

Annual Frontline Worker Survey 2018

Executive Summary

Key Findings

The responses to the second Annual Frontline Worker Survey reflect the challenges frontline workers supporting those experiencing homelessness face and the hurdles they must overcome to put support in place. However, the results also demonstrate some of the great partnership work and positive approaches that frontline workers are taking to try and overcome these obstacles.

Multiple and complex needs, mental health, and benefits were among the top three types of support that had got 'much harder' across every region of the UK. In Yorkshire and Humber and the South West, 'specialist legal advice' ranked in the top three, whereas 'Immigration issues' featured in the top three for London. There is a special significance placed on frontline workers' wellbeing.



Frontline Worker Wellbeing

81% of frontline workers said that they either strongly agreed or agreed with the statement '**I feel that my overall wellbeing affects how I interact with my clients**'.



95%

of frontline workers felt that 'Having a say in what they do' was extremely or very important.

79%

of frontline workers felt that they had opportunities to have a say in the work that they do.



Being busy and having such responsibility does impact on wellbeing, but this is improved when we are able to support each other."



95%

of frontline workers felt that 'Feeling valued by your employer' was extremely or very important.

59%

of frontline workers said that they strongly agree or agree that they feel valued by their employer.



Being valued by my employer for the hard work we do on a daily basis for our clients, rather than them just being interested in delivering a contract at whatever cost to their employees."



98%

of frontline workers felt that 'Having enough time to do my job effectively' was extremely or very important.

42%

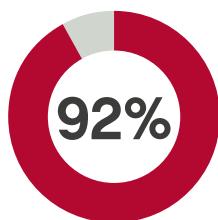
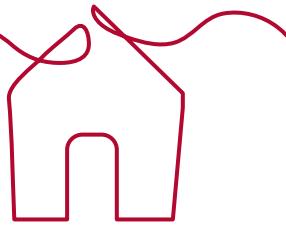
of frontline workers stated that they strongly agree or agree that they have enough time to do their job effectively.



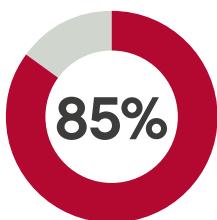
I work an 11 hour day just to feel slightly better about the volume of work I am able to get through."

Access to Accommodation

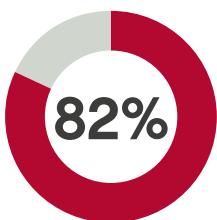
"Local Housing Allowance rates, having been frozen for the last two to three years, are having a detrimental impact and landlords are less likely to take on tenants in receipt of benefits."



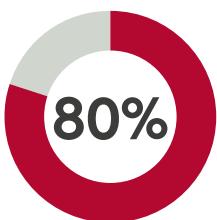
thought that it was difficult or very difficult to access specialist accommodation for their clients.



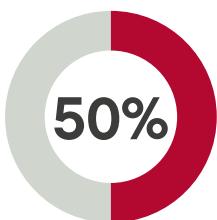
thought that access to private rented accommodation was difficult or very difficult.



thought that access to social housing was difficult or very difficult.



found it difficult or very difficult to access accommodation within the Local Housing Allowance rate.



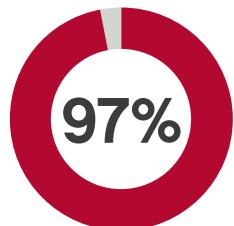
of workers in England felt that the ability to prevent homelessness was about the same since the introduction of the HRA (2017).

Access to Support

Has it got easier or harder to access support for your clients in the following areas over the past year?



"Intervention thresholds [for mental health services] are now so high there is simply no prevention."



of frontline workers had clients who faced problems with having no income until their first payment.

"We have far more people who have to use food banks to cover the 5 or 6 weeks until money can get paid."

"Building a good relationship with the Job Centre (going to each other's team meetings) has made it easier to support the most complex clients with benefits."



Who

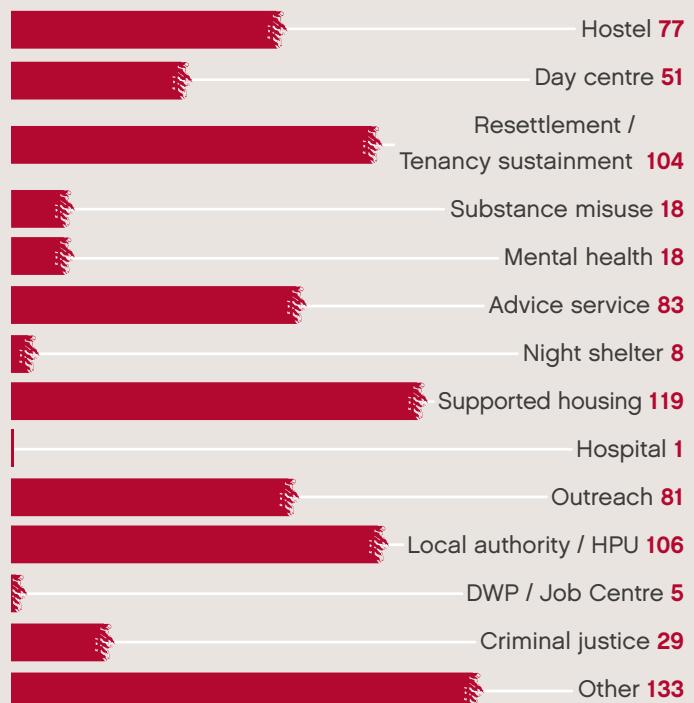
An unprecedented 833 frontline workers took part in this year's Annual Frontline Worker Survey.

Spanning multiple sectors across the UK, views from the homelessness, criminal justice, health, welfare & benefits, and substance-use sectors have all been represented. This survey aims to amplify the collective voice of frontline workers supporting people experiencing homelessness across the UK.

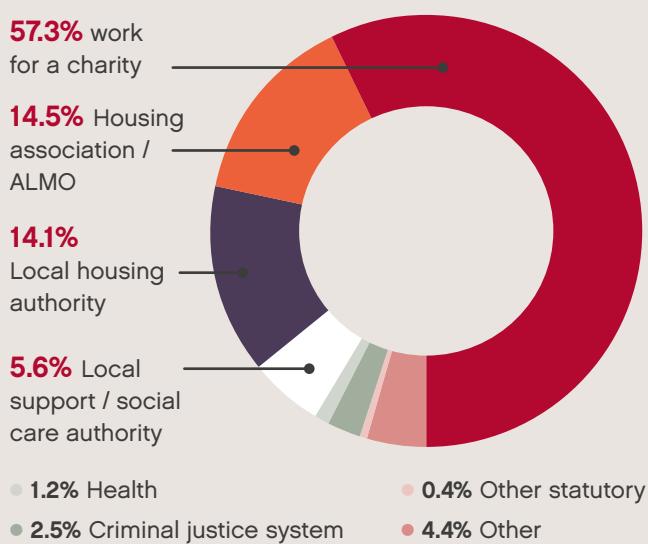
Which region of the country is the service you work in based?



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



Who are you employed by?



833 frontline workers responded to the survey with

2530 comments in response to the open questions.



46% of people have worked with people experiencing homelessness for 3-10 yrs.

13% are a previous user of homelessness services and 3% are still using homelessness services.



Frontline Network

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