictly confidential and that no details will be released or reported that enable the respondent to be identified.

Step 3: Carrying out the interview

Explain how the interview will be carried out, i.e. he or she will be asked questions and also to complete a short questionnaire. A flashcard will be used to help them choose answers to certain questions. The respondent can refuse to answer any question, and can stop the interview at any time. The interview should take about one hour but may take as long as needed. The respondent will be given £15 at the end of the interview.

Step 4: Completing the interview

At the end of the interview, explain to the respondent how important it is for the study that we keep in touch with him / her (see script on page 33). Check their own contact details and those of relatives, friends and others against the ‘Contact details’ sheet, and record any changes or new contacts (pages 33-34).

Give the respondent the incentive payment and ensure that he / she signs the receipt.

Finally, once you have left the respondent, inform Sarah, Maureen or Tony (whoever you initially contacted) that the interview has been successfully completed.
Let’s start by asking how you’ve been getting on since you moved.

1. How have things been going for you?

2a. Are you glad that you’ve moved?   Yes ☐   Yes and no ☐   No ☐   DK ☐

   **ALL RESPONSES**  b. Why is this?

3. What’s the best thing that’s happened to you since you moved?
4a. Has having your own accommodation enabled you to do things that you couldn’t do while you were homeless?  Yes ☐   No ☐   Don’t know ☐

IF YES, b. What things?

---------------------------------------------------------------------------------

---------------------------------------------------------------------------------

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5a. Has having your own accommodation stopped you doing things that you used to do while you were homeless?  Yes ☐   No ☐   Don’t know ☐

IF YES, b. What things?

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YOUR ACCOMMODATION

I’d now like to ask some questions about your accommodation.

6a. How much grant did you get for buying furniture and appliances? ................. DK ☐

b. Do you have all the furniture and appliances that you need?  Yes ☐   No ☐   DK

IF NO OR DON’T KNOW CONTINUE ... IF YES, GO TO Q. 7
c. What is missing? (tick all that apply)
   Bed ☐   Cooker ☐   Fridge ☐   Armchair / sofa ☐   Table ☐   TV ☐

Other ................................................................................................................

7a. Have you done or had help to do any decorating or home improvements since moving in?
   Yes ☐   No ☐   Don’t know ☐

IF YES, b. What has been done? (tick all that apply)
   Painting and decorating ☐   Putting up shelves ☐

Other ...................................................................................................................
8a. **Are there any problems with the condition of your accommodation?**

Yes ☐ No ☐ Don’t know ☐ **IF NO OR DK, GO TO Q. 9**

**IF YES, b. What are the problems? (tick all that apply)**

- Dampness ☐
- Broken window(s) ☐
- Broken door locks ☐
- Vermin ☐
- Boiler / heating not working properly ☐
- Problems with electrical wiring / sockets ☐
- Walls need repair / decorating ☐
- Lifts faulty ☐
- Communal areas dirty ☐
- Other …………………………..…..……….......................……………………………………
  ………………………………………………………………………………………………………
  ………………………………………………………………………………………………………
  ………………………………………………………………………………………………………

**c. Have you tried to sort out the problems?**

Yes ☐ No ☐ DK ☐

<table>
<thead>
<tr>
<th>If YES, What have you done?</th>
<th>If NO, Why not?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the outcome?</td>
<td></td>
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</tbody>
</table>

9. **Do you think of the accommodation as your ‘home’?**

Yes ☐ No ☐ Don’t know ☐

**IF YES, b. What is it that makes you say ‘yes’?**

(INTERVIEWER: please write down all the comments you can)

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**THEN GO TO Q. 10**
IF NO OR DON’T KNOW, CONTINUE ...

c. Why not?  (INTERVIEWER: please write down all the comments you can)

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d. Have you ever lived in accommodation that you thought of as home?

Yes ☐  No ☐  Don’t know ☐  IF NO OR DK, GO TO Q. 10

IF YES: e. What was it about that accommodation that made you feel at home?
(INTERVIEWER: please write down all the comments you can)

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10. How many nights a week do you spend in your accommodation? .................  DK ☐

11a. Since moving here, has anyone moved in with you?  Yes ☐  No ☐  DK ☐

IF YES, b. Please tell me a little about who has been living with you

<table>
<thead>
<tr>
<th>Relationship to respondent</th>
<th>How long lived there</th>
<th>Still living there?</th>
</tr>
</thead>
<tbody>
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<td></td>
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<td></td>
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</tbody>
</table>

12a. Do you have a pet?  Yes ☐  No ☐

IF YES, b. Which pet(s)?  Dog ☐  Cat ☐  Other ………………………………………
13a. Do you like the neighbourhood where you are living?

YES ☐   YES AND NO ☐   NO ☐   DK ☐

ALL RESPONDENTS

b. What do you like about the neighbourhood? (tick all that apply)

Near shops / amenities ☐  Good transport links ☐  Safe / quiet ☐  Friendly people ☐

Area clean / good upkeep ☐  Close to work / college ☐  Close to family / friends ☐

Other

-----------------------------------------------------------------------------------------

What do you not like about the neighbourhood? (tick all that apply)

Not near shops / amenities ☐  Poor transport links ☐  Do not feel safe ☐

Area dirty / unkempt ☐  Far from family / friends ☐  Far from work / college ☐

Noisy ☐  Crime / vandalism / drug dealing / other antisocial behaviour ☐

Other

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14a. Since being rehoused, have you been a victim of crime or harassment in your local neighbourhood?

YES ☐   NO ☐   DK ☐

IF NO OR DK, GO TO Q. 15

IF YES, b. What happened?

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15. Apart from a brief ‘hello’, on average how often do you talk to a neighbour?

Most days ☐  Once or twice a week ☐  Once or twice a month ☐

Occasionally, less than once a month ☐  Never ☐  Don’t know ☐

16. Do you socialise with neighbours and, for example, have a cup of tea together?

YES ☐   NO ☐   Don’t know ☐

IF YES, b. What do you do together and how often?

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17. What help, if any, have you had from neighbours?

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18. What help, if any, have you given neighbours?

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………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IF REPORTED A PROBLEM WITH THE LANDLORD, ask:

c. Have you tried to sort out the problem(s)?  Yes ☐  No ☐  DK ☐

<table>
<thead>
<tr>
<th>If YES, What have you done?</th>
<th>If NO, Why not?</th>
</tr>
</thead>
<tbody>
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<td></td>
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</table>

What was the outcome?

21a. Since being rehoused, have you been threatened with eviction or asked to leave your accommodation?  Yes ☐  No ☐  DK ☐

IF NO OR DK, GO TO Q. 22

IF YES,  b. Why was this? (tick all that apply)

Rent arrears ☐  Not keeping the place clean ☐  Noise / disturbance by interviewee ☐
Noise / disturbance by interviewee’s visitors ☐  Other reason ………………………………

………………………………………………………………………………………………………………

………………………………………………………………………………………………………………

c. Have you tried to sort out the problems?  Yes ☐  No ☐  DK ☐

<table>
<thead>
<tr>
<th>If YES, What have you done?</th>
<th>If NO, Why not?</th>
</tr>
</thead>
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</table>

What was the outcome?

d. Is your landlord seeking repossession at the moment?  Yes ☐  No ☐  DK ☐

HOUSEHOLD TASKS AND FINANCES

I’d now like to ask you a few questions about how you’re managing in your accommodation. I hope that you don’t find the questions intrusive.

22a. In an average week, how many days do you have a cooked meal? ………………… DK

b. Is this mainly … (read out options and tick all that apply)

Food you cook yourself ☐  Food someone else cooks ☐  Take-away / ready meals ☐
23. In an average week, how many days do you eat fresh fruit and vegetables? ............ DK

24. How often do you do your personal laundry, that is wash your clothes?
   At least weekly □   Every two weeks □   Every month □   Less often □   DK □

25. How often do you do you change your bedsheets?
   At least weekly □   Every two weeks □   Every month □   Less often □   DK □

26. How often do you do you clean your living room?
   At least weekly □   Every two weeks □   Every month □   Less often □   DK □

27a. Do you have any problems managing household tasks such as cooking, cleaning and laundry?   Yes □   No □   Don’t know □   IF NO OR DK, GO TO Q. 28

IF YES,  b. What problems are you having? .................................................................

........................................................................................................................................

........................................................................................................................................

........................................................................................................................................

  c. Have you tried to sort out the problems? Yes □   No □   DK □

<table>
<thead>
<tr>
<th>If YES, What have you done?</th>
<th>If NO, Why not?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the outcome?</td>
<td></td>
</tr>
</tbody>
</table>

28a. What is your weekly or monthly income? (include earnings, types of pensions, names of Social Security benefits, and other income)

<table>
<thead>
<tr>
<th>Type of income</th>
<th>Amount</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
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<tr>
<td>3.</td>
<td></td>
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</tbody>
</table>
b. Over the last 3 months, has your income fluctuated? Yes □ No □ DK □

**IF YES, c. Please explain how and why?** .................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

29a. During the last month, have you run short of money? Yes □ No □ DK □

**IF YES, b. Why was this?** (tick all that apply)

- Drop in income □
- Rent increased □
- Loaned money to relative / friend □
- Spent money on drink / drugs □
- Other reason □

Other reason .......................................................................................................................................
b. How much are the arrears? ...........................................

c. What has caused or contributed to the arrears?

.......................................................... ..........................................................

.......................................................... ..........................................................

.......................................................... ..........................................................

.......................................................... ..........................................................

d. Have you tried to clear / pay the arrears? Yes ☐ No ☐ DK ☐

<table>
<thead>
<tr>
<th>If YES, What have you done?</th>
<th>If NO, Why not?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the outcome?</td>
<td></td>
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<tr>
<td></td>
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</table>

33. How do you pay for electricity, gas and water? (collect information about EACH)

<table>
<thead>
<tr>
<th></th>
<th>3/6 month bill</th>
<th>Pay-as-you-go key / card</th>
<th>Monthly debit</th>
<th>Other (write in)</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>.........................</td>
<td>☐</td>
</tr>
<tr>
<td>Gas</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>.........................</td>
<td>☐</td>
</tr>
<tr>
<td>Water</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>.........................</td>
<td>☐</td>
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</table>

34a. Are you having problems with the utility payments? Yes ☐ No ☐ DK ☐

**IF YES, CONTINUE ... IF NO, GO TO Q. 35**

b. What are the problems? ............................................................................................................

............................................................................................................

............................................................................................................

............................................................................................................

c. Have you tried to sort out the problems? Yes ☐ No ☐ DK ☐
If YES, What have you done?  

What was the outcome?  

If NO, Why not?  

35a. Do you have rent arrears on former accommodation or any outstanding debts or loans?  

(ASK about credit cards, catalogue companies, rent arrears on former accommodation, budgeting loans and other money owed to Social Security, court fines, utility debts, council tax debts)

Yes ☐  No ☐  DK ☐  IF YES, CONTINUE ... IF NO, GO TO Q. 36

b. Please tell me about the debts ...

<table>
<thead>
<tr>
<th>Type of debt</th>
<th>Amount owed</th>
<th>What arrangements in place to pay back</th>
</tr>
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<tbody>
<tr>
<td>1.</td>
<td></td>
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<tr>
<td>2.</td>
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<tr>
<td>3.</td>
<td></td>
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<tr>
<td>4.</td>
<td></td>
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<tr>
<td>5.</td>
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</table>

c. What help, if any, have you had to manage your debts?

..................................................................................................................................................

..................................................................................................................................................

d. Have you seen a debt advisor?  Yes ☐  No ☐  DK ☐

ACTIVITIES

I’d like to ask a few questions about your day-to-day activities.

36. Overall, how occupied are you during the day doing activities? (read out options)

  Very ☐  Fairly ☐  Not very ☐  Not at all ☐  Don’t know ☐
37. How do you feel about your current level of activity? Do you feel that …
(read out options)

- You are too busy □
- It is just right □
- You do not have enough to do □
- DK □

38. Please tell me how often you … Show Card B and circle the appropriate answers

<table>
<thead>
<tr>
<th>ASK ABOUT EACH …</th>
<th>3+ times / week</th>
<th>1-2 times / week</th>
<th>1-2 times / month</th>
<th>Less often / never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read a newspaper / magazine / book</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Exercise, go to a gym or play sport</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Watch television / videos / DVDs</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Listen to the radio or music</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Visit / go out with friends</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Visit / go out with relatives</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Attend a day centre for homeless people</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Attend a club or community centre</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Attend church, mosque or similar</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
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</table>

Other LEISURE activities (not training or educational courses)

1. ………………………………………………….. | 1 | 2 | 3 | 4 |
2. ………………………………………………….. | 1 | 2 | 3 | 4 |

39. Since being rehoused, have you restarted or taken up any new interests or activities?

- Yes □
- No □
- Don’t know □

IF YES, b. What things? ……………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………

40. Since being rehoused, have you done any voluntary work or been involved in a volunteering programme?

- Yes □
- No □
- Don’t know □

IF YES, CONTINUE … IF NO, GO TO Q. 41
b. Please tell me what you voluntary work you have been doing

<table>
<thead>
<tr>
<th>Type of voluntary work / programme</th>
<th>Who runs it? (e.g. name of organisation)</th>
<th>When started?</th>
<th>No. of days per week attend</th>
<th>Still involved or when stopped?</th>
</tr>
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</table>

41a. Since being rehoused, have you attended any educational, college or training courses?

Yes ☐ No ☐ Don’t know ☐

If YES, b. Please tell me about the courses you’ve completed or are still doing

<table>
<thead>
<tr>
<th>Type of course</th>
<th>Who runs it? (name of organisation)</th>
<th>When started</th>
<th>How long for?</th>
<th>Still attending?</th>
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</thead>
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EMPLOYMENT

I’d like to collect some details about whether you are working or attempts that you’ve made to find work.

42a. Since being rehoused, have you attended any work-training programmes to help you get back to work?

Yes ☐ No ☐ Don’t know ☐

If YES, b. Please tell me about the programmes you’ve completed or are still doing.

(do not include those covered in Q. 41)

<table>
<thead>
<tr>
<th>Type of programme</th>
<th>Who runs it? (name of organisation)</th>
<th>When started</th>
<th>How long for?</th>
<th>Still involved?</th>
</tr>
</thead>
<tbody>
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</table>
43a. Are you currently employed?  Yes ☐  No ☐  Don’t know ☐

**IF EMPLOYED CONTINUE ... IF UNEMPLOYED GO TO Q. 44**

b. What is your current job? ..................................................................................................................

...........................................................................................................................................................

c. When did you start the job? ............................................ (month / year)

d. How did you get the job? ..................................................................................................................

...........................................................................................................................................................

e. Is it full-time or part-time work?

Full-time ☐  Part-time ☐ ................ number of hours per week on average

f. Is the job open-ended, for a fixed term, or casual / daily work?

Open-ended ☐  For a fixed term ☐  Casual / daily work ☐

Other ..................................................................................................................................................

**IF EMPLOYED CASUALLY OR ON DAILY BASIS:**

g. How many days did you work in the last four weeks? .................................................................

**ALL RESPONDENTS WHO ARE WORKING:**

h. How are you getting on at work? ........................................................................................................

...........................................................................................................................................................

...........................................................................................................................................................

THEN GO TO Q. 49

**RESPONDENTS WHO ARE UNEMPLOYED**

44a. Since being rehoused, have you tried to find a job?  Yes ☐  No ☐  DK ☐

**IF NO, b. Why not?**  Retired ☐  Health reasons ☐

Other ..................................................................................................................................................

...........................................................................................................................................................

THEN GO TO Q. 49

**IF YES, CONTINUE WITH Q. 45-48**

45. What steps have you taken to find work?

...........................................................................................................................................................

...........................................................................................................................................................
46a. Have you had help to apply for or find a job?

Yes □  No □  Don’t know □

**IF YES,** b. What help have you had? (e.g. from tenancy support worker, Job Centre, family, friends) ……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………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c. How do the problems affect you?

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51a. Since being rehoused, have you suffered from depression or other mental health or nervous problems?  Yes ☐  No ☐  DK ☐  IF NO OR DK, GO TO Q. 54

b. What are the problems?

Depression ☐  Other ............................................................................................................................

52a. Since being rehoused, have you had treatment or help for depression or other mental health problems?  Yes ☐  No ☐  DK ☐  IF NO OR DK, GO TO Q. 53

b. What treatment or help was that?  (tick all that apply)

Medication ☐  Counselling ☐  Hospital admission ☐

Other ............................................................................................................................................................

c. Was this treatment or help from a psychiatrist or mental health worker?  (include community psychiatric nurses, psychologist, mental health team worker)

Yes ☐  No ☐  Don’t know ☐

53. Since being rehoused, have you refused treatment or help for depression or mental health problems?  Yes ☐  No ☐  DK ☐

IF YES, What help and why? ........................................................................................................................................

............................................................................................................................................................

ALCOHOL USE

54. During the last month, how many days a week on average have you had an alcoholic drink? .............  DK ☐  IF HAD A DRINK, ask

b. Taking ‘one drink’ as a large can or a pint of beer, a glass of wine or a measure of spirits, on the days that you drink how many drinks do you usually have?

....................................................  DK

55. Since being rehoused, have you drank heavily or had alcohol problems?

Yes ☐  No ☐  Don’t know ☐
INTERVIEWER: RESPONSE TO Q. 55

IF YES: ‘I’d like to ask you a few questions about your drinking and any help you’ve had with it since being rehoused’. Continue with Q. 56-59.

IF NO BUT HAD ALCOHOL PROBLEMS DURING THE FIVE YEARS BEFORE BEING RESETTLED: ‘You mentioned in the previous interview that you had had an alcohol problem in recent years so I’d like to ask you a few questions about your drinking or any help you’ve had with it since being rehoused’. Continue with Q. 56-59.

IF NO AND NO RECENT HISTORY OF ALCOHOL PROBLEMS, go to Q. 60

56. Has the amount that you drink increased or decreased since you were rehoused?
   Increased □  Decreased □  The same □  
   Not drinking immediately before and since being resettled □  Don’t know □  
   Other (describe) .................................................................................................................................
   ……………………………………………………………………………………………………………………………...

57. Since being rehoused, have you had any treatment or help to reduce or overcome drinking?  Yes □  No □  DK □  IF NO OR DK, GO TO Q. 58
   b. What treatment or help have you had? (tick all that apply)
      Detox □  Counselling / keywork sessions □  
      Attended Alcoholics Anonymous (AA) or similar □  
      Other …………………………………………………………………………………………………………………
      ……………………………………………………………………………………………………………………………...

   c. Have you had treatment or help from an alcohol worker / alcohol service?
      Yes □  No □  DK □  

d. Have you had help from relatives or friends?  Yes □  No □  DK □

58. Since being rehoused, have you done anything yourself to reduce or overcome drinking?
   Yes □  No □  Don’t know □
   IF YES, b. What have you done? …………………………………………………………………………………
   ……………………………………………………………………………………………………………………………..
   ……………………………………………………………………………………………………………………………..
59. Since being rehoused, have you refused treatment or help to reduce or overcome drinking?
Yes ☐ No ☐ DK ☐

IF YES, b. What help and why? .................................................................
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DRUGS

60a. Since being rehoused, have you taken illegal drugs or misused prescribed drugs?
Yes ☐ No ☐ Don’t know ☐

IF YES, b. Which drugs or substances have you taken? (record names) ......................
...........................................................................................................
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INTERVIEWER: RESPONSE TO Q. 60a

IF YES: ‘I’d like to ask you a few questions about your drug use and any help you’ve had with it since being rehoused’. Continue with Q. 61-64.

IF NO BUT HAD USED DRUGS DURING THE FIVE YEARS BEFORE BEING RESETTLED: ‘You mentioned in the previous interview that you had used drugs in recent years so I’d like to ask you a few questions about any drug use or help you’ve had since being rehoused’. Continue with Q. 61-64.

IF NO AND NO RECENT HISTORY OF DRUG USE, go to Q. 65.

61. Has your use of drugs increased or decreased since you were rehoused?
Increased ☐ Decreased ☐ The same ☐
Not used drugs immediately before and since being resettled ☐ Don’t know ☐
Other (describe) ................................................................................................
...............................................................................................................
...............................................................................................................

62. Since being rehoused, have you had any treatment or help to reduce or overcome your drug use?
Yes ☐ No ☐ Don’t know ☐

IF YES, ask each of the following:
a. Have you had counselling / regular key-work sessions? Yes ☐ No ☐ DK
b. Are you on a methadone or other script? (e.g. subutex) Yes □ No □ DK

c. Have you attended Narcotics Anonymous (NA) or similar? Yes □ No □ DK

d. Other help ...........................................................................................................

..............................................................................................................................

e. Have you had treatment or help from a drugs worker or drugs service? Yes □ No □ DK □

f. Have you had help from relatives or friends? Yes □ No □ DK □

63. Since being rehoused, have you done anything yourself to reduce or overcome your drug use? Yes □ No □ Don’t know □

IF YES, b. What have you done? ....................................................................................

..............................................................................................................................

64. Since being rehoused, have you refused treatment or help to control or overcome your drug use? Yes □ No □ DK □

IF YES, What help and why? ..............................................................................................

..............................................................................................................................

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GAMBLING

65. Has gambling been a problem for you since you were rehoused? Yes □ No □ Don’t know □ IF NO OR DK, GO TO Q. 66

b. Please describe the problem

..............................................................................................................................

..............................................................................................................................

..............................................................................................................................

c. Has your gambling increased or decreased since you were rehoused? Increased □ Decreased □ The same □ Don’t know □

Other (describe) .................................................................................................

..............................................................................................................................
d. What help, if any, have you had to reduce or control gambling since you were rehoused?

FAMILY AND SOCIAL CONTACTS

I’d now like to ask you about your contact with family and friends.

66a. Are you currently in a relationship, that is do you have a partner?

Yes ☐ No ☐ DK ☐

IF YES CONTINUE ... IF NO OR DK, GO TO Q. 67

b. For how long? ............................................................

c. I’m not going to ask you about the intimate side of your relationship, but it would be helpful to know a bit about other aspects of your life together

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<th>1. Sees partner?</th>
<th>3+ days / week</th>
<th>1-2 days / week</th>
<th>1-2 days / month</th>
<th>1-2 days / year</th>
<th>Less often</th>
<th>DK</th>
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Other contact and frequency, e.g. phone, email

What social activities do you do together?

What help has your partner given you since you moved?

What help have you given your partner since you moved?

IF IN RELATIONSHIP LONGER THAN 6 MONTHS, i.e. prior to being rehoused, ask:
Please describe any changes in your relationship with your partner since you moved?
67a. Since being rehoused, have you had contact with any of your family or relatives? (include former partners and their close relatives)  
Yes ☐ No ☐ DK ☐  
IF YES, CONTINUE … IF NO GO TO Q. 70

b. How many relatives do you see or hear from at least once a month? …… (number)

c. Please tell me about the contacts you have with your three closest relatives ...

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<th>Relationship to respondent (e.g. mother, sister)</th>
<th>Sees person?</th>
<th>3+ days / week</th>
<th>1-2 days / week</th>
<th>1-2 days / month</th>
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3. **Relationship to respondent** (e.g. mother, sister)

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<th>Sees person?</th>
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<th>Less often</th>
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**Other contact and frequency, e.g. phone, email**

- **What do you do together?** e.g. visit, go out (where?)
- What help have they given you since you moved?
- What help have you given them since you moved?

68a. Since being rehoused, has your relationship with any of your family or relatives changed?

Yes ☐ No ☐ Don’t know ☐

**IF YES, b. Who with and how has it changed?**

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<th>Who with? (relationship to respondent)</th>
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69. Are you happy with the amount of contact that you have with your family?

Yes ☐ No, would like more ☐ No, would like less ☐ Don’t know ☐

ALL RESPONDENTS

70a. Since being rehoused, have you tried to renew contact with any relatives that you were not in touch with while you were homeless? Yes ☐ No ☐ **IF NO, GO TO Q. 71**
b. Who with? (relationship to respondent) ..............................................................
......................................................................................................................................


c. What was the outcome? ..............................................................................................
...........................................................................................................................................
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71a. Since being rehoused, have you had contact with any friends?

Yes ☐  No ☐  DK ☐  IF YES CONTINUE ... IF NO GO TO Q. 73

72. How many friends do you see or hear from at least once a month? ............ (number)

b. Please tell me about the contacts you have with the three people you have most to do 
with (not your relatives or partner, if applicable) ...

<p>| 1. | Person is: male ☐  female ☐ |
|    | Where first got to know person (e.g. school, work, in hostel, through partner) |
|    | How long known person ......................................................... |
|    | Sees person? 3+ days / week 1-2 days / week 1-2 days / month 1-2 days / year Less often DK |
|    | Other contact and frequency, e.g. phone, email |
|    | What do you do together? e.g. visit, go out (where?) |
|    | What help have they given you since you moved? |
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<td><strong>What help have you given them since you moved?</strong></td>
<td></td>
</tr>
</tbody>
</table>
ALL RESPONDENTS

73a. Since being rehoused, has your relationship with people you socialise with changed?

Yes ☐  No ☐  Don’t know ☐

**IF YES, b. Please explain how .................................................................
..............................................................................................................
..............................................................................................................
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74. Have you renewed contact with any friends that you were not in touch with while homeless?  Yes ☐  No ☐  DK ☐

**IF YES, b. How many? .........................

75. Since being rehoused, have you got to know anyone new who you socialise with?

Yes ☐  No ☐  DK ☐

**IF YES, b. How many? .........................

SUPPORT SERVICES

76. Since being rehoused, have you had any contact with a housing or tenancy support worker?

Yes ☐  No ☐  Don’t know ☐

**IF YES, CONTINUE ... IF NO, GO TO Q. 84

77. Which organisation(s) is the worker(s) from?

..............................................................................................................

78. How often on average did you have contact with the housing / tenancy support worker:

a. During the **first month** after you moved in?

At least twice a week ☐  Once a week ☐  Only once or twice ☐

Never ☐  Don’t know ☐

b. During the **second and third** month after you moved?

At least twice a week ☐  Once a week ☐  Only once or twice ☐

Never ☐  Don’t know ☐
79a. Do you still have contact with a housing / tenancy support worker?
   Yes □  No □  Don’t know □
   IF YES,  b. How often?  At least once a month □  Less than once a month □
   IF NO,  c. When did you last see the person? ..........................................................

80. Has your housing / tenancy support worker helped you with ...
   Ask about each of the following  Read out options
   Social security or housing benefit claims □ Yes □ No □ DK □
   Rent payments / arrears □ Yes □ No □ DK □
   Sorting out the payment of other bills □ Yes □ No □ DK □
   Sorting out debts □ Yes □ No □ DK □
   Problems with the accommodation itself □ Yes □ No □ DK □
   Difficulties with neighbours / other tenants □ Yes □ No □ DK □
   Finding / applying for jobs / work-training □ Yes □ No □ DK □
   Personal / emotional problems □ Yes □ No □ DK □

81. What other help have you had from your housing / tenancy support worker?
.............................................................................................................................................
.............................................................................................................................................
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82. Has the amount of contact you’ve had from your housing support worker been sufficient?
   Read out options  About right □  Not enough □  Too much □  DK □

83. Have you benefited from the support you’ve had from your housing support worker?
   Read out options  A lot □  A little □  Not at all □  DK □

ALL RESPONDENTS

84. Apart from your housing support worker (if applicable), have you had advice, support or help from any other workers or services since you were rehoused?
   (PROMPT: e.g. Citizens Advice Bureau, Housing Aid Centre, day centre, hostel staff)
   Yes □  No □  Don’t know □  IF YES, ASK:
85. Since you were rehoused, have you received advice, support or help from a religious body or person such as a priest, minister or imam?
   Yes ☐ No ☐ Don’t know ☐ IF YES, ASK:
<table>
<thead>
<tr>
<th>Who from? (type of person)</th>
<th>What support or help?</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

86. Have you received advice, support or help from any other people since you were rehoused? (PROMPT: e.g. work colleague, fellow student)
   Yes ☐ No ☐ Don’t know ☐ IF YES, ASK:
<table>
<thead>
<tr>
<th>Who from (type of person)?</th>
<th>What advice, support or help?</th>
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<tbody>
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87. What help or advice, if any, would you have liked since you were rehoused but did not get?

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88. Looking back, is there any help or advice you think would have been useful before you moved but you did not get?

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HOPES AND PLANS

I’d now like to round off by asking you about how you’ve been feeling since being rehoused and about your hopes and plans.

89. When you first moved into your accommodation, how did you feel about having been rehoused?

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90. How do you now feel about having been rehoused?

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91. Would you say that over the last six months, you have found it easier or harder to manage in your accommodation?

   Easier □    Harder □    About the same □    DK □

IF EASIER OR HARDER, ASK b. Why is this?

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................................................................................................................................................
92. Overall, how well do you believe you have coped since being rehoused? *(read out options)*
   Very □  Fairly □  Not very □  Not at all □  Don’t know □

93. Since being rehoused, do you think that you have changed in any way?
   Yes □  No □  DK □
   **IF YES, b. In what way(s)?**
   ........................................................................................................................................
   ........................................................................................................................................
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94. During the last month, have you felt … *(Read out options)*

   a. Motivated to do things
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   ........................................................................................................................................

   b. Worried or anxious about how things are going
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   c. That you are achieving positive things
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   d. Preoccupied about personal problems
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   e. Hopeful about the future
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   e. Unhappy or depressed
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   f. Lonely
   ........................................................................................................................................
   ........................................................................................................................................
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95a. Since being rehoused, have you ever thought about giving up your tenancy?
   Yes □  No □  Don’t know □  **IF NO OR DK, GO TO Q. 96**
   **IF YES, b. Why was this? (tick all that apply)**
   Rent arrears □  Problems with other bills / debts □  Loneliness □
   Problems with looking after oneself and the home □  Problems with neighbours □
   The condition of the accommodation, e.g. repairs not done □
   Problems in the neighbourhood □  Location inconvenient □
   Other reasons ........................................................................................................................................
   ........................................................................................................................................
   ........................................................................................................................................
c. Where would you have stayed?

- With relatives ☐
- With friends ☐
- Hostel / night-shelter ☐
- On the streets ☐
- Other .................................................................
- Don’t know ☐

96a. Do you have any plans to move?

- Yes ☐
- No ☐
- Don’t know ☐

**IF NO OR DK, GO TO Q. 97**

**IF YES, b. Why is this?** .................................................................

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c. What plans do you have?

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97. [Besides plans to move] (if applicable), do you have any plans for the next six months?

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98. Are there any problems that you’ve had since being rehoused that we’ve not already discussed?

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99. Are there any other comments you’d like to make about your experiences since being rehoused?

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Thank you for answering the questions and sharing your experiences with me. You have been very patient and helpful.

We’d like to see you again in 12 months to find out how you are getting on. We will also ring you in six months to find out how things are going. It would be most helpful if you kept us informed if you move or are asked to leave your accommodation. Here is a card that you could return informing us of a change of address. You can also email Maureen / Sarah or leave a message on our phone. Here are the details.

I would also like to update the details we have of where we can contact you. Could you please tell me (or confirm) ...

_(Interviewer: go through last contact details with the respondent and record below any changes)_

Change of address ……………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………
New mobile phone number …………………………………………………………………
New home phone number …………………………………………………………………
New email address …………………………………………………………………………………

New work phone number ………………………………………………………………………

New details for relatives or friends that we could contact to find out your whereabouts or where we could leave a message for you.

Name of person …………………………… Relationship to respondent …………………
Address ………………………………………………………………………………………………..

Home / work / mobile phone number(s) ……………………………………………………………

New details for other relatives or friends that you would be happy for us to contact if we are having difficulty getting in touch with you.

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship to respondent</th>
<th>Address</th>
<th>Phone no. / other contact details</th>
</tr>
</thead>
<tbody>
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New details of other places that you go to or agencies whom you are in contact with where we could leave a message for you. Collect details of name of places / specific workers, addresses, and telephone numbers.
EXPERIENCE OF RESETTLEMENT
(AFTER 6 MONTHS)

Questionnaire

VERSION – 15.01.2008

To be completed by the interviewer with the respondent

In collaboration with: Broadway, Centrepoint, Framework, St Anne’s Community Services, St Mungo’s and Thames Reach

Funded by the UK Economic and Social Research Council (Grant RES-062-23-0255)

Anthony Warnes, Maureen Crane and Sarah Coward, Sheffield Institute for Studies on Ageing, University of Sheffield, Samuel Fox House, Northern General Hospital NHS Trust, Herries Road, Sheffield S5 7AU, England.

0114 226 9839   Emails: m.a.crane@sheffield.ac.uk   a.warnes@sheffield.ac.uk   S.E.Coward@sheffield.ac.uk
Guidance notes for interviewers

Step 1: Preparing for the interview

You will need to take the following documents to the interview:
1. The 6-month questionnaire, the Right-Move Scale 2, and the 6-month flashcard.
2. A change-of-address card, freepost envelope, and contact details for the project.
3. A 6-month Interview Receipt for the respondent to sign when they are given the incentive payment.
4. The ‘Pre-resettlement Information Sheet’ and the ‘Contact Details Sheet’ (attached to the referral form).

Before you start the interview, ensure that you have informed Maureen, Sarah or Tony that the interview is taking place, who with, and where. Also ensure that you have your mobile phone and that it is working.

Step 2: Obtaining consent

The respondent will have given written consent to participate in the study at their first interview. After introducing yourself, check with the respondent that he or she is willing to be interviewed for a second time. Summarise the purpose of the study, and explain that anything he or she says is strictly confidential and that no details will be released or reported that enable the respondent to be identified.

Step 3: Carrying out the interview

Explain how the interview will be carried out, i.e. he or she will be asked questions and also to complete a short questionnaire. A flashcard will be used to help them choose answers to certain questions. The respondent can refuse to answer any question, and can stop the interview at any time. The interview should take about one hour but may take as long as needed. The respondent will be given £15 at the end of the interview.

Step 4: Completing the interview

After completing the questionnaire, ask the respondent to fill in the Right-Move Scale 2. Then explain how important it is for the study that we keep in touch with him / her (see script on page 40). Check their own contact details and those of relatives, friends and others against information on the ‘Contact Details Sheet’, and record any changes or new contacts. Give the respondent the incentive payment and ensure that he / she signs the receipt.

Once you have left the respondent, inform Sarah, Maureen or Tony (whoever you initially contacted) that the interview has been completed. Go through the questionnaire and check responses and legibility. Complete the ‘Post-Interview Record Sheet: 6 Month Interviews’.
Let’s start by asking how you’ve been getting on since you moved.

1a. How did you get on when you were **first** rehoused? *(write down all the comments you can)*
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b. How are you getting on **now**? *(write down all the comments you can)*
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2a. Are you glad that you’ve moved? **Yes** □ **Yes and no** □ **No** □ **DK** □

**ALL RESPONSES**

b. Why is this? *(write down all the comments you can)*
................................................................................................................................................
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3. What’s the best thing that’s happened to you since you moved?
   (write down all the comments you can)
   ………………………………………………………………………………………………………
   ………………………………………………………………………………………………………
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   ………………………………………………………………………………………………………

4a. Has having your own accommodation enabled you to do things that you couldn’t do while you were homeless?    Yes □    No □    Don’t know □
   IF YES, b. What things? (write down all the comments you can)
   ………………………………………………………………………………………………………
   ………………………………………………………………………………………………………
   ………………………………………………………………………………………………………
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   ………………………………………………………………………………………………………
   ………………………………………………………………………………………………………

5a. Has having your own accommodation stopped you doing things that you used to do while you were homeless?    Yes □    No □    Don’t know □
   IF YES, b. What things? (write down all the comments you can)
   ………………………………………………………………………………………………………
   ………………………………………………………………………………………………………
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   ………………………………………………………………………………………………………
YOUR ACCOMMODATION

I’d now like to ask some questions about your accommodation.

6. **In what type of setting is your accommodation?** (tick the one that applies)
   - A house subdivided into flats or bedsits [ ]
     - **IF YES,** total number of flats or bedsits in the house ……………… DK
   - A flat or maisonette in a purpose built block [ ]
   - A flat or maisonette above a shop / commercial premises [ ]
   - A whole house or bungalow [ ]
   - Other ………………………………………………………………………………………………………………………………..

7. **On what floor(s) of the building is your accommodation?**
   - Ground floor [ ]
   - Basement [ ]
   - 1st floor [ ]
   - Other ………………………………………………………………………………………………………………………………..

8. **How many floors are there in the whole building?** ………………… DK [ ]

9. **Is there a lift in the building?**
   - Yes [ ]
   - No [ ]
   - DK [ ]

10. **Do you have independent access to the street, or is there a communal front door and entrance hall?**
    - Independent access to the street [ ]
    - Shared access (communal front door / entrance hall) [ ]
    - Other ………………………………………………………………………………………………………………………………..

11. **Please tell me about the rooms in your accommodation. Do you have …** (tick all that apply)
    - Separate bedroom(s) [ ], number …………
    - Separate living room [ ]
    - Separate kitchen [ ]
    - Combined living room / kitchen [ ]
    - Combined bedroom / living room [ ]
    - Separate bathroom / shower [ ]
    - Separate toilet [ ]
    - Combined bathroom / toilet [ ]
    - Storage room [ ]
    - Other rooms ………………………………………………………………………………………………………………………………..

12. **Do you have to share with other people [not people in your household, if applicable] …**
    a. **The kitchen**
       - Yes [ ], with how many people …………
       - No [ ]
       - DK [ ]
    b. **The bathroom**
       - Yes [ ], with how many people …………
       - No [ ]
       - DK [ ]
13. Do you have access to a garden?
   Yes, exclusive for self ☐ Yes, communal garden ☐ No ☐ DK ☐

14. Were any furniture or appliances provided by your landlord?  Yes ☐ No ☐ DK ☐
   **IF YES,**  b. What was provided? *(tick all that apply)*
   Bed ☐ Cooker ☐ Fridge ☐ Armchair / sofa ☐ Table ☐
   Carpets / floor covering ☐ Other ……………………………………………………………
   **c. Did you / do you have to pay for these?**  Yes ☐ No ☐ DK ☐
   **IF YES,**  d. How much do you have to pay and when?
   ………………………………………………………………………………………………………
   ………………………………………………………………………………………………………
   ………………………………………………………………………………………………………

15a. When you first moved in, did you have all the furniture and appliances that you needed?
   Yes ☐ No ☐ Don’t know ☐
   **IF NO,**  b. What was missing? *(tick all that apply)*
   Bed ☐ Cooker ☐ Fridge ☐ Armchair / sofa ☐ Table ☐ TV ☐
   Carpets / floor covering ☐ Other ……………………………………………………………

16a. Do you now have all the furniture and appliances that you need?  Yes ☐ No ☐
   **IF NO,**  b. What is missing? *(tick all that apply)*
   Bed ☐ Cooker ☐ Fridge ☐ Armchair / sofa ☐ Table ☐ TV ☐
   Carpets / floor covering ☐ Other ……………………………………………………………

17. Where did you mainly get your furniture from?  *(tick all that apply)*
   Second-hand / charity donation ☐ Bought it new ☐ From relatives / friends ☐
   Donated by homeless organisation, *e.g.* allowed to take from hostel/ supported housing ☐
   New accommodation already furnished ☐ Other ……………………………………………………………

18a. Did you get a grant to buy furniture and appliances?  Yes ☐ No ☐ DK ☐
   **IF YES, continue ... otherwise go to Q. 19**
b. Please give me details of the grant(s)

<table>
<thead>
<tr>
<th>Source of grant(s) (e.g. community care grant, name of charity or homeless organisation that gave money)</th>
<th>How much?</th>
</tr>
</thead>
<tbody>
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c. Did you spend the grant(s) on furniture and appliances for your home?

Yes, all of it □  Yes, partly □  No □  DK □

**IF PARTLY OR NO, d. What other things did you spend the money on?**

…………………………………………………………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………………………………………………………

19a. Have you done or had help to do any decorating or home improvements since moving in?

Yes □  No □  Don’t know □

**IF YES, b. What has been done? (tick all that apply)**

Painting and decorating □  Putting up shelves □

Other ……………………………………………………………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………………………………………………………

20a. Are there any problems with the condition of your accommodation?

Yes □  No □  Don’t know □  **IF NO OR DK, GO TO Q. 21**

**IF YES, b. What are the problems? (tick all that apply)**

Dampness □  Broken window(s) □  Broken door locks □  Vermin □

Boiler / heating not working properly □  Problems with electrical wiring / sockets □

Walls need repair / decorating □  Lifts faulty □  Communal areas dirty □

Other ……………………………………………………………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………………………………………………………

c. Have you reported the problems?  Yes □  No □  DK □
If YES, What was the outcome?  
If NO, Why not?

21. Who is your landlord?
   Council / local authority ☐, name …………………………………………………
   Housing association ☐, name ………………………………………………………
   Private landlord; lives on premises ☐ Private landlord; does not live on premises ☐
   Other (describe) ………………………………………………………………………

22. Is your tenancy agreement …
   Open-ended, that is no stipulated length of time ☐
   Initially for one year, with the possibility of extending it ☐
   Initially for 6 months, with the possibility of extending it ☐
   Other ……………………………………………………………………………………..

23a. Since being rehoused, how have you got on with your landlord / housing officer? Would you say that your landlord / housing officer has been … (Show Card A)
   Helpful ☐ Okay ☐ Unhelpful ☐ No contact with landlord ☐ DK ☐
   IF HELPFUL OR UNHELPFUL, b. In what way?
   ………………………………………………………………………………………………
   ………………………………………………………………………………………………
   ………………………………………………………………………………………………
   ………………………………………………………………………………………………

24a. Is there a caretaker, porter, warden or similar person attached to the accommodation or estate where you are living? (tick all that apply)
   Caretaker ☐ Porter ☐ Warden ☐ Other ………………………………. No-one ☐
   IF YES, b. Do you find the person … (Show Card A)
   Helpful ☐ Okay ☐ Unhelpful ☐ No contact with the person ☐ DK ☐
IF HELPFUL OR UNHELPFUL, b. In what way?

…………………………………………………………………………………………………………
…………………………………………………………………………………………………………
…………………………………………………………………………………………………………

25. Is there a tenants’/ residents’ association where you live?   Yes ☐    No ☐    DK ☐
IF YES, b. Do you attend meetings?   Yes, regularly ☐    Yes, occasionally ☐    No ☐

26. Do you think of the accommodation as your ‘home’?
   Yes ☐    No ☐    Don’t know ☐
IF YES, ask b. … IF NO OR DON’T KNOW, ask c. and d.
b. What is it that makes you say ‘yes’?
   (INTERVIEWER: please write down all the comments you can)
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…………………………………………………………………………………………………………THEN GO TO Q. 27
c. Why not?  (INTERVIEWER: please write down all the comments you can)
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d. Have you ever lived in accommodation that you thought of as home?
   Yes ☐  No ☐  Don’t know ☐  IF NO OR DK, GO TO Q. 27

IF YES:  e. What was it about that accommodation that made you feel at home?
   (INTERVIEWER: please write down all the comments you can)
   ……………………………………………………………………………
   ……………………………………………………………………………
   ……………………………………………………………………………
   ……………………………………………………………………………
   ……………………………………………………………………………
   ……………………………………………………………………………

27. How many nights a week do you spend in your accommodation? ………….. DK ☐

28a. Since moving here, has anyone moved in with you?  Yes ☐  No ☐  DK ☐
   IF YES,  b. Please tell me a little about who has been living with you
   Relationship to respondent  How long lived there  Still living there?
   ☐  ☐  ☐

29a. Do you have a pet?  Yes ☐  No ☐
   IF YES,  b. Which pet(s)?  Dog ☐  Cat ☐  Other ……………………………………

30a. Do you like the neighbourhood where you’re living?
   Yes ☐  Yes and no ☐  No ☐  DK ☐

ALL RESPONDENTS

b. What do you like about the neighbourhood? (tick all that apply)
   Near shops / amenities ☐  Good transport links ☐  Safe / quiet ☐  Friendly people ☐
   Area clean / good upkeep ☐  Close to work / college ☐  Close to family / friends ☐
   Nothing ☐  Other ………………………………………………………………………
ALL RESPONDENTS

c. What do you not like about the neighbourhood? (tick all that apply)

- Not near shops / amenities □
- Poor transport links □
- Do not feel safe □
- Area dirty / unkempt □
- Far from family / friends □
- Far from work / college □
- Noisy □
- Crime / vandalism / drug dealing / other antisocial behaviour □
- No dislikes □
- Other ........................................................................................................

31a. Since being rehoused, have you been a victim of crime or harassment in your local neighbourhood?  Yes □  No □  DK □  IF NO OR DK, GO TO Q. 32

IF YES,

b. What happened?

........................................................................................................................................
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32. Apart from a brief ‘hello’, on average how often do you have a conversation with any neighbour?

- Most days □
- Once or twice a week □
- Once or twice a month □
- Occasionally, less than once a month □
- Never □
- Don’t know □

33. Do you socialise with any neighbour and, for example, have a cup of tea together?

- Yes □
- No □
- Don’t know □

IF YES,

b. What do you do together and how often?

........................................................................................................................................
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34. What help, if any, have you had from neighbours?

........................................................................................................................................
........................................................................................................................................

35. What help, if any, have you given neighbours?

........................................................................................................................................
........................................................................................................................................
36a. Since being rehoused, have you had any problems with neighbours?
   Yes ☐  No ☐  DK ☐
   IF NO OR DK, GO TO Q. 37

   IF YES,  b. What were the problems?
   …………………………………………………………………………………………………...
   …………………………………………………………………………………………………...
   …………………………………………………………………………………………………...

   c. Has anyone tried to sort out the problems?  Yes ☐  No ☐  Don’t know ☐

   If YES,  What has been done?

   If NO,  Why not?

   What was the outcome?

---

HOUSEHOLD TASKS AND FINANCES

I’d now like to ask you a few questions about how you’re managing in your accommodation. I hope that you don’t find the questions intrusive.

37a. In an average week, how many days do you have a cooked meal, i.e. something more substantial than for example a can of soup, a boiled egg or beans on toast?
   Number of days ………………………………………………………………………………… DK ☐

   b. Are most of your cooked meals … (read out options and tick all that apply)
   Food you cook yourself ☐  Food someone else cooks ☐  Take-away / ready meals ☐

38. In an average week, how many days do you eat fresh fruit and vegetables?
   Number of days ………………………………………………………………………………… DK ☐

39. How often do you do your personal laundry, that is wash your clothes?
   At least weekly ☐  Every two weeks ☐  Every month ☐  Less often ☐  DK ☐

40. How often do you change your bedsheets?
   At least weekly ☐  Every two weeks ☐  Every month ☐  Less often ☐  DK ☐
41. How often do you clean your living room?
- At least weekly □
- Every two weeks □
- Every month □
- Less often □
- DK □

42a. Do you have any problems managing household tasks such as cooking, cleaning and laundry?  
- Yes □
- No □
- Don’t know □

**IF NO OR DK, GO TO Q. 43**

**IF YES, b. What problems are you having?** ……………………………………………………………
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……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………

43a. What is your weekly or monthly income? (include earnings, types of pensions, names of Social Security benefits, and other income)

<table>
<thead>
<tr>
<th>Type of income</th>
<th>Amount</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
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<td>2.</td>
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<tr>
<td>3.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

44a. Since you’ve been rehoused, have there been any changes in your income?
- Yes □
- No □
- DK □

**IF NO OR DK, GO TO Q. 45**
b. What have the changes been? *(include why they happened, changes in sources of income)*

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c. How have the changes affected the amount you receive each week (or month)?

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………………………………………………………………………………………………………………
………………………………………………………………………………………………………………

45a. Overall since being rehoused, have you had difficulty budgeting and making your money last?  
Yes, frequently □  Yes, occasionally □  No □  DK □

**IF YES, continue ...  IF NO or DK, go to Q. 46**

b. Why is this? *(INTERVIEWER: probe to find out if income insufficient to meet basics, or whether paying back debts, or spending money on alcohol or drugs, or other reasons)*

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………………………………………………………………………………………………………………
………………………………………………………………………………………………………………

C. Have you sought help with budgeting or tried yourself to overcome the difficulty?

Yes □  No □  DK □
**If YES,** What have you done? | **If NO,** Why not?
---|---
What was the outcome?

46a. During the **last month**, have you run short of money, in that you’ve not had enough to buy food? Yes ☐ No ☐ DK ☐

**IF YES, b. Why was this?**  *(INTERVIEWER: probe to find out if had to pay unavoidable bill, or if had to pay off a debt, or if income insufficient to meet basics; tick all that apply)*
- Drop in income ☐ Rent increased ☐ Loaned money to relative / friend ☐
- Spent money on drink / drugs ☐ DK ☐
- Other reason ........................................................................................................

47a. Are you entitled to Housing Benefit towards your rent? Yes ☐ No ☐ DK ☐

**IF YES, CONTINUE ... IF NO, GO TO Q. 48**

b. Is your Housing Benefit being paid regularly? Yes ☐ No ☐ DK ☐

**IF NO, c. Is this because ...** *(ask about EACH)*
- You did not complete / return the form Yes ☐ No ☐ DK ☐
- Administration delays by HB staff Yes ☐ No ☐ DK ☐
- Other reason .................................................................

48a. How much rent do you pay from your personal income?
- Amount .................................................. weekly / monthly *(delete)*
- Don’t know ☐
**IF PAYS RENT,**

b. Is it paid directly out of your Social Security benefits? Yes ☐ No ☐ DK ☐

49a. Since you were rehoused, have you had any rent arrears for your current property? Yes ☐ No ☐ DK ☐

**IF YES, CONTINUE ... IF NO, GO TO Q. 50**

b. How much were the arrears? …………………………………

c. In which month did the arrears start? …………………………………

d. What caused or contributed to the arrears? …………………………………………………………………………………………

………………………………………………………………………………………

………………………………………………………………………………………

………………………………………………………………………………………

e. Have you tried to clear / pay the arrears? Yes ☐ No ☐ DK ☐

<table>
<thead>
<tr>
<th>If YES, What did you do?</th>
<th>If NO, Why not?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the outcome?</td>
<td></td>
</tr>
</tbody>
</table>

f. Do you still have rent arrears? Yes ☐ No ☐ DK ☐

**IF YES,**

g. How much are the arrears? …………………

h. What arrangements are in place for the arrears to be paid?

………………………………………………………………………………………

………………………………………………………………………………………

………………………………………………………………………………………
50. How do you pay for utilities such as electricity and gas? *(ask about EACH)*

<table>
<thead>
<tr>
<th></th>
<th>3/6 month bill</th>
<th>Pay-as-you-go key / card</th>
<th>Monthly debit</th>
<th>Other (write in)</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td></td>
<td>□</td>
</tr>
<tr>
<td>Gas</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td></td>
<td>□</td>
</tr>
<tr>
<td>Water</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td></td>
<td>□</td>
</tr>
<tr>
<td>Council tax</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td></td>
<td>□</td>
</tr>
</tbody>
</table>

51a. Are you having problems with the utility payments? Yes □ No □ DK □

**IF YES, CONTINUE ... IF NO, GO TO Q. 52**

b. What are the problems?

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.................................................................................................................................
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c. Have you tried to sort out the problems? Yes □ No □ DK □

<table>
<thead>
<tr>
<th>If YES, What have you done?</th>
<th>If NO, Why not?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the outcome?</td>
<td></td>
</tr>
</tbody>
</table>

52a. Do you have rent arrears on former accommodation or any outstanding debts or loans?

*(ASK about credit cards, catalogue companies, rent arrears on former accommodation, budgeting loans and other money owed to Social Security, court fines, utility debts, council tax debts)*

Yes □ No □ DK □ **IF YES, CONTINUE ... IF NO, GO TO Q. 53**
b. Please tell me about the debts ...

<table>
<thead>
<tr>
<th>Type of debt</th>
<th>Amount owed</th>
<th>Whether paying it back?</th>
<th>How much paying back and frequency?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
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<td>3.</td>
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<tr>
<td>4.</td>
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<tr>
<td>5.</td>
<td></td>
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</tr>
</tbody>
</table>

c. What other help, if any, have you had to manage your debts?

…………………………………………………………………………………………………..
…………………………………………………………………………………………………..
…………………………………………………………………………………………………..
…………………………………………………………………………………………………..
…………………………………………………………………………………………………..


d. Have you seen a debt advisor?  Yes [□]  No [□]  DK [□]

ACTIVITIES

I’d like to ask a few questions about your day-to-day activities.

53. Overall, how occupied are you during the day doing activities?  *(read out options)*  
Very [□]  Fairly [□]  Not very [□]  Not at all [□]  Don’t know [□]

54. Since being rehoused, have you restarted or taken up any new interests or activities?  
Yes [□]  No [□]  Don’t know [□]

**IF YES, b. What things?**  …………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………
55. Please tell me how often you ... Show Card B and circle the appropriate answers

<table>
<thead>
<tr>
<th>ASK ABOUT EACH ...</th>
<th>3+ times / week</th>
<th>1-2 times / week</th>
<th>1-2 times / month</th>
<th>Less often / never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read a newspaper / magazine / book</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Walk or cycle at least 30 minutes daily</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do other exercise, go to a gym or play sport</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Watch television / videos / DVDs</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Listen to the radio or music</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Go to the pub</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Go to the High Street / shopping mall / town centre</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Visit / go out with friends</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Visit / go out with relatives</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Attend a day centre for homeless people</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Attend a social club or community centre</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Attend church, mosque or similar</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Other LEISURE activities (not training or educational courses)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. ...............................................</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2. ...............................................</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

56. How do you feel about your current level of activity? Do you feel that ... (read out options)

- You are too busy
- It is just right
- You don’t have enough to do
- DK

57. Since being rehoused, have you done any voluntary work or been involved in a volunteering programme? (INTERVIEWER: prompt about activities such as community work, helping in a charity shop, helping at a day centre or at a drugs project)

- Yes
- No
- DK

**IF YES, CONTINUE ... IF NO, GO TO Q. 58**
b. Please tell me what voluntary work you have been doing

<table>
<thead>
<tr>
<th>Type of voluntary work / programme</th>
<th>Who runs it? (e.g. name of organisation)</th>
<th>When started?</th>
<th>No. of days per week attend</th>
<th>Still involved or when stopped?</th>
</tr>
</thead>
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</table>

58a. Since being rehoused, have you attended any educational, college or training courses?

Yes ☐  No ☐  Don’t know ☐

If YES, b. Please tell me about the courses you’ve completed or are still doing

<table>
<thead>
<tr>
<th>Type of course</th>
<th>Who runs it? (name of organisation)</th>
<th>When started</th>
<th>How long for?</th>
<th>Still attending?</th>
</tr>
</thead>
<tbody>
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</table>

EMPLOYMENT

I’d like to collect some details about whether you’re working or attempts that you’ve made to find work.

59a. Since being rehoused, have you attended any work-training programmes to help you get back to work?

Yes ☐  No ☐  Don’t know ☐

If YES, b. Please tell me about the programmes you’ve completed or are still doing.

*(do not include those covered in Q. 46)*

<table>
<thead>
<tr>
<th>Type of programme</th>
<th>Who runs it? (name of organisation)</th>
<th>When started</th>
<th>How long for?</th>
<th>Still involved?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
60a. Are you currently employed? (include any type of employment, e.g. formal or informal, casual / daily work)

Yes [ ]   No [ ]   Don’t know [ ]

IF EMPLOYED CONTINUE WITH Q. 60b – h ... IF UNEMPLOYED GO TO Q. 61

b. What is your current job? ..............................................................

c. When did you start the job? ........................................ (month/year)

d. How did you get the job? ..............................................................

e. Is it full-time or part-time work?

Full-time [ ]   Part-time [ ] ...................... number of hours per week on average

f. Is the job open-ended, for a fixed term, or casual / daily work?

Open-ended [ ]   For a fixed term [ ]   Casual / daily work [ ]

Other ...................................................................................................

IF EMPLOYED CASUALLY OR ON DAILY BASIS:

g. How many days did you work in the last four weeks?

ALL RESPONDENTS WHO ARE WORKING:

h. How are you getting on at work?

..................................................................................................................

..............................................................................................................

..............................................................................................................

..............................................................................................................

THEN GO TO Q. 66

RESPONDENTS WHO ARE UNEMPLOYED

61a. Since being rehoused, have you tried to find a job?  Yes [ ]   No [ ]   DK [ ]

IF NO, b. Why not?  Retired [ ]  Health reasons [ ]

Other ........................................................................................................

.............................................................. THEN GO TO Q. 66

IF YES, CONTINUE WITH Q. 62-65
62. What steps have you taken to find work?

---------------------------------------------------------------------------------------------

---------------------------------------------------------------------------------------------

63a. Have you had help to apply for or find a job?

Yes ☐ No ☐ Don’t know ☐

IF YES, b. What help have you had? (e.g. from tenancy support worker, Job Centre, family, friends) ……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………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HEALTH

I’d now like to ask a few questions about your health.

66. Are you registered with a GP?

Yes, GP within 2 miles ☐ Yes, GP > than 2 miles ☐ No ☐ DK ☐

67a. Do you have any physical health problems that make it difficult for you to manage in your accommodation? Yes ☐ No ☐ DK ☐

IF YES continue … IF NO OR DK, GO TO Q. 68
b. What are the problems? ........................................................................................................................................

..............................................................................................................................................................

..............................................................................................................................................................

c. How do the problems affect you?
........................................................................................................................................................................................................

........................................................................................................................................................................................................

........................................................................................................................................................................................................

d. What treatment or help have you had for the problems?

Medication □  Aids and adaptations □  Hospital admission □

Other ........................................................................................................................................................................

68a. Since being rehoused, have you suffered from anxiety, depression or other mental health or nervous problems?  Yes □  No □  DK □  **IF NO OR DK, GO TO Q. 71**

b. What are the problems?

Depression □  Other ........................................................................................................................................

69a. Since being rehoused, have you had treatment or help for anxiety, depression or other mental health problems?  Yes □  No □  DK □  **IF NO OR DK, GO TO Q. 70**

b. What treatment or help was that?  *(tick all that apply)*

Medication □  Counselling □  Hospital admission □

Other ........................................................................................................................................................................

c. Was this treatment or help from a psychiatrist or mental health worker?  *(include community psychiatric nurses, psychologist, mental health team worker)*

Yes □  No □  Don’t know □

d. Have you had help from relatives or friends?  Yes □  No □  DK □

70. Since being rehoused, have you refused treatment or help for anxiety, depression or mental health problems?  Yes □  No □  DK □

**IF YES,** What help and why? ........................................................................................................................................

........................................................................................................................................................................................................

........................................................................................................................................................................................................

23
ALCOHOL USE

71a. During the last month, how many days a week on average have you had an alcoholic drink? ............ DK □ IF HAD A DRINK, ask

b. Taking ‘one drink’ as a large can or a pint of beer, a glass of wine or a measure of spirits, on the days that you drink how many drinks do you usually have?

............................................. DK

72. Since being rehoused, have you drank heavily or had alcohol problems?

Yes □ No □ Don’t know □

INTERVIEWER: RESPONSE TO Q. 72

IF YES: ‘I’d like to ask you a few questions about your drinking and any help you’ve had with it since being rehoused’. Continue with Q. 73-77.

IF NO BUT HAD ALCOHOL PROBLEMS DURING THE FIVE YEARS BEFORE BEING RESETTLED: ‘You mentioned in the previous interview that you had had an alcohol problem in recent years so I’d like to ask you a few questions about your drinking or any help you’ve had with it since being rehoused’. Continue with Q. 73-77.

IF NO AND NO ALCOHOL PROBLEMS DURING THE FIVE YEARS BEFORE BEING RESETTLED, go to Q. 78

73. Has the amount that you drink increased or decreased since you were rehoused?

Increased □ Decreased □ The same □

Not drinking immediately before and since being resettled □ Don’t know □

Other (describe) .................................................................................................................................................................

.............................................

74a. Since you were rehoused, have you changed the type of alcohol that you drink?

Yes □ No □ Not drinking immediately before and since being resettled □

IF YES, b. How has it changed? .................................................................................................................................

.............................................

75. Since being rehoused, have you had any treatment or help to reduce or overcome drinking? Yes □ No □ DK □ IF NO OR DK, GO TO Q. 76
b. What treatment or help have you had? (tick all that apply)

Detox ☐  Counselling / keywork sessions ☐

Attended Alcoholics Anonymous (AA) or similar ☐

Other ...................................................................................................................

...................................................................................................................

c. Have you had treatment or help from an alcohol worker / alcohol service?

Yes ☐  No ☐  DK ☐

d. Have you had help from relatives or friends?  Yes ☐  No ☐  DK ☐

76. Since being rehoused, have you done anything yourself to reduce or overcome drinking?

Yes ☐  No ☐  Don’t know ☐

IF YES, b. What have you done? ..............................................................

...................................................................................................................

...................................................................................................................

...................................................................................................................

...................................................................................................................

77. Since being rehoused, have you refused treatment or help to reduce or overcome drinking?

Yes ☐  No ☐  DK ☐

IF YES, b. What help and why? ..............................................................

...................................................................................................................

...................................................................................................................

...................................................................................................................

...................................................................................................................

DRUGS

78a. Since being rehoused, have you taken illegal drugs or misused prescribed drugs?

Yes ☐  No ☐  Don’t know ☐

IF YES, b. Which drugs or substances have you taken? (record names) ....................

...................................................................................................................

...................................................................................................................
INTERVIEWER: RESPONSE TO Q. 78a

IF YES: ‘I’d like to ask you a few questions about your drug use and any help you’ve had with it since being rehoused’. Continue with Q. 79-82.

IF NO BUT HAD USED DRUGS DURING THE FIVE YEARS BEFORE BEING RESETTLED: ‘You mentioned in the previous interview that you had used drugs in recent years so I’d like to ask you a few questions about any drug use or help you've had since being rehoused’. Continue with Q. 79-82.

IF NO AND NO DRUG USE DURING THE FIVE YEARS BEFORE BEING RESETTLED, go to Q. 83.

79. Has your use of drugs increased or decreased since you were rehoused?
   - Increased □
   - Decreased □
   - The same □
   - Not used drugs immediately before and since being resettled □
   - Don’t know □
   - Other (describe) ...........................................................................................................................

80. Since being rehoused, have you had any treatment or help to reduce or overcome your drug use?
   - Yes □
   - No □
   - DK □
   - IF NO OR DK, GO TO Q. 81

   IF YES, ask each of the following:
   a. Have you had counselling / regular key-work sessions?  Yes □
   - No □
   - DK □
   b. Are you on a methadone or other script? (e.g. subotex)  Yes □
   - No □
   - DK □
   c. Have you attended Narcotics Anonymous (NA) or similar?  Yes □
   - No □
   - DK □
   d. Other help .................................................................................................................................

   e. Have you had treatment or help from a drugs worker or drugs service?
   - Yes □
   - No □
   - DK □

   f. Have you had help from relatives or friends?  Yes □
   - No □
   - DK □

81. Since being rehoused, have you done anything yourself to reduce or overcome your drug use?
   - Yes □
   - No □
   - Don’t know □

   IF YES, b. What have you done? .............................................................................................
82. Since being rehoused, have you refused treatment or help to control or overcome your drug use?  
Yes ☐  No ☐  DK ☐

IF YES, What help and why? ………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………

GAMBLING
83. Has gambling been a problem for you since you were rehoused?  
Yes ☐  No ☐  Don’t know ☐  IF NO OR DK, GO TO Q. 84

b. Please describe the problem
……………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………

c. Has your gambling increased or decreased since you were rehoused?
Increased ☐  Decreased ☐  The same ☐  Don’t know ☐
Other (describe) …………………………………………………………………………………………………………………
……………………………………………………………………………………………………………………………………

FAMILY AND SOCIAL CONTACTS
I’d now like to ask you about your contact with family and friends.

84a. Are you currently in a relationship, that is do you have a partner?  
Yes ☐  No ☐  DK ☐

IF YES CONTINUE ... IF NO OR DK, GO TO Q. 85

b. For how long? .........................................................

c. I’m not going to ask you about the intimate side of your relationship, but it would be helpful to know a bit about other aspects of your life together
1. **Sees partner?**

- 3+ days / 1-2 days / 1-2 days / 1-2 days / Less / DK
  - week / week / month / year / often

*Other contact and frequency, e.g. phone, email*

What social activities do you do together?

What help has your partner given you since you moved?

What help have you given your partner since you moved?

**IF IN RELATIONSHIP LONGER THAN 6 MONTHS, i.e. prior to being rehoused, ask:**

Please describe any changes in your relationship with your partner since you moved?

---

**ALL RESPONDENTS**

85a. Since being rehoused, have you had contact with any of your family or relatives? (include former partners and their close relatives)  
Yes ☐  No ☐  DK ☐

**IF YES, CONTINUE ... IF NO GO TO Q. 88**

b. How many relatives do you see or hear from at least once a month? ........ (number)

c. Please tell me about the contacts you have with your three closest relatives ...
<table>
<thead>
<tr>
<th>Relationship to respondent (e.g. mother, sister)</th>
<th>Sees person?</th>
<th>3+ days / week</th>
<th>1-2 days / week</th>
<th>1-2 days / month</th>
<th>1-2 days / year</th>
<th>Less often</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Other contact and frequency, e.g. phone, email</td>
<td></td>
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<tr>
<td></td>
<td>What do you do together? e.g. visit, go out (where?)</td>
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</table>

**2.**

What help have **they** given you since you moved?

What help have **you** given them since you moved?

**3.**

Sees person? 3+ days / week 1-2 days / week 1-2 days / month 1-2 days / year Less often DK

Other contact and frequency, e.g. phone, email

What do you do together? e.g. visit, go out (where?)

What help have **they** given you since you moved?

What help have **you** given them since you moved?
86a. Since being rehoused, has your relationship with any of your family or relatives changed?
   Yes ☐ No ☐ Don’t know ☐

   IF YES,   b. Who with and how has it changed?

<table>
<thead>
<tr>
<th>Who with? (relationship to respondent)</th>
<th>How relationship has changed?</th>
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</table>

87. Are you happy with the amount of contact that you have with your family?
   Yes ☐ No, would like more ☐ No, would like less ☐ Don’t know ☐

88a. Since being rehoused, have you tried to renew contact with any relatives that you were not in touch with while you were homeless? Yes ☐ No ☐ IF NO, GO TO Q. 89

   b. Who with? (relationship to respondent) .................................................................
      ...........................................................................................................................

   c. What was the outcome? ..............................................................................................
      ...........................................................................................................................

     ...........................................................................................................................

     ...........................................................................................................................

     ...........................................................................................................................

     ...........................................................................................................................

89a. Since being rehoused, have you had contact with any friends?
   Yes ☐ No ☐ DK ☐ IF YES CONTINUE ... IF NO GO TO Q. 91

90. How many friends do you see or hear from at least once a month? .......... (number)
b. Please tell me about the contacts you have with the three people you have most to do with (not your relatives or partner, if applicable) ...

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Person is:</strong></td>
<td><strong>male □ female □</strong></td>
</tr>
<tr>
<td>Where first got to know person</td>
<td><em>(e.g. school, work, in hostel, through partner)</em></td>
</tr>
<tr>
<td>How long known person</td>
<td>..................................................</td>
</tr>
<tr>
<td>Sees person?</td>
<td><strong>Less</strong> / <strong>DK</strong></td>
</tr>
<tr>
<td>3+ days / week</td>
<td>1-2 days / week</td>
</tr>
<tr>
<td>Other contact and frequency, <em>e.g. phone, email</em></td>
<td></td>
</tr>
<tr>
<td>What do you do together?</td>
<td><em>(e.g. visit, go out (where?))</em></td>
</tr>
<tr>
<td>What help have <em>they</em> given you since you moved?</td>
<td></td>
</tr>
<tr>
<td>What help have <em>you</em> given them since you moved?</td>
<td></td>
</tr>
</tbody>
</table>

2. **Person is:** | **male □ female □** |
| Where first got to know person | *(e.g. school, work, in hostel, through partner)* |
| How long known person | .................................................. |
| Sees person? | **Less** / **DK** |
| 3+ days / week | 1-2 days / week | 1-2 days / month | 1-2 days / year | **often** |
| Other contact and frequency, *e.g. phone, email* |
| What do you do together? | *(e.g. visit, go out (where?))* |
| What help have *they* given you since you moved? |
| What help have *you* given them since you moved? |
3. Person is: male ☐ female ☐

Where first got to know person (e.g. school, work, in hostel, through partner)

How long known person

Sees person? 3+ days / 1-2 days / 1-2 days / 1-2 days / Less / DK
  week week month year often

Other contact and frequency, e.g. phone, email

What do you do together? e.g. visit, go out (where?)

What help have they given you since you moved?

What help have you given them since you moved?

---

ALL RESPONDENTS

91a. Since being rehoused, has your relationship with people you socialise with changed?
   Yes ☐ No ☐ Don’t know ☐

   IF YES, b. Please explain how
   ........................................................................................................
   ........................................................................................................
   ........................................................................................................
   ........................................................................................................

92. Have you renewed contact with any friends that you were not in touch with while homeless? Yes ☐ No ☐ DK ☐
93. Since being rehoused, have you got to know anyone new that you spend leisure time with?
   Yes ☐  No ☐  DK ☐
   **IF YES**  b. Who are they? .................................................................
   ........................................................................................................
   c. How did you get to know them? ..........................................................
   ........................................................................................................

**SUPPORT SERVICES**

94. Since being rehoused, have you had any contact with a tenancy support worker?
   (INTERVIEWER: You will need to probe as several terms are used for such a person, e.g. housing support worker, floating support worker. The service may be provided by their landlord, a voluntary organisation, or homeless organisation. Do not include housing officers (sometimes called neighbourhood housing officers) or caretakers whose tasks are administrative and who do not have a welfare support role. Also do not include respondents’ former key-workers or hostel workers if they are providing help unofficially. Only include respondents who have officially been allocated a tenancy support worker).
   Yes ☐  No ☐  DK ☐  **IF YES, CONTINUE ... IF NO, GO TO Q. 102**

95. Which organisation is the worker from? ..........................................................

96. How often on average did you have contact with the tenancy support worker:
   a. During the first month after you moved in?
      At least twice a week ☐  Once a week ☐  Only once or twice ☐
      Never ☐  Don’t know ☐
   b. During the second and third month after you moved?
      At least twice a week ☐  Once a week ☐  Only once or twice ☐
      Never ☐  Don’t know ☐

97a. Do you still have contact with your tenancy support worker?
   Yes ☐  No ☐  Don’t know ☐
   **IF YES**, b. How often?  At least once a month ☐  Less than once a month ☐
   **IF NO**, c. When did you last see the person? .........................................................
98. Has your tenancy support worker helped you with ...

Ask about each of the following

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social security or housing benefit claims</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rent payments / arrears</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Sorting out the payment of other bills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sorting out debts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problems with the accommodation itself</td>
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<tr>
<td>Difficulties with neighbours / other tenants</td>
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<tr>
<td>Finding / applying for jobs / work-training</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Residence and work permits</td>
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<td></td>
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<tr>
<td>Personal / emotional problems</td>
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</table>

99. What other help have you had from your tenancy support worker?

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……………………………………………………………………………………...……………

100. Has the amount of contact you’ve had from your tenancy support worker been sufficient?

Read out options About right □ Not enough □ Too much □ DK □

101. Have you benefited from the support you’ve had from your tenancy support worker?

Read out options A lot □ A little □ Not at all □ DK □

ALL RESPONDENTS

102. Apart from your tenancy support worker (if applicable), have you had advice, support or help from any other workers or services since you were rehoused?

(PROMPT: e.g. neighbourhood housing officer, Citizens Advice Bureau, Housing Aid Centre, former key-worker or resettlement worker)

Yes □ No □ Don’t know □ IF YES, ASK:
103. Since you were rehoused, have you received advice, support or help from a religious body or person such as a priest, minister or imam?

Yes ☐  No ☐  Don’t know ☐  **IF YES, ASK:**

<table>
<thead>
<tr>
<th>Who from? (type of person)</th>
<th>What advice, support or help?</th>
</tr>
</thead>
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</table>

104. Have you received advice, support or help from any other people since you were rehoused? (PROMPT: e.g. work colleague, fellow student)

Yes ☐  No ☐  Don’t know ☐  **IF YES, ASK:**

<table>
<thead>
<tr>
<th>Who from (type of person)?</th>
<th>What advice, support or help?</th>
</tr>
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105. What help or advice, if any, would you have liked since being rehoused but did not get?

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106. Looking back, is there any help or advice you think would have been useful 
before you moved but you did not get?

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HOPES AND PLANS

I’d now like to round off by asking you about how you’ve been feeling since 
being rehoused and about your hopes and plans.

107. Would you say that over the last six months, you have found it becoming 
easier or harder to manage in your accommodation?

Easier  □  Harder  □  About the same  □  DK  □

IF EASIER OR HARDER, ASK  b. Why is this?

........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

108. Overall, how well do you believe you coped during the first 3 months 
after you were 
rehoused?  (read out options)

Very  □  Fairly  □  Not very  □  Not at all  □  Don’t know  □

109. Overall, how well do you believe you are coping now?  (read out options)

Very  □  Fairly  □  Not very  □  Not at all  □  Don’t know  □

110. Since being rehoused, do you think that you have changed in any way?

Yes  □  No  □  DK  □

IF YES,  b. In what way(s)?

........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
111. During the **last month**, have you felt …

**Read out options**

<table>
<thead>
<tr>
<th></th>
<th>Most of the time</th>
<th>Sometimes</th>
<th>Not at all</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Motivated to do things</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Worried or anxious about how things are going</td>
<td></td>
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<tr>
<td>c. That you are achieving positive things</td>
<td></td>
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<tr>
<td>d. Preoccupied about personal problems</td>
<td></td>
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<tr>
<td>e. Hopeful about the future</td>
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<tr>
<td>e. Unhappy or depressed</td>
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<tr>
<td>f. Lonely</td>
<td></td>
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112a. Since being rehoused, have you been threatened with eviction or asked to leave your accommodation?  Yes ☐ No ☐ DK ☐  **IF NO OR DK, GO TO Q. 113**

**IF YES**,  b. **Why was this?** *(tick all that apply)*

Rent arrears ☐  Not keeping the place clean ☐  Noise / disturbance by interviewee ☐
Noise / disturbance by interviewee’s visitors ☐  Other reason ………………………………………
………………………………………………………………………………………………………………
………………………………………………………………………………………………………………

**c. Have you tried to sort out the problems?**  Yes ☐ No ☐ DK ☐

**If YES**, What have you done?  **If NO**, Why not?

What was the outcome?

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**d. Is your landlord trying to evict you at the moment?**  Yes ☐ No ☐ DK ☐

**IF YES**,  e. **What is happening?** ………………………………………………………………………………
………………………………………………………………………………………………………………
………………………………………………………………………………………………………………
113a. Since being rehoused, have you ever thought about giving up your tenancy?

Yes, still am □  Yes, but no longer □  No □  DK □

**IF YES continue ... otherwise go to Q. 114**

b. Why is [or was] this? *(tick all that apply)*

- Rent arrears □
- Problems with other bills / debts □
- Loneliness □
- Problems with looking after oneself and the home □
- Problems with neighbours □
- The condition of the accommodation, *e.g.* repairs not done □
- Problems in the neighbourhood □
- Location inconvenient □

Other reasons ........................................................................................................................................

..........................................................................................................................................................

c. Where would you stay [or have stayed]?  

- With relatives □
- With friends □
- Hostel / night-shelter □
- On the streets □
- Other ...........................................................................................................................................

Don’t know □

114a. Do you currently have any plans to move?

Yes □  No □  Don’t know □  **IF NO OR DK, GO TO Q. 115**

**IF YES, b. Why is this?** ..........................................................................................................

..........................................................................................................................................................

..........................................................................................................................................................

c. What plans do you have? ..............................................................................................................

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115. Besides plans to move (if applicable), what plans or ambitions do you have for the next six months?

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116. Are there any problems that you’ve had since being rehoused that we’ve not already discussed?

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117. Are there any other comments you’d like to make about your experiences since being rehoused?

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Turn over
Ask the respondent to complete Right Move Scale 2

Thank you for answering the questions and sharing your experiences with me. You have been very patient and helpful.

We’d like to see you again in 12 months to find out how you are getting on. We will also ring you in six months to find out how things are going. It would be most helpful if you kept us informed if you move or are asked to leave your accommodation. Here is a card that you could return informing us of a change of address. You can also email Maureen / Sarah or leave a message on our phone. I would also like to update the details we have of where we can contact you.

Go through the Contact Details Sheet with the respondent.
EXPERIENCE OF RESETTLEMENT
(AFTER 15/18 MONTHS)

Questionnaire

VERSION – 19.02.2009

To be completed by the interviewer with the respondent

In collaboration with: Broadway, Centrepoint, Framework, St Anne’s Community Services, St Mungo’s and Thames Reach

Funded by the UK Economic and Social Research Council (Grant RES-062-23-0255)
Guidance notes for interviewers

Step 1: Preparing for the interview
You will need to take the following documents to the interview:
1. The 15/18-month questionnaire, the Right-Move Scale 3, and the 18-month flashcard.
2. A change-of-address card, freepost envelope, and contact details for the project.
3. An 18-month Interview Receipt which the respondent signs for the incentive payment.
4. The ‘Referral Sheet’ with the ‘Contact Details Sheet’.

Before you start the interview:
1. Familiarise yourself with when the respondent was resettled. Some will be interviewed 18 months after being rehoused and some at 15 months. We want to collect information about their circumstances and experiences since they were last interviewed. If a person has been resettled 18 months, then many questions will collect information for the last 12 months; if s/he has been resettled 15 months, then they collect information for the last 9 months.
2. Check the referral sheet and on the questionnaire please note: (i) whether the person had alcohol problems in the five years before being resettled (for Q. 65-69); and (iii) whether the person used drugs in the five years before being resettled (for Q. 71-74).
3. Ensure that you have informed Maureen, Sarah or Tony that the interview is taking place, who with, and where. Also ensure that you have your mobile phone and that it is working.

Step 2: Obtaining consent
The respondent gave written consent to participate at their first interview. After introducing yourself, check with the respondent that he or she is willing to be interviewed for a third time. Summarise the purpose of the study, and explain that anything he or she says is confidential and that no details will be released or reported that enable the respondent to be identified.

Step 3: Carrying out the interview
Explain how the interview will be carried out, i.e. he or she will be asked questions and also to complete a short questionnaire. A flashcard will be used to help them choose answers to certain questions. The respondent can refuse to answer any question, and can stop the interview at any time. The interview should take about one hour but may take as long as needed. The respondent will be given £15 at the end of the interview.

Step 4: Completing the interview
After completing the questionnaire, ask the respondent to fill in the Right-Move Scale 3. Then explain that this is the last interview as the study finishes at the end of 2009, but that we will be seeking further funding to enable us to carry out a further round of interviews in the next year or the year after (script at end of questionnaire).
Check their own contact details and those of relatives, friends and others against information on the ‘Contact Details Sheet’, and record any changes or new contacts. Give the respondent the incentive payment and ensure that he / she signs the receipt.
Once you have left the respondent, inform Sarah, Maureen or Tony (whoever you initially contacted) that the interview has been completed. Go through the questionnaire and check responses and legibility. Complete the ‘Post-Interview Record Sheet: 18 Month Interviews’.
I’d like to find out how you’ve been getting on since we last interviewed you.

Interviewer: If a person has been resettled 18 months, then collect information for the preceding 12 months. If a person has been resettled 15 months, then collect information for the preceding 9 months.

1. How have you been getting on since we last saw you? (write down all the comments you can)

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2a. Are you glad that you moved to your present accommodation?

   Yes □  Yes and no □  No □  DK □

ALL RESPONSES  b. Why is this? (write down all the comments you can)

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3. What’s the best thing that’s happened to you during the last 9 / 12 months (specify)?

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4. What’s the most difficult or challenging thing you’ve faced during this time?

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THE ACCOMMODATION

I’d now like to ask some questions about your accommodation.

5a. Do you have all the furniture and appliances that you need?  Yes ☐  No ☐

   IF NO, b. What is missing? (tick all that apply)

   Bed ☐  Cooker ☐  Fridge ☐  Armchair / sofa ☐  Table ☐  TV ☐
   Carpets / floor covering ☐  Other .................................................................

6a. During the last 9 / 12 months (specify), have any decorations, improvements or repairs been made to your place?  Yes ☐  No ☐  Don’t know ☐

   IF YES, b. What has been done and who by? ......................................................
7a. Do you currently have any problems with the condition of your accommodation?
   Yes ☐   No ☐   Don’t know ☐

IF YES,  b. What are the problems? ……………………………………………………………………………………………
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8. Is your tenancy agreement open-ended or for a stipulated time?
   Open-ended ☐
   For a stipulated time ☐, **ASK: For how long?** …………………………………………………
   Other …………………………………………………………………………………………………

9a. How are you getting on with your landlord / housing officer? Would you say that your landlord / housing officer is …
   Helpful ☐   Okay ☐   Unhelpful ☐   No contact with landlord ☐   DK ☐

IF HELPFUL OR UNHELPFUL,  b. In what way?
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………

10. Do you think of the accommodation as your ‘home’?
   Yes ☐   No ☐   Don’t know ☐

**ALL RESPONSES**  b. Why is this? (write down all the comments you can)
…………………………………………………………………………………………
…………………………………………………………………………………………
…………………………………………………………………………………………
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11. How many nights a week do you spend in your accommodation? ………………  DK □

12a. During the last 9 / 12 months (specify), has anyone joined or left your household?  
(include new-born babies but not short-term visitors)

Yes □  No □  DK □

**IF YES,** b. Please tell me a little about who has been living with you

<table>
<thead>
<tr>
<th>Relationship to respondent</th>
<th>Which month joined household</th>
<th>Still living there or when left</th>
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13a. Do you have a pet?  Yes □  No □

**IF YES,** b. Which pet(s)?  Dog □  Cat □  Other ………………………………………

14a. Do you like the neighbourhood where you’re living?

Yes □  Yes and no □  No □  DK □

**ALL RESPONDENTS**

b. What do you like about the neighbourhood?  *(tick all that apply)*

- Near shops / amenities □  Good transport links □  Safe / quiet □  Friendly people □
- Area clean / good upkeep □  Close to work / college □  Close to family / friends □
- Nothing □  Other ………………………………………………………………………

**c. What do you not like about the neighbourhood?**  *(tick all that apply)*

- Not near shops / amenities □  Poor transport links □  Do not feel safe □
- Area dirty / unkempt □  Far from family / friends □  Far from work / college □
- Noisy □  Crime / vandalism / drug dealing / other antisocial behaviour □
- No dislikes □  Other ………………………………………………………………………
15. Apart from a brief ‘hello’, on average how often do you have a conversation with any neighbour?

Most days □  Once or twice a week □  Once or twice a month □
Occasionally, less than once a month □  Never □  Don’t know □

16. Do you socialise with any neighbour, for example, have a cup of tea together?

Yes □  No □  Don’t know □

**IF YES, b.** What do you do together and how often?

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………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20a. During the last 9 / 12 months (specify), have you been a victim of crime or harassment?

Yes ☐  No ☐  DK ☐

IF YES,  b. What happened and where?

……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………
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HOUSEHOLD TASKS

I’d now like to ask you a few questions about how you’re managing in your accommodation and your finances. I hope that you don’t find the questions intrusive.

21a. In an average week, how many days do you have a cooked meal, i.e. something more substantial than for example a can of soup, a boiled egg or beans on toast?

Number of days ……………………………………………………………………… DK ☐

b. Are your cooked meals … (read out options and tick all that apply)

Cooked yourself ☐  Take-away / ready meals ☐  Cooked by a relative / friend ☐

Other (describe) …………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………

22. In an average week, how many days do you eat fresh fruit and vegetables?

Number of days ……………………………………………………………………… DK ☐

23a. Do you have any problems managing household tasks such as cooking, cleaning and laundry?  Yes ☐  No ☐  Don’t know ☐  IF NO OR DK, GO TO Q. 24

IF YES,  b. What problems are you having? …………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………
c. Have you tried to sort out the problems?  Yes ☐  No ☐  DK ☐

<table>
<thead>
<tr>
<th>If YES, What have you done?</th>
<th>If NO, Why not?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the outcome?</td>
<td></td>
</tr>
</tbody>
</table>

FINANCES

24a. What is your weekly/fortnightly or monthly income? *(include wages, casual earnings, types of pensions, names of Social Security benefits, Child Benefit, and other income)*

<table>
<thead>
<tr>
<th>Type of income</th>
<th>Amount</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

25a. During the last 9 / 12 months *(specify)*, have there been any changes in your income?  Yes ☐  No ☐  DK ☐  IF NO OR DK, GO TO Q. 26

b. What were the changes? *(why they happened, changes in sources of income)*

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c. How have the changes affected the amount you receive each week (or month)?
…………………………………………………………………………………………………….
…………………………………………………………………………………………………….
…………………………………………………………………………………………………….
…………………………………………………………………………………………………….

26a. Do you receive Housing Benefit or a Local Housing Allowance towards your rent?
(Interviewer: Local Housing Allowance applies to people in private-rented accommodation)
Housing Benefit ☐  Local Housing Allowance ☐  Yes, unsure which ☐  No ☐  DK ☐

IF YES, CONTINUE ... IF NO, GO TO Q. 27

b. How is this paid?
   Directly to your landlord ☐  To you and you pay the landlord ☐  DK ☐
   Other .................................................................

………………………………………………………………..…………………….
…………………………………………………………………………..…………………….

26c. Is your Housing Benefit / Housing Allowance being paid regularly?
   Yes ☐  No ☐  DK ☐
   IF NO,  d. Why is this? .................................................................
   .................................................................

IF RECEIVING LOCAL HOUSING ALLOWANCE

e. Do you get any money for yourself from the Local Housing Allowance?
   Yes ☐  amount per week ............................  No ☐  DK ☐

27a. How much is the total rent and service charge on your accommodation?
   Amount ........................................... weekly / monthly (delete)  Don’t know ☐

28a. How much rent and service charge do you pay from your personal income?
   Amount ........................................... weekly / monthly (delete)  Don’t know ☐

IF PAYS RENT / SERVICE CHARGE,

b. Is it paid directly out of your Social Security benefits?  Yes ☐  No ☐  DK ☐
29a. During the last 9 / 12 months *(specify)*, have you had any rent arrears for your *current* accommodation?  
Yes ☐  No ☐  DK ☐

**IF YES, CONTINUE ... IF NO, GO TO Q. 30**

b. How much were the arrears (at their greatest)?  
………………………………..

c. In which month did the arrears start?  
………………………………

d. What led to the arrears?  
………………………………………………………………………………………………………
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<box>(e.
What has the landlord done about the arrears

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f. Have you tried to clear / cleared the arrears?  
Yes ☐  No ☐  DK ☐

<table>
<thead>
<tr>
<th><strong>If YES, What did you do?</strong></th>
<th><strong>If NO, Why not?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the outcome?</td>
<td></td>
</tr>
</tbody>
</table>

h. Do you still have rent arrears?  
Yes ☐  No ☐  DK ☐

**IF YES,**

i. How much are the arrears?  
………………………………..

i. What arrangements are in place for the arrears to be paid?
………………………………………………………………………………………………………
………………………………………………………………………………………………………
30. How do you pay for the main utilities? (ask about EACH)

<table>
<thead>
<tr>
<th>DK</th>
<th>3/6 month</th>
<th>Pay-as-you-go</th>
<th>Monthly</th>
<th>Other arrangement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>bill</td>
<td>key / card</td>
<td>debit</td>
<td></td>
</tr>
<tr>
<td>Electricity</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>...................................................</td>
</tr>
<tr>
<td>Gas*</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>...................................................</td>
</tr>
<tr>
<td>Water</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>...................................................</td>
</tr>
<tr>
<td>Council tax</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>...................................................</td>
</tr>
</tbody>
</table>

* If no gas supplied, write in ‘NO GAS’

31. I'd now like to collect some details about how much you pay on the main utilities – the average amount each week, fortnight or month (this time of year) or quarter whichever way applies.

Ask about EACH ...if 3/6 monthly bills collect amount of last bill. Don’t require respondents to give an average over the entire year: an average in the summer/winter will be fine.

<table>
<thead>
<tr>
<th>Utility</th>
<th>Amount</th>
<th>For what period? (week, month, 3 month)</th>
<th>Not applicable (doesn’t have)</th>
<th>Don’t know</th>
<th>Other payments / comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gas</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Water</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Council Tax</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

32a. Are you having any problems with the utility payments? Yes □ No □ DK □

IF YES, CONTINUE ... IF NO, GO TO Q. 33 (record utility debts in Q. 33).

b. What are the problems? .................................................................
.................................................................
.................................................................
.................................................................
.................................................................
.................................................................

32b. What have you done about the problems?
33a. Do you have any outstanding debts or loans, including rent arrears on former accommodation?

(ASK about credit cards, catalogue purchases, rent arrears on former accommodation, budgeting loans and money owed to Social Security, court fines, utility or council tax debts)

Yes □  No □  DK □  IF YES, CONTINUE ... IF NO, GO TO Q. 34

b. Please tell me about the debts ...

<table>
<thead>
<tr>
<th>Type of debt</th>
<th>Amount owed</th>
<th>Whether paying it back?</th>
<th>How much paying back and frequency?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>4.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

c. What help, if any, have you had to manage your debts?

.................................................................................................................................

.................................................................................................................................

.................................................................................................................................

d. Have you seen a debt adviser?  Yes □  No □  DK □

34a. In an average week / fortnight / month, how much of your income do you spend on:

i. Food?
   Amount ........................................ weekly / fortnightly / monthly (specify )  DK

ii. Travel?
   Amount ........................................ weekly / fortnightly / monthly (specify )  DK
b. After paying for the essential things, including rent, bills, food and travel, what are the main things you spend your money on?


35a. Do you have any difficulty budgeting and making your money last?

Yes, frequently ☐ Yes, occasionally ☐ No ☐ DK ☐

**IF YES, b. Why is this?** (probe to find out if income insufficient to meet basics, or whether paying back debts, or spending money on alcohol or drugs, or other reasons)


36a. During the last month, have you run short of money, in that you’ve not had enough to buy food?  Yes ☐ No ☐ DK ☐

**IF YES, b. Why was this?** (probe to find out if had to pay unavoidable bill, or if had to pay off a debt, or if income insufficient to meet basics; tick all that apply)

Drop in income ☐ Rent increased ☐ Loaned money to relative / friend ☐

Spent money on drink / drugs ☐ Had to pay utility bill ☐ DK ☐

Other reason ............................................................


**ACTIVITIES**

I’d like to ask a few questions about your day-to-day activities.
37. Overall, how occupied are you during the day doing activities? (read out options)  
Very □  Fairly □  Not very □  Not at all □  Don’t know □

38. During the last 9 / 12 months (specify), have you restarted or taken up any new interests or activities?  
Yes □  No □  Don’t know □

IF YES, b. What things? ..........................................................................................................................
..........................................................................................................................................................
..........................................................................................................................................................
..........................................................................................................................................................

39. Please tell me how often you … Show Card A and circle the appropriate answers

<table>
<thead>
<tr>
<th>ASK ABOUT EACH …</th>
<th>3+ times / week</th>
<th>1-2 times / week</th>
<th>1-2 times / month</th>
<th>Less often / never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read a newspaper / magazine / book</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Walk or cycle at least 30 minutes daily</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do other exercise, go to gym or play sport</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Watch television / videos / DVDs</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Listen to the radio or music</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Go to the pub</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Go to the High Street / shopping mall / town centre</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Visit / go out with friends</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Visit / go out with relatives</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Attend a day centre for homeless people</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Attend a social club or community centre</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Attend church, mosque or similar</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Other LEISURE activities (not training or educational courses)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

1. .................................................................
2. .................................................................
40a. How do you feel about your current level of activity? Do you feel that … (read out options)

- You are too busy 
- It is just right 
- You don’t have enough to do 
- DK 

**IF DON’T HAVE ENOUGH TO DO, ask:**

b. What would you like to spend more time doing?

………………………………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………………

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COURSES AND WORK-TRAINING PROGRAMMES

41a. During the last 9 / 12 months (specify), have you attended any college courses?

- Yes
- No
- DK

**If YES** b. Please tell me about the courses you’ve attended (collect details for each course)

<table>
<thead>
<tr>
<th>Details</th>
<th>Course 1</th>
<th>Course 2</th>
<th>Course 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of course?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Who runs it (name of organisation)?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>When started?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How many days per week attended?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Whether still attending?</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**IF NOT STILL ATTENDING:**

| When finished / stopped course? |          |          |          |
| Whether completed course? | Yes | No | Yes | No | Yes | No |
| If did not complete course, why not? |          |          |          |
42. During the last 9 / 12 months (specify), have you done any voluntary work or been involved in a volunteering programme? (INTERVIEWER: prompt about activities such as community work, helping in a charity shop, helping at a day centre or at a drugs project)

Yes ☐ No ☐ DK ☐

IF YES  b. Please tell me what voluntary work you’ve been doing

<table>
<thead>
<tr>
<th>Type of voluntary work / programme</th>
<th>Who runs it? (e.g. name of organisation)</th>
<th>When started?</th>
<th>No. of days per week attend</th>
<th>Still involved or when stopped?</th>
</tr>
</thead>
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</table>

43a. During the last 9 / 12 months (specify), have you attended any course run by the Jobcentre or similar agency to help you get back into work, such as New Deal?

Yes ☐ No ☐ Don’t know ☐

If YES,  b. Please tell me about the courses you’ve attended (ask about each course)

<table>
<thead>
<tr>
<th>Details</th>
<th>Course 1</th>
<th>Course 2</th>
<th>Course 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Type of course?</td>
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<td></td>
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</tr>
<tr>
<td>What the course covered?</td>
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<tr>
<td>Who runs it?</td>
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<td>When started?</td>
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<tr>
<td>How many days per week attended?</td>
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</tr>
<tr>
<td>Still attending?</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

IF NOT STILL ATTENDING:

| When finished / stopped course? | | | |
| Completed course? | Yes | No | Yes | No | Yes | No |
| If did not complete course, why not? | | | |
44a. During the last 9 / 12 months, have you attended any work training or job placement schemes run by a homelessness organisation, another agency or an employer, such as catering, gardening, decorating?  (do not include college courses covered in Q. 41)

Yes □   No □   Don’t know □

**If YES, b. Please tell me about each course or placement you’ve attended**

<table>
<thead>
<tr>
<th>Details</th>
<th>Course / placement 1</th>
<th>Course/ placement 2</th>
<th>Course/ placement 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of course or placement?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Who runs it (name of organisation)?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>When started?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How many days per week attended?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Still attending?</td>
<td>Yes □ No □</td>
<td>Yes □ No □</td>
<td>Yes □ No □</td>
</tr>
</tbody>
</table>

**IF NOT ATTENDING COURSE / PLACEMENT:**

| When stopped / finished? | | |
| Whether completed course / placement? | Yes □ No □ | Yes □ No □ | Yes □ No □ |
| If did not complete course / placement, why not? | | |

**EMPLOYMENT**

I’d like to ask your views about work, and collect some details about whether you have a job, and your attempts to find work.

45. Do you think it is important to have a paid job?  *(Show card B)*

Very □   Fairly □   Not very □   Not at all □   Don’t know □

46. During the last 9 / 12 months, have you been in any kind of paid work?  *(include any type of employment, e.g. formal, informal, casual, agency and short, fixed term / daily work )*

Yes □   No □   Don’t know □

**IF YES, CONTINUE WITH Q. 47-49   IF NO OR DK, GO TO Q. 50**
47a. Please tell me about the paid job(s) you’ve had during the last 9/12 months, starting with your most recent job ... (collect details for each job up to three)

<table>
<thead>
<tr>
<th>Details of job</th>
<th>Current or last job</th>
<th>2nd job (current or previous)</th>
<th>3rd job (current or previous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of job / job title?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full-time or part-time work?</td>
<td>Full-time</td>
<td>Full-time</td>
<td>Full-time</td>
</tr>
<tr>
<td></td>
<td>Part-time, number of hours per week</td>
<td>Part-time, number of hours per week</td>
<td>Part-time, number of hours per week</td>
</tr>
<tr>
<td></td>
<td>Casual / daily work</td>
<td>Casual / daily work</td>
<td>Casual / daily work</td>
</tr>
<tr>
<td>When started?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How did you get the job?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Still in job</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>IF NO LONGER IN THE JOB:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How long had job?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Why job ended?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

48. What were the best things about coming off benefits and returning to work?

........................................................................................................................................
........................................................................................................................................
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........................................................................................................................................

49. What were the most difficult things about coming off benefits and returning to work?

........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

........................................................................................................................................ THEN GO TO Q. 58
RESPONDENTS WHO ARE CURRENTLY UNEMPLOYED ...

50a. During the last 9 / 12 months (specify), have you tried to find a job?

Yes ☐ No ☐ DK ☐

IF NOT TRIED TO FIND A JOB, ask:  (tick all that apply)

b. Why not?  Studying ☐ Has baby ☐ Physical health problems ☐ Mental health problems ☐ Drug / alcohol problems ☐ Retired ☐ Other .................................................................................................................................................................................................

.........................................................................................................................................................................................................................

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.........................................................................................................................................................................................................................

THEN GO TO Q. 56

IF TRIED TO FIND A JOB, CONTINUE

51. What steps have you taken to find work?  (tick all that apply)

Go to Job Centre ☐ Looked on internet ☐ Looked in newspapers ☐
Registered with agency ☐ Enquired at places of work ☐

Other .................................................................................................................................................................................................

.........................................................................................................................................................................................................................

52a. Have you had help to find a job?  Yes ☐ No ☐ Don’t know ☐

IF YES,

<table>
<thead>
<tr>
<th>Who has helped you?</th>
<th>What help have they given you?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

53. What sort of job(s) have you been looking for? .................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................

54. Over the last three months:

a. How many jobs have you applied for? ........................................ DK

b. How many job interviews have you had? ........................................ DK
55. What help, if any, would you like but are not getting to find a job?

……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………

56. IF RESPONDENT HAS RETIRED OR HAS HEALTH PROBLEMS THAT ARE LIKELY TO PREVENT THEM FROM WORKING IN THE FUTURE, GO TO Q. 58 ... OTHERWISE IF UNEMPLOYED, CONTINUE

a. Are you keen to get a job?  (Show card B)
   Very □  Fairly □  Not very □  Not at all □  Don’t know □

   ALL RESPONSES  b. Please explain why (write down all the comments you can)
   ……………………………………………………………………………………………………..
   ……………………………………………………………………………………………………..
   ……………………………………………………………………………………………………..
   ……………………………………………………………………………………………………..

57. Do you have any worries or concerns about getting a job?
   Yes □  No □  Don’t know □  

   IF YES  b. What worries do you have? (write down all the comments you can)
   ……………………………………………………………………………………………………..
   ……………………………………………………………………………………………………..
   ……………………………………………………………………………………………………..
   ……………………………………………………………………………………………………..

   ALL RESPONDENTS
I’d now like to ask a few questions about your health.

58. Are you registered with a GP?
   Yes, GP within 2 miles  □  Yes, GP > than 2 miles  □  No  □  DK  □

59a. Do you have any physical health problems that make it difficult for you to manage in your accommodation?  Yes  □  No  □  DK  □
   IF YES continue ...  IF NO OR DK, GO TO Q. 60
   b. What are the problems? ................................................................. ................................................................. ................................................................. .................................................................

   c. How do the problems affect you?
      ................................................................. ................................................................. ................................................................. .................................................................

   d. What treatment or help have you had for the problems?
      Medication  □  Aids and adaptations  □  Hospital admission  □
      Other ................................................................. ................................................................. ................................................................. .................................................................

60a. During the last 9 / 12 months (specify), have you suffered from anxiety, depression or other mental health or nervous problems?
   Yes  □  No  □  DK  □  IF NO OR DK, GO TO Q. 63
   b. What are the problems?
      Depression  □  Other ................................................................. ................................................................. ................................................................. .................................................................

61a. Have you had treatment or help for the problems during this time?
   Yes  □  No  □  DK  □  IF NO OR DK, GO TO Q. 62
   b. What treatment or help was that? (tick all that apply)
Medication ☐  Counselling ☐  Hospital admission ☐

Other ……………………………………………………………………………………………………………………………

c. Was this treatment or help from a psychiatrist or mental health worker?  
(include community psychiatric nurses, psychologist, mental health team worker)
   Yes ☐  No ☐  Don’t know ☐

62. Have you refused treatment or help for the problems during this time?
   Yes ☐  No ☐  DK ☐
   IF YES, What help and why? …………………………………………………………………………………………
   ……………………………………………………………………………………………………………………………………..

**ALCOHOL USE**

63a. During the last month, how many days a week on average have you had an alcoholic drink? ………… DK ☐  IF HAD A DRINK, ask
   b. Taking ‘one drink’ as a large can or a pint of beer, a glass of wine or a measure of spirits, on the days that you drink how many drinks do you usually have?
       …………………………………………………………………………………..……………….

64. During the last 9 / 12 months (specify), have you drank heavily or had alcohol problems?
   Yes ☐  No ☐  Don’t know ☐

**INTERVIEWER, CHECK REFERRAL SHEET**

IF YES to Q. 64 OR IF HAD ALCOHOL PROBLEMS DURING THE FIVE YEARS BEFORE BEING RESETTLED CONTINUE …. OTHERWISE GO TO Q. 70

I’d like to ask you a few questions about any help you’ve had during the last 9 / 12 months (specify) for current or past alcohol problems

65. Has the amount that you drink increased or decreased during the last 9 / 12 months (specify)?
   Increased ☐  Decreased ☐  The same ☐  Not drank since resettled ☐  DK
   Other (describe) ……………………………………………………………………………………………………………..
   ……………………………………………………………………………………………………………………………………..
   ……………………………………………………………………………………………………………………………………..

23
66a. Have you changed the type of alcohol that you drink during this time?
   Yes ☐ No ☐ Not drank since resettled ☐

   **IF YES, b. How has it changed?** ..............................................................................................................
   ........................................................................................................................................................................
   ........................................................................................................................................................................
   ........................................................................................................................................................................

67. During the last 9 / 12 months (specify), have you had any treatment or help to reduce or overcome drinking?
   Yes ☐ No ☐ Don’t know ☐ **IF NO OR DK, GO TO Q. 68**

   **b. What treatment or help have you had?** (tick all that apply)
   Detox ☐ Counselling / keywork sessions ☐
   Attended Alcoholics Anonymous (AA) or similar ☐
   Other ..............................................................................................................................................................
   ........................................................................................................................................................................
   ........................................................................................................................................................................

   **c. Have you had treatment or help from an alcohol worker / alcohol service?**
   Yes ☐ No ☐ DK ☐

68. During the last 9 / 12 months (specify), have you done anything yourself to reduce or overcome drinking?
   Yes ☐ No ☐ Don’t know ☐

   **IF YES, b. What have you done?** ..............................................................................................................
   ........................................................................................................................................................................
   ........................................................................................................................................................................
   ........................................................................................................................................................................
   ........................................................................................................................................................................

69. During the last 9 / 12 months (specify), have you refused any treatment or help to reduce or overcome drinking?
   Yes ☐ No ☐ DK ☐

   **IF YES, b. What help and why?** ..............................................................................................................
   ........................................................................................................................................................................
   ........................................................................................................................................................................
70a. During the last 9 / 12 months (specify), have you taken illegal drugs or misused prescribed drugs?  
   Yes ☐  No ☐  Don’t know ☐

IF YES:  b. Which drugs or substances have you taken? (tick all that apply)
   Cannabis (marijuana, hash, weed) ☐  Heroin (smack) ☐  Ecstasy ☐
   Cocaine (crack, coke, charlie) ☐  Amphetamines (speed) ☐  LSD / acid ☐
   Other (record names) ………………………………………………………………..

   ………………………………………………………………………………..

c. During the last month, how many times have you taken drugs?
   Not at all ☐  Once ☐  Twice ☐  Three ☐  4 or more ☐  DK ☐

INTERVIEWER, CHECK REFERRAL SHEET

IF YES TO Q. 70a OR IF USED DRUGS DURING THE FIVE YEARS BEFORE BEING RESETTLED CONTINUE WITH Q.71-74  OTHERWISE GO TO Q. 75

I’d like to ask you a few questions about any help you’ve had during the last 9 / 12 months (specify) for current or past drug use

71. Has your use of drugs increased or decreased over the last 9 /12 months (specify)?
   Increased ☐  Decreased ☐  The same ☐  Not used drugs since resettled ☐  DK ☐
   Other (describe) ……………………………………………………………………………………..

   ………………………………………………………………………………..

72. During the last 9 / 12 months (specify), have you had any treatment or help to reduce or overcome your drug use?
   Yes ☐  No ☐  DK ☐  IF NO OR DK, GO TO Q. 73

IF YES, ask each of the following:

a. Have you had counselling / regular key-work sessions?  Yes ☐  No ☐  DK
b. Are you on a methadone or other script? (e.g. subotex)  Yes ☐  No ☐  DK
c. Have you attended Narcotics Anonymous (NA) or similar?  Yes ☐  No ☐  DK
d. Other help ……………………………………………………………………………………………..
e. Have you had treatment or help from a drugs worker or drugs service?
Yes ☐ No ☐ DK ☐

73. **During the last 9 / 12 months (specify), have you done anything yourself to reduce or overcome your drug use?**
Yes ☐ No ☐ Don’t know ☐

**IF YES, b. What have you done?** ………………………………………………………………
………………………………………………………………………………………………
………………………………………………………………………………………………

74. **During the last 9 / 12 months (specify), have you refused any treatment or help to control or overcome your drug use?**
Yes ☐ No ☐ DK ☐

**IF YES, What help and why?** …………………………………………………………………………………………………
………………………………………………………………………………………………
………………………………………………………………………………………………

**GAMBLING**

75. **Has gambling been a problem for you over the last 9 / 12 months (specify)?**
Yes ☐ No ☐ Don’t know ☐ **IF NO OR DK, GO TO Q. 76**

**IF YES b. Please describe the problem**
………………………………………………………………………………………………
………………………………………………………………………………………………

**c. Has your gambling increased or decreased since you were last interviewed?**
Increased ☐ Decreased ☐ The same ☐ Don’t know ☐
Other (describe) …………………………………………………………………………………………………

**d. During the last 9 / 12 months, what help, if any, have you had to reduce or control gambling?**
………………………………………………………………………………………………

**FAMILY AND SOCIAL CONTACTS**

I’d now like to ask you about your contact with family and friends.
76a. Are you currently in a relationship, that is do you have a partner?

Yes ☐ No ☐ DK ☐

IF YES CONTINUE ... IF NO OR DK, GO TO Q. 77

b. For how long? ............................................................

c. How often do you see your partner? ............................................

d. I’d like to ask you a few questions about the help and support you get from and give your partner …

Circle the appropriate one

<table>
<thead>
<tr>
<th>Does your partner help you with practical tasks, such as cooking, shopping or doing jobs around your flat?</th>
<th>Yes ☐ No ☐ DK ☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does your partner help you financially?</td>
<td>Yes ☐ No ☐ DK ☐</td>
</tr>
<tr>
<td>Does your partner help you with personal issues or problems?</td>
<td>Yes ☐ No ☐ DK ☐</td>
</tr>
<tr>
<td>Do you help your partner with practical tasks?</td>
<td>Yes ☐ No ☐ DK ☐</td>
</tr>
<tr>
<td>Do you help your partner financially?</td>
<td>Yes ☐ No ☐ DK ☐</td>
</tr>
<tr>
<td>Do you help your partner with their personal issues or problems?</td>
<td>Yes ☐ No ☐ DK ☐</td>
</tr>
</tbody>
</table>

77a. Do you have any children below the age of 18 years? (include step-children)

Yes ☐, number ……………… No ☐ DK ☐

IF YES CONTINUE ... IF NO OR DK, GO TO Q. 78

b. Do you have contact with any of your children? Yes ☐ No ☐ DK ☐

IF YES CONTINUE ... IF NO OR DK, GO TO Q. 78

c. Please tell me about the children you have contact with …

<table>
<thead>
<tr>
<th>Child’s sex</th>
<th>Child’s age</th>
<th>Where sees child and how often</th>
<th>Other contact with child</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>
ALL RESPONDENTS

78a. During the last 9 / 12 months (specify), have you had contact with any of your family or relatives? (include former partners and adult children but not children under 18)

Yes □ No □ DK □       IF YES, CONTINUE  ... IF NO GO TO Q. 81

b. How many relatives do you see or hear from at least once a month? ........ (number)

c. Please tell me about the contacts you have with the three relatives you see or hear from most often ...

<table>
<thead>
<tr>
<th>Relationship to respondent</th>
<th>How often sees person</th>
<th>Other contact and frequency</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

d. Please tell me about the help and support you get from and give your relatives ...

Circle the appropriate one

<table>
<thead>
<tr>
<th>Do any relatives help you with practical tasks, such as cooking, shopping or doing jobs around your flat?</th>
<th>Yes</th>
<th>No</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do any relatives help you financially?</td>
<td>Yes</td>
<td>No</td>
<td>DK</td>
</tr>
<tr>
<td>Do any relatives help you with personal issues or problems?</td>
<td>Yes</td>
<td>No</td>
<td>DK</td>
</tr>
<tr>
<td>Do you help any relatives with practical tasks?</td>
<td>Yes</td>
<td>No</td>
<td>DK</td>
</tr>
<tr>
<td>Do you help any relatives financially?</td>
<td>Yes</td>
<td>No</td>
<td>DK</td>
</tr>
<tr>
<td>Do you help any relatives with their personal issues or problems?</td>
<td>Yes</td>
<td>No</td>
<td>DK</td>
</tr>
</tbody>
</table>

79a. During the last 9 / 12 months (specify), has your relationship with any of your family or relatives changed?       Yes □ No □ Don’t know □
IF YES,  b. Who with and how has it changed?

<table>
<thead>
<tr>
<th>Who with? (relationship to respondent)</th>
<th>How relationship has changed?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

80. Are you happy with the amount of contact that you have with your family?

Yes □ No, would like more □ No, would like less □ Don’t know □

ALL RESPONDENTS

81a. During the last 9 / 12 months (specify), have you tried to renew contact with any relatives that you were not in touch with while you were homeless? Yes □ No □

IF YES, b. Who with? (relationship to respondent) .................................................................
........................................................................................................................................................
........................................................................................................................................................
........................................................................................................................................................

81c. What was the outcome? .................................................................
........................................................................................................................................................
........................................................................................................................................................
........................................................................................................................................................
........................................................................................................................................................
........................................................................................................................................................

82a. Are you in contact with people you regard as friends?

Yes □ No □ DK □ IF YES CONTINUE  ... IF NO GO TO Q. 84

83a. How many friends do you see or hear from at least once a month? ............ (number)

b. Please tell me about your contacts with the three friends you see or hear from most often ...
c. Please tell me about the help and support you get from and give your friends …

*Circle the appropriate one*

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you get help from any friends with practical tasks, such as cooking, shopping or doing jobs around your flat?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do any friends help you financially?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do any friends help you with your personal issues or problems?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you help any of your friends with practical tasks?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you help any of your friends financially?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you help any friends with their personal issues or problems?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ALL RESPONDENTS**

84a. During the last 9 / 12 months *(specify)*, has your relationship with people you socialise with changed?  
Yes ☐  No ☐  Don’t know ☐

**IF YES,**  b. Please explain how 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86. Have you had any contact with a tenancy support worker during the last 9 / 12 months?

(INTERVIEWER: Several terms are used for such a person, e.g. housing support worker, floating support worker. Do not include housing officers (aka neighbourhood housing officers) or caretakers who do not have a welfare support role. Also do not include respondents’ former key-workers or hostel workers if they are providing help unofficially).

Yes ☐ No ☐ DK ☐ IF YES, CONTINUE ... IF NO, GO TO Q. 90

87. What help have you had from your tenancy support worker during this time?

……………………………………………………………………………………...……………

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88a. Do you still have contact with your tenancy support worker?

Yes ☐ No ☐ Don’t know ☐

IF YES, b. How often? At least once a month ☐ Less than once a month ☐

THEN GO TO Q. 89

IF NO CONTACT NOW, ASK ...

c. When did you last see your tenancy support worker? ..........................................................

d. Whose idea was it for the tenancy support to end?

Respondent ☐ Worker ☐ Respondent and worker ☐ Don’t know ☐

Other ..................................................................................................................

.....................................................................................................................

e. How did you feel about the tenancy support ending?

.....................................................................................................................

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ALL RESPONDENTS

89. During the last 9 / 12 months (specify), have you had advice, support or help from any other workers or services or from a religious organisation?  
(PROMPT: e.g. neighbourhood housing officer, Citizens Advice Bureau, Housing Aid Centre, former key-worker, drugs worker, CPN)

Yes ☐  No ☐  Don’t know ☐

IF YES, ASK:

<table>
<thead>
<tr>
<th>Who from? (type of worker)</th>
<th>What advice, support or help?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

90. Since we last saw you, what help or advice, if any, would you have liked but did not get?

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HOW YOU’RE COPING

I’d now like to ask a few questions about how you’re coping

91. You have now been in your accommodation 15 / 18 months. How well do you believe you are coping now? (show card B)

Very ☐  Fairly ☐  Not very ☐  Not at all ☐  Don’t know ☐

92. During the last 9 / 12 months (specify), do you think that you’ve changed in any way?

Yes ☐  No ☐  DK ☐
IF YES, b. In what way(s)?

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93. During the last month, have you felt …

<table>
<thead>
<tr>
<th></th>
<th>Read out options</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Motivated to do things</td>
<td>Most of the time</td>
</tr>
<tr>
<td>b. Worried or anxious about how things are going</td>
<td></td>
</tr>
<tr>
<td>c. That you are achieving positive things</td>
<td></td>
</tr>
<tr>
<td>d. Preoccupied about personal problems</td>
<td></td>
</tr>
<tr>
<td>e. Hopeful about the future</td>
<td></td>
</tr>
<tr>
<td>e. Unhappy or depressed</td>
<td></td>
</tr>
<tr>
<td>f. Lonely</td>
<td></td>
</tr>
</tbody>
</table>

94a. During the last 9 / 12 months (specify), have you been threatened with eviction or asked to leave your accommodation?

Yes ☐ No ☐ DK ☐ IF NO OR DK, GO TO Q. 95

IF YES, b. Why was this? (tick all that apply)

Rent arrears ☐ Not keeping the place clean ☐ Noise / disturbance by respondent ☐
Noise / disturbance by respondent’s visitors ☐
Other reason …………………………………………………………………………………………………

94b. Have you tried to sort out the problems? Yes ☐ No ☐ DK ☐

<table>
<thead>
<tr>
<th>If YES, What have you done?</th>
<th>If NO, Why not?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the outcome?</td>
<td></td>
</tr>
</tbody>
</table>
c. Are you still being threatened with eviction or being asked to leave?
   Yes ☐  No ☐  DK ☐
   **IF YES**
   e. What is happening? .................................................................
       .................................................................
       .................................................................
       .................................................................

95a. During the last 9 / 12 months *(specify)*, have you thought about giving up your tenancy?
   Yes, still am ☐  Yes, but no longer ☐  No ☐  DK ☐
   **IF YES continue ... otherwise go to Q. 96**

b. Why is [or was] this? *(tick all that apply)*
   Rent arrears ☐  Problems with other bills / debts ☐  Loneliness ☐
   Problems with looking after oneself and the home ☐  Problems with neighbours ☐
   The condition of the accommodation, *e.g.* repairs not done ☐
   Problems in the neighbourhood ☐  Location inconvenient ☐
   Other reasons .................................................................
       .................................................................
       .................................................................
       .................................................................
       .................................................................
       .................................................................

   c. Where would you stay [or have stayed]?
   With relatives ☐  With friends ☐  Hostel / night-shelter ☐  On the streets ☐
   Other .................................................................  Don’t know ☐

**HOPES AND PLANS**

I’d now like to finish by asking about your hopes and plans

96a. Do you have any plans at the moment to move?
   Yes ☐  No ☐  Don’t know ☐
IF YES, b. What are the plans?


97. Besides plans to move (if applicable), what plans or ambitions do you have for the next six months?


98. Are there any problems that you’ve had since we last saw you that we’ve not already discussed?


Please turn to last page
99. Is there anything else you’d like to say about your experiences since being rehoused?

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Ask the respondent to complete Right Move Scale 3

Thank you for answering the questions and sharing your experiences with me. You have been very patient and helpful.

This is the last interview for the study. We are extremely grateful that you agreed to be involved in it. We are trying to get further funding to enable us to carry out a further round of interviews in the next year or the year after to see how people are getting on. We will let you know whether or not we have been successful and, if we are, we hope that you will be willing to see us again. If in the meantime, you move or change your phone number, it would be helpful if you could let us know.

Go through the Contact Details Sheet with the respondent.
The FOR-Home Study
Housing Readiness and Satisfaction Scale: II

Name …………………………………………… Date ………………………………

Please circle the statement that applies to you

1. I was ready to be resettled.
   Very          Fairly           Not very          Not at all         Don’t know

2. I am pleased to have my own home.
   Very          Fairly           Not very          Not at all         Don’t know

3. I am coping with the practical tasks of managing a home.
   Very          Fairly           Not very          Not at all         Don’t know

4. I am comfortable with living alone.
   Very          Fairly           Not very          Not at all         Don’t know
   Not applicable

5. I am pleased with the accommodation to which I have moved.
   Very          Fairly           Not very          Not at all           Don’t know

6. I am settled in my accommodation.
   Very          Fairly           Not very          Not at all           Don’t know

6. I am satisfied with the neighbourhood to which I have moved.
   Very          Fairly           Not very          Not at all           Don’t know

7. The biggest advantage to me of moving was …
   ………………………………………………………………………………………………………
   ………………………………………………………………………………………………………
   ………………………………………………………………………………………………………
   ………………………………………………………………………………………………………

8. The biggest problem that I faced after moving was …
   ………………………………………………………………………………………………………
   ………………………………………………………………………………………………………
The FOR-Home Study
Right Move Scale 1 (Before Being Resettled)

Name …………………………………………… Date …………………………………

Please read the statements below and circle the response that best applies to you.

1. I am ready to take the next step and move to my own accommodation.
   Yes, definitely I think so Not really Definitely not Don’t know

2. I am pleased with the accommodation to which I am moving.
   Yes, definitely I think so Not really Definitely not Don’t know

3. I will settle in the accommodation and stay there for a long time.
   Yes, definitely I think so Not really Definitely not Don’t know

4. I am worried about the prospect of living on my own.
   Yes, definitely I think so Not really Definitely not Don’t know

5. I will be able to manage household tasks such as cooking and paying bills.
   Yes, definitely I think so Not really Definitely not Don’t know

6. I have concerns about the location of my accommodation.
   Yes, definitely I think so Not really Definitely not Don’t know

7. Having my own place will enable me to make friends and build a social network.
   Yes, definitely I think so Not really Definitely not Don’t know

8. Having my own place will enable me to structure my life and become involved in meaningful activities.
   Yes, definitely I think so Not really Definitely not Don’t know
9. **The biggest advantage to me of moving is ...**

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........................................................................................................................................
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10. **The biggest problem that I am likely to face after moving is ...**

........................................................................................................................................
........................................................................................................................................
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Please read the statements below and circle the response that best applies to you.

1. I was ready to take the next step and move to my own accommodation.
   Yes, definitely    I think so    Not really    Definitely not    Don’t know

2. I am pleased with the accommodation to which I moved.
   Yes, definitely    I think so    Not really    Definitely not    Don’t know

3. I have settled in the accommodation and intend to stay there for a long time.
   Yes, definitely    I think so    Not really    Definitely not    Don’t know

4. I dislike living on my own.
   Yes, definitely    I think so    Not really    Definitely not    Don’t know

5. I am able to manage household tasks such as cooking and paying bills.
   Yes, definitely    I think so    Not really    Definitely not    Don’t know

6. I have concerns about the location of the accommodation.
   Yes, definitely    I think so    Not really    Definitely not    Don’t know

7. Having my own place has enabled me to make friends and build a social network.
   Yes, definitely    I think so    Not really    Definitely not    Don’t know

8. Having my own place has enabled me to structure my life and become involved in meaningful activities.
   Yes, definitely    I think so    Not really    Definitely not    Don’t know
9. The biggest advantage to me of moving was …

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10. The biggest problem that I faced after moving was …

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if (pleasac0=1) RMaggW0 = RMaggW0+1.
if (pleasac0=2) RMaggW0 = RMaggW0+0.5.
if (pleasac0=3) RMaggW0 = RMaggW0-0.5.
if (pleasac0=4) RMaggW0 = RMaggW0-1.

if (settle0=1) RMaggW0 = RMaggW0+1.
if (settle0=2) RMaggW0 = RMaggW0+0.5.
if (settle0=3) RMaggW0 = RMaggW0-0.5.
if (settle0=4) RMaggW0 = RMaggW0-1.

if (worryal=1) RMaggW0 = RMaggW0-1.
if (worryal=2) RMaggW0 = RMaggW0-0.5.
if (worryal=3) RMaggW0 = RMaggW0+0.5.
if (worryal=4) RMaggW0 = RMaggW0+1.

if (manage0=1) RMaggW0 = RMaggW0+1.
if (manage0=2) RMaggW0 = RMaggW0+0.5.
if (manage0=3) RMaggW0 = RMaggW0-0.5.
if (manage0=4) RMaggW0 = RMaggW0-1.

if (woryloc0=1) RMaggW0 = RMaggW0-1.
if (woryloc0=2) RMaggW0 = RMaggW0-0.5.
if (woryloc0=3) RMaggW0 = RMaggW0+0.5.
if (woryloc0=4) RMaggW0 = RMaggW0+1.

if (friends0=1) RMaggW0 = RMaggW0+1.
if (friends0=2) RMaggW0 = RMaggW0+0.5.
if (friends0=3) RMaggW0 = RMaggW0-0.5.
if (friends0=4) RMaggW0 = RMaggW0-1.

if (structure0=1) RMaggW0 = RMaggW0+1.
if (structure0=2) RMaggW0 = RMaggW0+0.5.
if (structure0=3) RMaggW0 = RMaggW0-0.5.
if (structure0=4) RMaggW0 = RMaggW0-1.

SIX MONTHS

if (pleasac6=1) RMaggW1 = RMaggW1+1.
if (pleasac6=2) RMaggW1 = RMaggW1+0.5.
if (pleasac6=3) RMaggW1 = RMaggW1-0.5.
if (pleasac6=4) RMaggW1 = RMaggW1-1.

if (settle6=1) RMaggW1 = RMaggW1+1.
if (settle6=2) RMaggW1 = RMaggW1+0.5.
if (settle6=3) RMaggW1 = RMaggW1-0.5.
if (settle6=4) RMaggW1 = RMaggW1-1.

if (onown6=1) RMaggW1 = RMaggW1-1.
if (onown6=2) RMaggW1 = RMaggW1-0.5.
if (onown6=3) RMaggW1 = RMaggW1+0.5.
if (onown6=4) RMaggW1 = RMaggW1+1.
if (manage6=1) RMaggW1 = RMaggW1 + 1.
if (manage6=2) RMaggW1 = RMaggW1 + 0.5.
if (manage6=3) RMaggW1 = RMaggW1 - 0.5.
if (manage6=4) RMaggW1 = RMaggW1 - 1.

if (woryloc6=1) RMaggW1 = RMaggW1 - 1.
if (woryloc6=2) RMaggW1 = RMaggW1 - 0.5.
if (woryloc6=3) RMaggW1 = RMaggW1 + 0.5.
if (woryloc6=4) RMaggW1 = RMaggW1 + 1.

if (friends6=1) RMaggW1 = RMaggW1 + 1.
if (friends6=2) RMaggW1 = RMaggW1 + 0.5.
if (friends6=3) RMaggW1 = RMaggW1 - 0.5.
if (friends6=4) RMaggW1 = RMaggW1 - 1.

if (structur6=1) RMaggW1 = RMaggW1 + 1.
if (structur6=2) RMaggW1 = RMaggW1 + 0.5.
if (structur6=3) RMaggW1 = RMaggW1 - 0.5.
if (structur6=4) RMaggW1 = RMaggW1 - 1.
The FOR-Home Study
Right Move Scale 3 (15/18 months after being resettled)

Name ……………………………………………. Date ………………………………

Please read the statements below and circle the response that best applies to you.

1. I was ready to take the next step and move to my own accommodation.
   Yes, definitely I think so Not really Definitely not Don’t know

2. I am pleased with the accommodation to which I moved.
   Yes, definitely I think so Not really Definitely not Don’t know

3. I have settled in the accommodation and intend to stay there for a long time.
   Yes, definitely I think so Not really Definitely not Don’t know

4. I am uncomfortable living on my own.
   Yes, definitely I think so Not really Definitely not Don’t know

5. I am able to manage household tasks such as cooking and paying bills.
   Yes, definitely I think so Not really Definitely not Don’t know

6. I have concerns about the location of the accommodation.
   Yes, definitely I think so Not really Definitely not Don’t know

7. Having my own place has enabled me to make friends and build a social network.
   Yes, definitely I think so Not really Definitely not Don’t know

8. Having my own place has enabled me to structure my life and become involved in meaningful activities.
   Yes, definitely I think so Not really Definitely not Don’t know
9. The biggest advantage to me of moving was …

........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

10. The biggest problem that I faced after moving was …

........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
# The FOR-Home Study

## Right Move Scale 2 (After Being Resettled)

| Name …………………………………………… | Date ……………………………………… |

Please read the statements below and circle the response that best applies to you.

1. I was ready to take the next step and move to my own accommodation.
   - Yes, definitely
   - I think so
   - Not really
   - Definitely not
   - Don’t know

2. I am pleased with the accommodation to which I moved.
   - Yes, definitely
   - I think so
   - Not really
   - Definitely not
   - Don’t know

3. I have settled in the accommodation and intend to stay there for a long time.
   - Yes, definitely
   - I think so
   - Not really
   - Definitely not
   - Don’t know

4. I dislike living on my own.
   - Yes, definitely
   - I think so
   - Not really
   - Definitely not
   - Don’t know

5. I am able to manage household tasks such as cooking and paying bills.
   - Yes, definitely
   - I think so
   - Not really
   - Definitely not
   - Don’t know

6. I have concerns about the location of the accommodation.
   - Yes, definitely
   - I think so
   - Not really
   - Definitely not
   - Don’t know

7. Having my own place has enabled me to make friends and build a social network.
   - Yes, definitely
   - I think so
   - Not really
   - Definitely not
   - Don’t know

8. Having my own place has enabled me to structure my life and become involved in meaningful activities.
   - Yes, definitely
   - I think so
   - Not really
   - Definitely not
   - Don’t know
9. The biggest advantage to me of moving was …

10. The biggest problem that I faced after moving was …
if (pleasac0=1) RMaggW0= RMaggW0+1.
if (pleasac0=2) RMaggW0= RMaggW0+0.5.
if (pleasac0=3) RMaggW0= RMaggW0-0.5.
if (pleasac0=4) RMaggW0= RMaggW0-1.

if (settle0=1) RMaggW0= RMaggW0+1.
if (settle0=2) RMaggW0= RMaggW0+0.5.
if (settle0=3) RMaggW0= RMaggW0-0.5.
if (settle0=4) RMaggW0= RMaggW0-1.

if (worryal=1) RMaggW0= RMaggW0-1.
if (worryal=2) RMaggW0= RMaggW0-0.5.
if (worryal=3) RMaggW0= RMaggW0+0.5.
if (worryal=4) RMaggW0= RMaggW0+1.

if (manage0=1) RMaggW0= RMaggW0+1.
if (manage0=2) RMaggW0= RMaggW0+0.5.
if (manage0=3) RMaggW0= RMaggW0-0.5.
if (manage0=4) RMaggW0= RMaggW0-1.

if (woryloc0=1) RMaggW0= RMaggW0-1.
if (woryloc0=2) RMaggW0= RMaggW0-0.5.
if (woryloc0=3) RMaggW0= RMaggW0+0.5.
if (woryloc0=4) RMaggW0= RMaggW0+1.

if (friends0=1) RMaggW0= RMaggW0+1.
if (friends0=2) RMaggW0= RMaggW0+0.5.
if (friends0=3) RMaggW0= RMaggW0-0.5.
if (friends0=4) RMaggW0= RMaggW0-1.

if (structure0=1) RMaggW0= RMaggW0+1.
if (structure0=2) RMaggW0= RMaggW0+0.5.
if (structure0=3) RMaggW0= RMaggW0-0.5.
if (structure0=4) RMaggW0= RMaggW0-1.

SIX MONTHS

if (pleasac6=1) RMaggW1= RMaggW1+1.
if (pleasac6=2) RMaggW1= RMaggW1+0.5.
if (pleasac6=3) RMaggW1= RMaggW1-0.5.
if (pleasac6=4) RMaggW1= RMaggW1-1.

if (settle6=1) RMaggW1= RMaggW1+1.
if (settle6=2) RMaggW1= RMaggW1+0.5.
if (settle6=3) RMaggW1= RMaggW1-0.5.
if (settle6=4) RMaggW1= RMaggW1-1.

if (onown6=1) RMaggW1= RMaggW1-1.
if (onown6=2) RMaggW1= RMaggW1-0.5.
if (onown6=3) RMaggW1= RMaggW1+0.5.
if (onown6=4) RMaggW1= RMaggW1+1.
if (manage6=1) RMaggW1 = RMaggW1 + 1.
if (manage6=2) RMaggW1 = RMaggW1 + 0.5.
if (manage6=3) RMaggW1 = RMaggW1 - 0.5.
if (manage6=4) RMaggW1 = RMaggW1 - 1.

if (woryloc6=1) RMaggW1 = RMaggW1 - 1.
if (woryloc6=2) RMaggW1 = RMaggW1 - 0.5.
if (woryloc6=3) RMaggW1 = RMaggW1 + 0.5.
if (woryloc6=4) RMaggW1 = RMaggW1 + 1.

if (friends6=1) RMaggW1 = RMaggW1 + 1.
if (friends6=2) RMaggW1 = RMaggW1 + 0.5.
if (friends6=3) RMaggW1 = RMaggW1 - 0.5.
if (friends6=4) RMaggW1 = RMaggW1 - 1.

if (structur6=1) RMaggW1 = RMaggW1 + 1.
if (structur6=2) RMaggW1 = RMaggW1 + 0.5.
if (structur6=3) RMaggW1 = RMaggW1 - 0.5.
if (structur6=4) RMaggW1 = RMaggW1 - 1.
Names of Researchers: Tony Warnes, Maureen Crane and Sarah Coward

Name of Participant:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>I have read and understood the Information Sheet, have had the opportunity to ask questions, and agree to take part in the study.</td>
</tr>
<tr>
<td>2.</td>
<td>I understand that my participation is voluntary and that I am free to withdraw at any time without giving a reason.</td>
</tr>
<tr>
<td>3.</td>
<td>I understand that my responses will be anonymised before analysis, will be treated as confidential to the research team, and that no details will be released that enable me to be identified*.</td>
</tr>
<tr>
<td>4.</td>
<td>I give permission for the Research Team to collect information from my resettlement worker about his/her opinion of my needs and resettlement preparation, and his/her experiences of accessing housing and other services for me.**</td>
</tr>
<tr>
<td>5.</td>
<td>If the researchers have difficulty contacting me for an interview, I agree for them to contact relatives and friends who I nominate.**</td>
</tr>
<tr>
<td>6.</td>
<td>If the researchers have difficulty finding me, I give permission for the Link Worker to make enquiries about my whereabouts from service-providers, and my relatives and friends, and pass on to the researchers details of changes in my address and where I can be located.**</td>
</tr>
</tbody>
</table>

* Please understand, however, that if an interviewer becomes aware of a situation in which you, the interviewer or another person is in imminent danger, they will take appropriate action.

** If not agree, can still be included in the study.

_________________________  ___________________  ____________________
Name of Participant               Date                    Signature

_________________________  ___________________  ____________________
Interviewer                      Date                    Signature

To be signed and dated in the presence of the participant
Sampling design, the sample and attrition

Sampling

Population of interest, and inclusion and exclusion criteria

The population of interest was single homeless people aged 16+ years who are resettled into permanent accommodation, defined as housing occupied open-endedly, i.e. with no expectation or plans for the occupier to move again. This definition includes those who moved into independent housing where they were responsible for the rent, other housing expenses and their own meals, laundry and house-cleaning. The criterion excludes those who moved into residential or group homes where personal and domestic tasks are carried out entirely by paid staff. Homeless implies those who had ‘slept rough’ or used emergency or temporary accommodation, and excludes those who had been staying with relatives or friends unless they had previously been ‘literally homeless’. Single homeless people excludes couples or people with dependent children at the point of resettlement (the eligibility criteria and the influences on success differ greatly). For practical reasons, any person settled >60 km from the study cities was excluded.

During the course of the study, three clarifications of the inclusion/exclusion criteria were made.

1. Some resettlements were into accommodation from which it was usual (but not absolutely mandatory) that the client would move on after 2 years. Such accommodation was deemed as equivalent to ‘permanent’ for our purpose and such resettlements accepted as eligible.

2. Some resettled clients received tenancy support. In most cases, this comprised only a few visits or contacts, but some had weekly visits over an extended period. It was accepted that in such cases, the intensity of support was much less than that provided in ‘supported accommodation’ and that the situation was still ‘independent living’. These cases were eligible.

3. We had also intended to interview people initially just before they were resettled, but because of pressures to move quickly, a revised rule was adopted: all baseline interviews were carried out just before or within seven days of the resettlement move.

The sampling design

In April 2007, the six collaborating organisations provided data on the age, sex and ethnicity of all those that they resettled in 2006. The main facts were that many fewer women were resettled than men, and few people aged more than 45 years were resettled. The London organisations resettled many more people than the study needed, while the ‘surplus’ at Framework and St Anne’s was much less. There were other complications. Centrepoint of course only resettles young adults, so we planned to ‘over-sample’ older people from the other London organisations.
The FOR-HOME sampling design was to recruit in such a way that the sample (a) had approximately equal numbers from London and from the three provincial cities (together), and (b) was representative of the homeless people that were resettled in 2006. Tables of the required sampling fractions by age and sex were drawn up for each of the six organisations. Towards the end of the recruitment period, in order to approximate the 2006 age-sex structure, women and the older age groups were selectively recruited.

**Ethnicity**

People of Afro-Caribbean origin or who were Black British were well represented among those resettled in 2006. On the other hand, the numbers resettled from other specific non-White ethnic groups were very small. Our judgement was that it would not be possible to recruit a sufficient number (say 25) of any single other ethnic group to enable the group to be profiled reliably, and that non-White ethnic groups would be properly represented by representative sampling. The net result was that ethnicity did not structure the sampling.

**Assumptions**

The planned period for recruitment was 12 months, and it was assumed that among those referred to the study there would be an average refusal/attrition rate of 15 per cent by 18 months after resettlement.

**The achieved baseline sample**

Recruitment began on schedule on 1st June 2007 but proceeded at a slower rate than planned. The main cause was found to be deficiencies in awareness of the study and in inter-project and inter-staff communications within the organisations – not all clients on the point of being resettled were being referred to the Link Workers who referred on to FOR-HOME. The research team, and the key workers and senior management of the six organisations addressed the issues and the rate of recruitment improved greatly. The final baseline sample of 400 respondents was achieved but it took 15 months rather than 12 months. Another consequence was that the final interviews with 91 respondents had to be undertaken at 15 rather than 18 months.

**Age and gender**

In 2006, of those resettled by the two collaborating organisations in Leeds, Nottingham and Sheffield, 26.5 per cent were women, and the equivalent percentage recruited by the four collaborating organisations in London was 30.0 per cent. In the For-HOME baseline sample, among the respondents in Leeds, Nottingham and Sheffield, 21.5 per cent were women, and among the London respondents, 30.0 per cent were women.

The achieved sample broadly reproduced the age structure of those resettled by the collaborating organisations in 2006 except that (a) in London, there was a substantial over-representation of men aged 36 or more years (and under-representation of younger men), and (b) among women, the 2006 age structure was well replicated in London but not so well among those in Leeds, Nottingham and Sheffield. The details are shown in Table 1.
Table 1. The age structure of the FOR-HOME baseline sample and of clients resettled during 2006 by the six collaborating organisations in London and Notts/Yorks

<table>
<thead>
<tr>
<th>Age groups (years)</th>
<th>London</th>
<th>Notts/Yorks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>For Home sample</td>
<td>2006</td>
</tr>
<tr>
<td>Men</td>
<td><em>Percentages</em></td>
<td><em>Ratios</em></td>
</tr>
<tr>
<td>16-25</td>
<td>16.6</td>
<td>24.3</td>
</tr>
<tr>
<td>26-35</td>
<td>14.0</td>
<td>22.9</td>
</tr>
<tr>
<td>36-45</td>
<td>36.9</td>
<td>24.8</td>
</tr>
<tr>
<td>46+</td>
<td>32.5</td>
<td>28.0</td>
</tr>
<tr>
<td>Sample sizes</td>
<td>(157)</td>
<td>(428)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Women</th>
<th><em>Percentages</em></th>
<th><em>Ratios</em></th>
<th><em>Percentages</em></th>
<th><em>Ratios</em></th>
</tr>
</thead>
<tbody>
<tr>
<td>16-25</td>
<td>50.0</td>
<td>44.3</td>
<td>1.13</td>
<td>55.3</td>
</tr>
<tr>
<td>26-35</td>
<td>19.7</td>
<td>29.7</td>
<td>0.66</td>
<td>28.9</td>
</tr>
<tr>
<td>36-45</td>
<td>18.2</td>
<td>13.5</td>
<td>1.35</td>
<td>5.3</td>
</tr>
<tr>
<td>46+</td>
<td>12.1</td>
<td>12.4</td>
<td>0.98</td>
<td>10.5</td>
</tr>
<tr>
<td>Sample sizes</td>
<td>(66)</td>
<td>(185)</td>
<td></td>
<td>(38)</td>
</tr>
</tbody>
</table>

Attrition

Attrition was kept reasonably low by intensive tracking between the interviews, with many informants contacted at 9, 12 and 15 months, and through tenacity and persistence in arranging appointments for the interviews, if necessary on several occasions. The overall reduction in the sample available for analysis from baseline to the 15/18 months variables was 19.2 per cent. The table of attritions are those lost to the sample through death, inability to be interviewed because of serious illness or violence, incarceration, admission to rehabilitation centres, refusals and non-contacts (Table 2). Of these, contact was lost with just 8.5%, for whom we did not know their housing outcome at the end of the study.
Table 2. Attrition at 18 months in the FOR-HOME sample by sex, age and region.

<table>
<thead>
<tr>
<th>Sex and Age groups (years)</th>
<th>London</th>
<th>Notts/Yorks</th>
<th>All areas</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Per cent</td>
<td>Number</td>
</tr>
<tr>
<td><strong>Men</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16-25</td>
<td>6</td>
<td>23.1</td>
<td>8</td>
</tr>
<tr>
<td>26-35</td>
<td>5</td>
<td>22.7</td>
<td>16</td>
</tr>
<tr>
<td>36-45</td>
<td>9</td>
<td>15.5</td>
<td>5</td>
</tr>
<tr>
<td>46+</td>
<td>8</td>
<td>15.7</td>
<td>5</td>
</tr>
<tr>
<td>All ages</td>
<td>28</td>
<td>17.8</td>
<td>34</td>
</tr>
<tr>
<td><strong>Women</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16-25</td>
<td>6</td>
<td>18.2</td>
<td>2</td>
</tr>
<tr>
<td>26-35</td>
<td>3</td>
<td>23.1</td>
<td>1</td>
</tr>
<tr>
<td>36-45</td>
<td>2</td>
<td>16.7</td>
<td>0</td>
</tr>
<tr>
<td>46+</td>
<td>0</td>
<td>0.0</td>
<td>1</td>
</tr>
<tr>
<td>All ages</td>
<td>11</td>
<td>16.7</td>
<td>4</td>
</tr>
<tr>
<td><strong>Both sexes</strong></td>
<td>39</td>
<td>17.5</td>
<td>38</td>
</tr>
</tbody>
</table>