

# Annex 1 – Local authority survey

## A. ABOUT YOU AND YOUR TEAM

ASK ALL, SINGLE CODE

**1. Please tell us which of the following best applies in relation to your job role?**

I am responsible for rough sleeping in my authority

I am responsible for other services which incorporate rough sleeping in my authority

Something else (PLEASE SPECIFY YOUR ROLE)

ASK ALL, SINGLE CODE

**2. How long have you been working on issues relating to rough sleeping, not necessarily in your current role?**

Less than 6 months

More than 6 months but less than a year

1-2 years

3-5 years

6-10 years

11-20 years

21+ years

Prefer not to say

ASK ALL, SINGLE CODE

**3. How many staff in your local authority are working directly on issues related to rough sleeping - either in your team or working outside your team but funded by RSI?**

[OPEN ENDED TEXTBOX]

## B. ROUGH SLEEPING ISSUES IN YOUR AUTHORITY

**4. Generally, what do you think are the reasons for rough sleeping in your area? Please select all that apply**

Lack of mental health provision

Lack of drug/alcohol provision

Lack of women only provision

Lack of outreach services

Lack of trauma informed services

Shortage of social housing

Reduction of housing related support funding

Shortage of resources (e.g. not enough staff, funding)

Lack of emergency accommodation

Lack of affordable accommodation

A limited range of housing options

Lack of local employment opportunities

Introduction of Universal Credit

Under 35 benefit changes

Inadequate prevention initiatives

Prison closure

Inflow from other Local Authorities

Inflow from other countries

Unproductive relationships with housing options teams

Lack of partnership with other authorities (e.g. GP, police)  
Lack of leadership regarding rough sleeping, within the local authority  
Lack of accountability structures (e.g. safeguarding boards)  
Other (please specify) [OPEN ENDED TEXTBOX]  
Don't know (SINGLE CODE)  
Prefer not to say (SINGLE CODE)

**5. Of these which do you think are the three most important reasons for rough sleeping in your area?**

**Please select a maximum of three answers**

**All answer codes from Q4 (excluding other) if number of options selected at Q4 greater than three**

ASK ALL, SINGLE CODE FOR EACH

**6. To what extent would you say that numbers of rough sleepers in your authority have increased, decreased or stayed about the same within...**

**a) The year before the introduction of RSI?**

**b) The three years before the introduction of RSI?**

Increased a lot  
Increased a little  
Has stayed about the same  
Decreased a little  
Decreased a lot  
Don't know  
Prefer not to say

ASK ALL WHO ANSWER INCREASED A LOT OR INCREASED A LITTLE AT 6A OR 6B OPEN RESPONSE

**7. Why do you think the numbers of rough sleepers have increased in your authority within the last three years? Please select all that apply**

Lack of mental health provision  
Lack of drug/alcohol provision  
Lack of women only provision  
Lack of outreach services  
Lack of trauma informed services  
Shortage of social housing  
Reduction of housing related support funding  
Lack of emergency accommodation  
Lack of affordable accommodation  
A limited range of housing options  
Lack of local employment opportunities  
Under 35 benefit changes  
Introduction of Universal Credit  
Inadequate prevention initiatives  
Prison closure  
Inflow from other Local Authorities  
Inflow from other countries  
Shortage of resources (e.g. not enough staff, funding)  
Unproductive relationships with housing options teams  
Lack of partnership with other authorities (e.g. GP, police)  
Lack of leadership regarding rough sleeping, within the local authority  
Lack of accountability structures (e.g. safeguarding boards)

Other (please specify) [OPEN ENDED TEXTBOX]

Don't know (SINGLE CODE)

Prefer not to say (SINGLE CODE)

ASK ALL, SINGLE CODE

**8. (a) By the next annual rough sleeping count or estimate snapshot, do you think the number of rough sleepers in your authority will increase, decrease, or stay the same?**

Increase a lot

Increase a little

Stay about the same

Decrease a little

Decrease a lot

Don't know

Prefer not to say

ASK ALL WHO ANSWER 1-5 at Q7a

**8(b) What makes you say this?**

[OPEN ENDED TEXTBOX]

ASK ALL, SINGLE CODE

**9. Before it began to receive RSI funding, did your local authority have a homelessness strategy which incorporated a strategy on rough sleeping?**

Yes - a homelessness strategy was in place which incorporated a strategy on rough sleeping

No - the homelessness strategy and rough sleeping strategy were separate but closely linked

No - we had a homelessness strategy and rough sleeping strategy in place but they were not linked

No - we had a homelessness strategy but no rough sleeping strategy

No - we had a rough sleeping strategy but no homelessness strategy

No - we had neither of these strategies in place

Don't know

Prefer not to say

ASK ALL, MULTI CODE

**10. Which, if any, of the following services which can be used to help address rough sleeping did your authority commission in the year preceding RSI funding?**

**Please indicate which of these services were commissioned specifically and solely to address rough sleeping and which are multi-purpose services whose beneficiaries may include rough sleepers, among others.**

**Please select all that apply**

	<b>Specifically targeted to rough sleeping</b>	<b>Multi-purpose services</b>
(Street-based) outreach support		
(Service-based) in-reach support		
Short-term (temporary or emergency) accommodation		

Medium-term accommodation		
Long-term accommodation		
Mental health support		
Alcohol or substance dependency support		
Partnership working with voluntary sector		
Partnership working with faith groups		
Offending liaison roles		
Hospital liaison roles		
Personalised budgets		
Daytime activities		
Advice services		
Other (Please specify) <b>[OPEN ENDED TEXTBOX]</b>		
None of the above		
Don't know		
Prefer not to say		

ASK ALL, MULTI CODE

**11. Other than RSI funding, what are the primary sources of funding your authority uses for rough sleeper services?**

**Please select all that apply**

Other funding from the Ministry of Housing, Communities and Local Government  
Department of Health and Social Care  
Home Office  
Other government department (Please Specify)  
Other local authorities  
Police and Crime Commissioner  
NHS Clinical Commissioners  
Public health (within LA)  
Adult Social Care (within LA)  
Better Care Fund  
Housing and Homelessness (within LA)  
Community Safety (within LA)  
Social landlords (Housing Associations, Local Authorities)  
Charities  
Social institution/ investment  
Faith groups  
Other (Please specify) **[OPEN ENDED TEXTBOX]**  
None of the above (SINGLE CODE)  
Don't know (SINGLE CODE)  
Prefer not to say (SINGLE CODE)

**C. DEVELOPING THE RSI BID**

ASK ALL, MULTI CODE

**12. What were the main reasons for developing the plans outlined in your RSI funding bid?**

**Please select all that apply**

- Identified gaps in service provision for people who sleep rough (all cohorts)
- Identified gaps in service provision for a specific cohort
- Identified existing services that needed improvement or expansion
- Identified need for improved ways of working (e.g. streamlining, increased coordination)
- Substantial increase in rough sleeping numbers
- A change in strategic priorities
- Encouraged to do so by MHCLG team
- Other (Please specify) [OPEN ENDED TEXTBOX]
- Don't know (SINGLE CODE)
- Prefer not to say (SINGLE CODE)

ASK IF Q12 IS 'GAPS IN EXISTING SERVICE PROVISION', SINGLE CODE

**13. To what extent, if at all, do you think the RSI funding has filled those gaps?**

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know
- Prefer not to say

ASK ALL, MULTI CODE

**14. What sources of information did you use to identify where funding would be best placed?**

**Please select all that apply**

- Existing Local authority team knowledge
- Third sector knowledge
- RSI adviser
- Homelessness strategy
- Government statistics/ data
- Local rough sleeper service provider information/ data (Please specify)
- National rough sleeper service provider information/ data (Please specify)
- Other (Please specify) [OPEN ENDED TEXTBOX]
- None of these (SINGLE CODE)
- Don't know (SINGLE CODE)
- Prefer not to say (SINGLE CODE)

**D. USING THE ROUGH SLEEPING INITIATIVE FUNDING**

**The following set of questions relate to your current experiences of using the RSI funding.**

ASK ALL

**15. To what extent have you used the RSI funding as you expected to?**

- Entirely as expected
- Mostly as expected
- Partly as expected
- Not at all as expected

Unsure  
Don't know  
Prefer not to say

IF PARTLY OR NOT AT ALL AT Q15

**15 (b) What makes you say that?**

[OPEN END TEXT BOX]

ASK ALL, SINGLE CODE

**16. Thinking about the balance between rough sleeping relief and prevention work in the services delivered by your local authority, which of the following best describes how your RSI funding is currently being used?**

All or predominantly on relief of rough sleeping  
All or predominantly on prevention of rough sleeping  
An equal mix of relief and prevention of rough sleeping  
Don't know  
Prefer not to say

ALL THOSE WHO ANSWER 1-3 AT Q16

**16 (b) What makes you say that?**

[OPEN END TEXT BOX]

ASK ALL, SINGLE CODE

**17. Which of the following statements best describes how quick or slow it has been for your authority to bring RSI-funded interventions into operation?**

All of the interventions have been quick to bring into operation  
Most of the interventions have been quick to bring into operation  
Some of the interventions have been quick to bring into operation and some have been slower  
Most of the interventions have been slow to bring into operation  
All of the interventions have been slow to bring into operation  
Don't know  
Prefer not to say

ASK ALL, SINGLE CODE FOR EACH STATEMENT

**18. Your Delta returns (monitoring data submitted to MHCLG) provide information about whether your mobilisation of RSI funds was on schedule, or behind schedule.**

**To what extent did any of the following factors affect the mobilisation of the RSI funds?**

DISPLAY AS GRID

- A Delivery of services by partners (e.g. logistical issues)**
- B Partnership working (relationship/coordination with partners)**
- C Data sharing**
- D Recruitment or other workforce development issues**
- E Support from your RSI adviser**

**F Support from MHCLG**

**G Local senior level buy-in**

Had a very positive impact  
Had a fairly positive impact  
Had no impact  
Had a fairly negative impact  
Had a very negative impact

Don't know  
Prefer not to say

**ASK ALL, SINGLE CODE**

**19. How successful or unsuccessful would you say the national Rough Sleeping Initiative team, which includes the RSI advisers, is in achieving each of the following?  
Select one response only for each statement.**

**DISPLAY AS GRID**

**A Offering clear vision and leadership**

**B Providing clear policy guidance**

**C Providing technical/operational expertise and advice on tackling rough sleeping**

**D Providing support to those delivering the programme**

**E Consulting and engaging stakeholders**

**F Developing suitable and effective monitoring techniques**

**G Sharing best practice and learning between local authorities**

**H Driving national policy**

Very successful  
Fairly successful  
Neither successful nor unsuccessful  
Fairly unsuccessful  
Very unsuccessful  
Don't know  
Prefer not to say

**ASK ALL**

**20. To what extent have you used the count (annual and bi-monthly) data and the monitoring data in shaping and delivering the interventions?**

A great deal  
A fair amount  
Not very much  
Not at all  
Don't know  
Prefer not to say

**ASK ALL EXCEPT THOSE WHO ANSWER DON'T KNOW AND PREFER NOT TO SAY FOR Q20**

**21. To what extent do you think you will use this data in future?**

A great deal  
A fair amount  
Not very much  
Not at all  
Don't know  
Prefer not to say

ASK ALL

**22. What other data sources, if any, that you currently hold have you used, or will use, to shape intervention**

[OPEN END TEXT BOX]

ASK ALL

**23. What other data sources, if any, that you don't currently hold would be useful to shape interventions?**

[OPEN END TEXT BOX]

## **E. THE DIFFERENCE THE RSI HAS MADE SO FAR**

ASK ALL, MULTI CODE

**24. Excluding funding of new roles, how has the RSI funding been used to support delivery?**

**Please select all that apply**

Moving relevant staff to be seated close to each other (i.e. co-location)  
Increasing engagement activities with partners  
Raising public awareness of issues relating to rough sleepers  
Increasing local political focus on issues relating to rough sleepers  
Other (Please specify)  
Don't know (SINGLE CODE)  
Prefer not to say (SINGLE CODE)

ASK ALL, SINGLE CODE

**25. How successful or not would you say your authority has been at integrating RSI-funded services with pre-existing rough sleeping services**

Very successful  
Fairly successful  
Not very successful  
Not at all successful  
Not Applicable – Did not have any rough sleeping services before RSI funding  
Not Applicable – Have not used RSI funding to create any new services  
Don't know  
Prefer not to say

ASK ALL, SINGLE CODE

**26. How successful or not would you say your authority has been at using RSI funding to enhance existing services?**

Very successful  
Fairly successful  
Not very successful

Not at all successful  
Not Applicable - Have not used RSI funding for existing services  
Don't know  
Prefer not to say

ASK ALL, SINGLE CODE

**27. To what extent do you agree or disagree that the provision of RSI funding has helped to secure additional funding to tackle rough sleeping in your authority?**

Strongly agree  
Tend to agree  
Neither agree nor disagree  
Tend to disagree  
Strongly disagree  
Don't know  
Prefer not to say

ASK ALL, SINGLE CODE

**28. To what extent, if at all, do you think RSI funding has helped to reduce rough sleeping numbers in your authority?**

A great deal  
A fair amount  
Not very much  
Not at all  
Too early to say  
Don't know  
Prefer not to say

ASK ALL, SINGLE CODE

**29. To what extent, if at all, do you think RSI funding has stopped rough sleeping numbers increasing in your authority?**

A great deal  
A fair amount  
Not very much  
Not at all  
Too early to say  
Don't know  
Prefer not to say

ASK ALL, SINGLE CODE

**30. To what extent do you agree or disagree that the provision of RSI funding has helped the authority develop new and innovative ways of working to tackle rough sleeping?**

Strongly agree  
Tend to agree  
Neither agree nor disagree  
Tend to disagree  
Strongly disagree  
Don't know  
Prefer not to say

ASK IF Q30 IS 'STRONGLY OR TEND TO AGREE', OPEN RESPONSE

**31. Please briefly describe how the provision of RSI funding has delivered new ways of working?**

[OPEN ENDED TEXTBOX]

Don't know

Prefer not to say

ASK ALL, SINGLE CODE

**32. At the point of completing this survey, on balance, how would you rate the impact of the RSI funding within your authority?**

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

Too early to say

Don't know

Prefer not to say

ASK ALL

**33. What makes you say that?**

[OPEN ENDED TEXTBOX]

Don't know

Prefer not to say

ASK ALL

**34. And finally what do you think would have the greatest impact on reducing rough sleeping in your area?**

[OPEN ENDED TEXTBOX]

Don't know

Prefer not to say

## **F. ABOUT THE EVALUATION**

In this final section, we ask for support in the next stages of the evaluation.

ASK ALL, OPEN RESPONSE

**35. Is there anything else you'd like to add about the Rough Sleeping Initiative which you think would be useful but has not been covered elsewhere in this survey?**

[OPEN ENDED TEXTBOX]

Don't know

Prefer not to say

ASK ALL, SINGLE CODE

**36. As a follow-up to this survey, we would like to conduct further research to find out more about experiences of the RSI in a number of local authorities.**

**Would you be happy for us to contact you to take part in this?**

Yes

No

Don't know

Prefer not to say

ASK ALL. MULTICODE

**37. If you would like to be updated on evaluation activities what would be the most helpful way to receive this information?**

Please select all that apply

Email updates

Presentation at Local Authority events

Newsletters

Through RSI advisers

In other ways (please specify)

Any other comments [open answer]

Would not like to be updated on evaluation activities

**Thank you for taking the time to participate in this survey. Your answers have now been sent to Ipsos MORI. They may be in touch to discuss further participation in the evaluation, such as a telephone interview, or helping with a local authority case study.**

**We have provided you with further information in the Privacy Notice linked below. This explains the purposes for processing your personal data as well as your rights under data protection regulations to access your personal data, withdraw consent, object to processing of your personal data and other required information.**

**If you have any questions about the survey or your data, please contact [RSI@ipsos.com](mailto:RSI@ipsos.com) or call us at Freephone 0800 260 0523**

# Annex 2 – Case study interview discussion guide

## Advice to researchers

For each case study area, familiarise yourself with survey responses (if completed) for the relevant RSI area) and RSI funding proposals, which we will share with you. **Please do not share the data directly with the participant if they did not complete the survey.**

## Key

- Key questions are in **bold**
- Instructions for moderator are in ALL CAPS
- Text to be read aloud by moderator are in "speech marks"

1. Introduction	Timings /notes
<p>EXPLAIN PURPOSE OF THE EVALUATION</p> <p>"The purpose of this evaluation is to describe the:</p> <ul style="list-style-type: none"><li>• Strategic approach to tackling rough sleeping at the national and local level</li><li>• RSI funding mobilisation process</li><li>• Challenges, successes and key learnings from the funding so far</li></ul> <p>"The evaluation also aims to understand stakeholders' experiences of how the funding is tackling rough sleeping."</p> <p>"The purpose of this interview is to understand how rough sleeping is being tackled in your area since the introduction of RSI funding. We will spend the next 90 minutes talking about:</p> <ul style="list-style-type: none"><li>• the context of rough sleeping in your area</li><li>• how RSI funding has been mobilised to put interventions in place</li><li>• the impact this has had on the strategic approach to tackling rough sleeping</li><li>• the impact it has had on supporting people who are sleeping rough"</li></ul> <p>EXPLAIN CONFIDENTIALITY:</p>	<p><b>5 minutes</b></p> <p><b>Aim:</b> To explain the purpose of the evaluation and interview. To explain how participants' data will be used and stored. To answer any questions the participant may have before starting the interview.</p>

<p>“All your responses will remain confidential, and although we will be reporting on what people said, this will not identify who said what. We will not identify individual local authorities by name in the published reports or other outputs to be shared with MHCLG.”</p> <p>ASK IF THEY HAVE ANY QUESTIONS BEFORE STARTING INTERVIEW.</p> <p>Ask for permission to record: <b>This is so that we can review our discussion; we may also transcribe the interview.</b></p>	
<b>2. Warmer: Stakeholder’s role</b>	
<p><b>Can you please describe your role and background?</b></p> <ul style="list-style-type: none"> <li>• What is your position and main duties?</li> <li>• How long have you been working in rough sleeping?</li> </ul> <p><b>Could you give me a brief overview of the service/ organisation/ department you work in?</b></p> <ul style="list-style-type: none"> <li>• Who do you work with?</li> <li>• What are its main aims/ responsibilities?</li> <li>• How long has it been established?</li> </ul>	<p><b>5 minutes</b></p> <p><b>Aim:</b> understand the participant’s role and the service in which they work</p>
<b>3. Reasons for increases in rough sleeping in the local area</b>	
<p>REVIEW LOCAL AUTHORITY AREA SURVEY ANSWERS, REFER TO QU 5.</p> <p><b>Please describe the CURRENT causes of rough sleeping in your area.</b></p> <p><i>Probe on:</i></p> <ul style="list-style-type: none"> <li>• Most common reasons: access to mental health services, lack of affordable housing, reduction in housing support</li> <li>• Reasons specific to the local area</li> <li>• Any differences between people who have been sleeping rough for a long time and those who are new to the streets?</li> </ul> <p>REFER TO SURVEY QU 7</p> <p><b>Please describe how reasons for/ causes of rough sleeping in your area have changed over the last decade or so? Probe on:</b></p> <ul style="list-style-type: none"> <li>• What factors have influenced changes in rough sleeping numbers?</li> </ul>	<p><b>10 minutes</b></p> <p><b>Aim:</b> understand increases in rough sleeping in the local area and services in place to address this</p>

<ul style="list-style-type: none"> <li>• And what factors have influenced differences in cohorts/ types of people sleeping rough?</li> <li>• To what extent have issues relating to access to services been a factor? (e.g. mental health services, lack of affordable housing, collaboration between mental health services, housing teams)</li> <li>• Any reasons specific to the local area?</li> </ul> <p><b>And over the last two or three years?</b></p> <p>REFER TO INTERVENTIONS MENTIONED IN SURVEY QU10.</p> <p><b>Please describe rough sleeping services in your area prior to RSI funding.</b>  <i>Probe on:</i></p> <ul style="list-style-type: none"> <li>• <b>What worked well?</b></li> <li>• <b>Extent to which they were joined up</b></li> <li>• <b>Staff capacity and skills</b> e.g. knowledge and experience</li> <li>• Gaps in services</li> <li>• Limits to service provision e.g. limited emergency accommodation spaces</li> </ul> <p>REFER TO INTERVENTIONS MENTIONED IN FUNDING PROPOSAL.</p> <p><b>Following your funding proposal last year, please describe the rough sleeping interventions that have been funded by RSI in your area.</b></p> <p><b>Please can you describe any other ways that the funding has been used?</b>  <i>Probe on:</i></p> <ul style="list-style-type: none"> <li>• Staff posts?</li> <li>• Supporting delivery partners?</li> </ul>	
<p><b>4. Understanding the mobilisation process</b></p>	
<p>REFER TO SURVEY QU 17 &amp; 18.</p> <p><b>Thinking about the RSI-funded interventions in your area, which have been quick to mobilise (i.e. quick to get off the ground)?</b> <i>Probe on:</i></p> <ul style="list-style-type: none"> <li>• Delivery of services by partners e.g. logistical issues</li> <li>• Partnership working (relationship/coordination with partners)</li> <li>• Data sharing</li> </ul>	<p><b>15 minutes</b></p> <p><b>Aim:</b> understand how quickly RSI-funded interventions have been mobilised in the local area</p>

<ul style="list-style-type: none"> <li>• Recruitment or other workforce development issues</li> <li>• Support from your RSI adviser/ others at MHCLG</li> <li>• Local senior level buy-in and strategic vision / direction</li> </ul> <p><b>What has supported this? What were the success factors?</b></p> <p><b>And what do you see the impact of these interventions being?</b></p> <ul style="list-style-type: none"> <li>• In terms of numbers of clients?</li> <li>• In terms of wellbeing of clients – or any other measures?</li> </ul> <p><b>And which RSI-funded interventions have been slower to mobilise (i.e. more difficult to get off the ground)? Probe on:</b></p> <ul style="list-style-type: none"> <li>• Delivery of services by partners e.g. logistical issues</li> <li>• Partnership working (relationship/coordination with partners)</li> <li>• Data sharing</li> <li>• Recruitment or other workforce development issues</li> <li>• Support from your RSI adviser/ others at MHCLG</li> <li>• Local senior level buy-in</li> </ul> <p><b>Why was this? How are challenges being overcome?</b></p> <p><b>And what has been the impact of these interventions getting off the ground more slowly?</b></p> <ul style="list-style-type: none"> <li>• In terms of numbers of clients?</li> <li>• In terms of wellbeing of clients – or any other measures?</li> <li>• On general rough sleeping in your local authority</li> </ul> <p><b>Are there any gaps in service provision that RSI funding has not been able to fill, and why? Probe on:</b></p> <ul style="list-style-type: none"> <li>• Duration of the funding</li> <li>• Amount of funding available</li> <li>• Not considered a strategic priority to address service gap</li> <li>• Lack of capacity in team</li> <li>• Lack of local authority leadership</li> </ul>	
--	--

<ul style="list-style-type: none"> <li>• Limited scope of funding</li> <li>• Legal restrictions around providing support/ specific cohorts of rough sleepers not eligible for support.</li> </ul> <p><b>Can you tell me more about the reasons for this?</b> Are you looking to address these gaps, and how?</p>	
<b>5. Data monitoring and evidence collection</b>	
<p><b>In the year prior to receiving RSI funding, what evidence sources, if any, did you use to monitor:</b></p> <ul style="list-style-type: none"> <li>• Changes in rough sleeping</li> <li>• Service provision</li> </ul> <p><b>Why? How helpful were these?</b></p> <p><b>To what extent has data collection and monitoring in your area changed since the introduction of RSI funding? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Frequency and method of collection</li> <li>• Data management and submission process</li> <li>• Role of RSI adviser</li> <li>• Sharing data with delivery partners</li> <li>• Requirements of RSI funding</li> <li>• Implementation of monitoring systems</li> </ul> <p><b>Please describe how you collect and use DELTA monitoring data about interventions that support people sleeping rough in your area. <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Who is responsible?</li> <li>• Has the person responsible changed during the course of RSI funding?</li> <li>• What data is collected?</li> <li>• Benefits of collecting data: <ul style="list-style-type: none"> <li>○ designing services</li> <li>○ monitoring outcomes</li> </ul> </li> <li>• Drawbacks to collecting data:</li> </ul>	<b>10 minutes</b>

<ul style="list-style-type: none"> <li>○ the time it takes</li> <li>○ data quality</li> </ul> <p><b>To what extent do you think the DELTA data collection is relevant to monitoring RSI? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• any areas that are not covered</li> <li>• any areas that are covered but not relevant</li> </ul> <p><b>How would you change the monitoring data? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• specific data that is collected</li> <li>• how the data is returned e.g. using the DELTA portal</li> </ul> <p><b>In addition to the requirements for MHCLG, what outcomes are you trying to measure for your local RSI programme?</b></p> <ul style="list-style-type: none"> <li>• Why have these been chosen?</li> <li>• How were they developed?</li> <li>• How is the data collected – and how often?</li> <li>• Are they proving useful? How?</li> </ul> <p><b>Since RSI funding was mobilised in your area, what kind of immediate outcomes have been achieved? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• How long did it take for these outcomes to be realised?</li> <li>• Where did the evidence come from e.g. monitoring data, anecdotal evidence from services?</li> </ul> <p><b>Specifically, how do you think RSI-funded interventions...</b></p> <ul style="list-style-type: none"> <li>• Reduce the numbers of people sleeping rough</li> <li>• Increase the volume of accommodation available for rough sleepers</li> <li>• Improve quality of life for people using services</li> <li>• Improve public perceptions of people sleeping rough and approaches to tackling it</li> </ul> <p><b>What role is played by other factors above and beyond the RSI (and its funding) in generating outcomes</b> e.g. other funding streams, RSI initiatives in other areas, affordable housing supply</p>	
--	--

6. Understanding how RSI has been used alongside existing rough sleeping services	
<p><b><u>Service integration</u></b></p> <p><b>And now thinking about services again, to what extent have RSI-funded interventions and existing services complemented each other in tackling rough sleeping in your area? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Service gaps filled by RSI-funded interventions</li> <li>• Effect ring fencing of RSI may have on other services</li> <li>• Augmentation of existing services using RSI funding</li> <li>• Extending funding of existing services</li> <li>• Instances of service duplication</li> </ul> <p><b>Based on your experience of integrating RSI-funded interventions and existing services, what have been:</b></p> <ul style="list-style-type: none"> <li>• The benefits?</li> <li>• The challenges?</li> </ul> <p><b>What impact has the integration of RSI-funded services with existing services had on tackling rough sleeping in your area? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Direct impact on people sleeping rough</li> <li>• Impact brought about by new ways of working</li> <li>• Impact brought about by political leadership/prioritisation of rough sleeping</li> </ul> <p><b>How are these impacts being assessed/monitored?</b></p> <p><b><u>Partnership working</u></b></p> <p><b>Please describe other organisations and bodies that [INSERT COUNCIL NAME] works with to deliver rough sleeping services. <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Other statutory bodies such as <ul style="list-style-type: none"> <li>○ health teams (e.g. hospital discharge, mental health services)</li> <li>○ probation services/ prisons</li> <li>○ the police</li> </ul> </li> </ul>	<p><b>25 minutes</b></p> <p><b>Aim:</b> understand how RSI-funded interventions have been integrated into existing services, impact on partnership working and delivering innovative services to tackle rough sleeping</p>

<ul style="list-style-type: none"> <li>○ children and young people's services (e.g. care leaving services)</li> <li>• Voluntary and community sector groups (non-commissioned services), including faith groups and panels/groups of people with experience of rough sleeping</li> </ul> <p><b>What kind of role do all these partners play?</b></p> <ul style="list-style-type: none"> <li>• Preventative work?</li> <li>• Providing accommodation?</li> <li>• Other activities?</li> </ul> <p><b>How has this changed since the mobilisation of RSI funding, if at all?</b></p> <p><b>Based on your experience of working with partners under RSI, what have been:</b></p> <ul style="list-style-type: none"> <li>• The benefits?</li> <li>• The challenges?</li> </ul> <p><b>Are you currently co-located with other services? <i>If yes, probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Which other services – and why?</li> <li>• Any benefits</li> <li>• Any challenges</li> <li>• Anything they would change to make it better</li> </ul> <p><b>What role, if any, has your RSI adviser played in how you work with partners under RSI?</b></p> <p><b>How would you describe relationships with partner organisations in your area? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Staff buy-in to RSI</li> <li>• Impact of staff turnover / ability to recruit quickly and appropriately</li> <li>• Ways of communication</li> <li>• Sharing personal data of people sleeping rough</li> </ul> <p><b>What impact have these partnerships had on tackling rough sleeping in your area? <i>Probe on:</i></b></p>	
---	--

<ul style="list-style-type: none"> <li>• <b>Direct impact on people sleeping rough:</b> <ul style="list-style-type: none"> <li>○ Joined up service offer</li> <li>○ Flexible/person centred support</li> <li>○ Housing options available</li> <li>○ Continuity of support for people leaving hospital, prison or a care setting</li> <li>○ Other impact (if none of the above)</li> </ul> </li> <li>• <b>Impact brought about by new ways of working:</b> <ul style="list-style-type: none"> <li>○ Better value for money/social return on investment in services</li> <li>○ Change in numbers and characteristics of people sleeping rough e.g. where people come from, time spent on street, instances of returning to the street</li> <li>○ Greater prevention capability (rather than relief)?</li> </ul> </li> <li>• <b>How are these impacts being assessed/ monitored?</b></li> </ul> <p><b>Earlier, you outlined the different organisations you work with to tackle rough sleeping. I would like to focus specifically on enforcement agencies. Can you please describe all enforcement agencies you work with in your area to tackle rough sleeping? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• The police</li> <li>• UK Border Agency</li> </ul> <p><b>What role do these organisations play in providing <u>reactive</u> support for people sleeping rough?</b></p> <p><b>What role do these organisations play in providing <u>preventative</u> support for people at risk of sleeping rough?</b></p> <p><b>To what extent has your work with enforcement agencies changed since the mobilisation of RSI funding in your area? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• New opportunities</li> <li>• Barriers</li> </ul> <p><b><u>Innovative approaches</u></b></p>	
--	--

<p><b>To what extent has RSI funding led to new or innovative approaches to tackling rough sleeping? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Increasing engagement activities with partners</li> <li>• Raising public awareness about rough sleeping</li> <li>• Increasing local political focus on rough sleeping</li> <li>• Workshops/events facilitated by MHCLG</li> </ul> <p><b>Based on your experience of these innovations, what have been:</b></p> <ul style="list-style-type: none"> <li>• <b>The benefits?</b></li> <li>• <b>The challenges?</b></li> </ul> <p><b>What impact do you think these innovations have had on tackling rough sleeping in your area? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Direct impact on people sleeping rough</li> <li>• Impact brought about by new ways of working</li> </ul>	
<p><b>7. Understanding the strategic approach to addressing rough sleeping</b></p>	
<p>IF SURVEY COMPLETED, REFER TO STRATEGIES MENTIONED IN QU9. <b>Previously, you outlined the homelessness and/or rough sleeping strategies in your area.</b></p> <p>IF SURVEY NOT COMPLETED: <b>Does your area have a homelessness and/or rough sleeping strategy? If both, please describe to what extent they are linked.</b></p> <p>IF THEY HAVE A HOMELESSNESS AND/OR ROUGH SLEEPING STRATEGY:</p> <p><b>What has influenced the development of the strategic approach to rough sleeping in your area? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Increased understanding of the cohort</li> <li>• Understanding of causes or triggers of rough sleeping</li> <li>• Gaps in service provision</li> <li>• Increased expertise in team</li> </ul>	<p><b>15 minutes</b></p> <p><b>Aim:</b> understand the relationship between RSI funding and the local area strategic approach to rough sleeping, working with other organisations and the sustainability of the current approach under RSI.</p>

<ul style="list-style-type: none"> <li>• Focused support for specific cohorts e.g. people with complex needs, long history of rough sleeping, new to the street</li> <li>• Knowledge of best ways of delivering services</li> <li>• Partnership/joint working with other local authorities</li> </ul> <p><b>Thinking specifically about the funding process for interventions, can you describe how the RSI funding fits in with other funding streams to support rough sleepers or homelessness. <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• What are the timescales for different funding streams?</li> <li>• How does the amount of funding available under RSI compare to other funding streams?</li> <li>• Does access to RSI funding put any restrictions on access to other funding streams?</li> </ul> <p><b>To what extent have RSI funding and existing funding streams been co-ordinated to provide a coherent strategic approach to rough sleeping in your area? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Extent to which funding streams focus on specific outcomes</li> <li>• Extent to which they are linked</li> <li>• Instances where RSI funding has been used to secure additional funding</li> </ul> <p><b>Imagine that RSI funding had not been made available to your area. What would your strategic approach to rough sleeping have looked like? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Whether they would continue with existing strategy</li> <li>• Whether they would proceed with a new strategy using alternative funding streams</li> <li>• What interventions would be the same?</li> <li>• What interventions would be different?</li> </ul> <p><b>Thinking about all the RSI-funded interventions, roles and ways of working we've discussed, to what extent do you feel that the approach to tackling rough sleeping in your area is sustainable? <i>Probe on:</i></b></p> <ul style="list-style-type: none"> <li>• Funding timescales</li> <li>• Funding amounts</li> </ul>	
--	--

<ul style="list-style-type: none"> <li>• Strategic ambitions</li> <li>• External factors such as other funding streams, housing supply</li> </ul>	
<b>8. Looking ahead and final thoughts</b>	
<p><b><u>Closing interview</u></b></p> <p><b>We are coming to the end of the interview. Is there anything else you would like to mention that we haven't already talked about?</b></p> <p>EXPLAIN NEXT STEPS:</p> <p>"We will be reporting back to MHCLG with our findings from across the case study areas. These will be reported anonymously, as mentioned at the start of the interview.</p> <p>"Once we have written up the case study profile, we will be consulting the rough sleeping lead in your area to check that we have presented our findings accurately according to what is happening locally to tackle rough sleeping."</p> <p>CHECK IF ANY QUESTIONS ABOUT THE RESEARCH</p> <p><b>**THANK PARTICIPANT AND CLOSE INTERVIEW**</b></p>	<p><b>5 minutes</b></p> <p><b>Aim:</b> bring the interview to an end and explain what happens next</p>

# Annex 3 – RSI Theory of Change

The diagram over the page lays out our current understanding of the Theory of Change<sup>46</sup> for scheme delivery.

Internal and external factors shape the risks and assumptions in the logic model, outlined below. An assumption is a factor that is believed to be true and enables the intervention logic to work. A risk is a factor that blocks the pathway of change from occurring. Risks and assumptions can be both internal and external to a programme. At a particular point in the theory, if an assumption does not hold, or a risk exists, then this step may be disrupted and prevent the transition to subsequent steps. This means it is useful to identify any potential risks or assumptions at an early stage in an evaluation, so the evaluation can evidence these.

## **Risks in the RSI Theory of Change:**

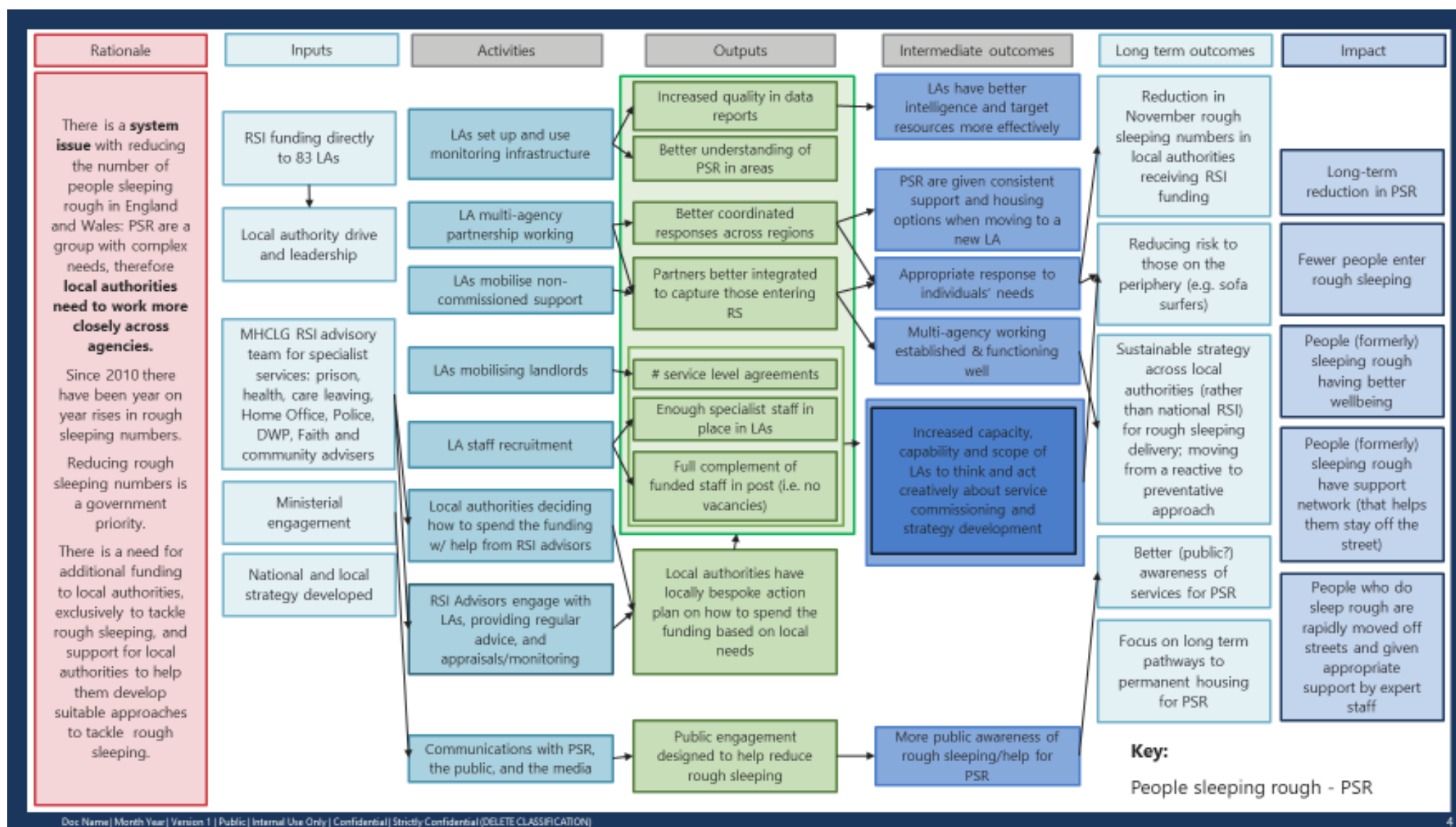
- **Inaccurate snapshots and estimates** of people sleeping rough in some areas, preventing resources from being targeted effectively to address rough sleeping at the local level.
- People sleeping rough who are not eligible for publicly funded support.
- Short turnaround period for applications to be submitted for RSI funding.
- ‘Entrenched’ rough sleeping: people sleeping rough not engaging with services.
- Enforcement challenges, particularly related to non-UK national rough sleepers.
- Long-term sustainability of funding to support long term pathways away from rough sleeping.

## **Assumptions in the RSI Theory of Change:**

- Continuity of current level of resources provided by partners.
- Housing supply remains stable.
- Assistance by other government departments remains consistent.
- Underlying causes of rough sleeping do not change

---

<sup>46</sup> For more information about reading this logic model: [https://www.esu.edu/about/administration/provost/ospr/documents/pdf/Introduction\\_Logic\\_Models.pdf](https://www.esu.edu/about/administration/provost/ospr/documents/pdf/Introduction_Logic_Models.pdf)



## Annex 4 – Case study area profile

The table below presents an outline of service delivery approaches employed in the in-depth case-study areas in 2018-19. The information on 'notable RSI-funded services' is derived from interviews conducted in the course of this research study.

Case study area	Region	Geography	Number of people sleeping rough	Key delivery partners	Notable RSI-funded services (2018-19)
1	North	Urban	Fewer than 20	National charity	<ul style="list-style-type: none"> <li>• Mental health worker</li> <li>• Outreach provision delivered by national charity</li> <li>• Private rental worker</li> <li>• Multi-agency intervention</li> </ul>
2	North	Urban	60 or more	National charity	<ul style="list-style-type: none"> <li>• Emergency accommodation</li> <li>• Drop-in service for offenders</li> <li>• Outreach worker</li> <li>• Alcohol service</li> <li>• Move-on accommodation</li> </ul>
3	South	Significant rural element; at least partly coastal	40-59	Local charity Regional housing association	<ul style="list-style-type: none"> <li>• Outreach workers</li> <li>• Emergency accommodation</li> <li>• Cold weather shelter</li> <li>• Short term accommodation</li> <li>• Private rental incentives</li> </ul>
4	North	Rural	Fewer than 20	Local charity  Local authority	<ul style="list-style-type: none"> <li>• Rough sleeping hubs</li> <li>• Night shelter manager</li> <li>• Outreach worker</li> <li>• Move-on and support officers</li> <li>• Emergency accommodation</li> </ul>

<b>5</b>	<b>South</b>	<b>Significantly rural element</b>	20-39	Local charity	<ul style="list-style-type: none"> <li>• Rapid assessment re-connection worker</li> <li>• Night shelter</li> <li>• Hospital discharge service</li> <li>• Housing first style intervention</li> <li>• Supported housing</li> <li>• Bespoke housing solution</li> </ul>
<b>6</b>	<b>South</b>	<b>At least partly coastal</b>	60 or more	Faith based organisation  National homelessness charity  Local charity	<ul style="list-style-type: none"> <li>• Night shelter</li> <li>• Outreach workers and outreach co-ordinator</li> <li>• Rough sleeping hub</li> <li>• Temporary accommodation</li> <li>• Psychological service</li> <li>• Emergency Accommodation Floating Support Worker</li> <li>• Occupational therapist</li> <li>• Reconnections worker</li> </ul>
<b>7</b>	<b>South</b>	<b>Urban</b>	60 or more	Local authority  National charity	<ul style="list-style-type: none"> <li>• Hotspot teams</li> <li>• Reconnection outreach team</li> <li>• Housing first style intervention</li> <li>• Women's project</li> <li>• Personal budgets</li> </ul>
<b>8</b>	<b>South</b>	<b>Urban</b>	20-39	Local authority  National charities	<ul style="list-style-type: none"> <li>• Housing needs officers</li> <li>• Hidden homelessness worker</li> <li>• Emergency accommodation/ wraparound support</li> </ul>