

Frontline Worker Survey 2019 – Executive Summary

*“The most extensive survey of
frontline workers supporting
people experiencing
homelessness across the UK”.*



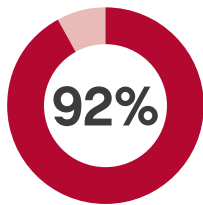
Frontline Worker Survey 2019

The Frontline Worker Survey 2019 is the most extensive survey of frontline staff working with people across the UK. 1,435 frontline workers responded to this year's survey, between 4th November and the 26th November 2019.

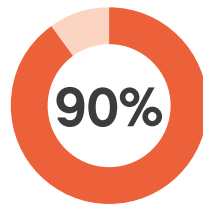
Our report highlights the importance of listening to frontline workers when considering responses to homelessness. Read our full report today: www.frontlinenetwork.org.uk



Access to Accommodation



thought that it was difficult or very difficult to access specialist accommodation for the people they support.

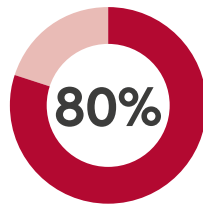


of frontline workers found it difficult/very difficult to find private landlords willing to let to LHA claimants.

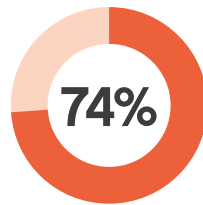
“Finding good landlords who will rent to LHA tenants is difficult, and the top up rent above the LHA make most of these properties prohibitive”. (Frontline Worker, 2019)



Access to Support Services



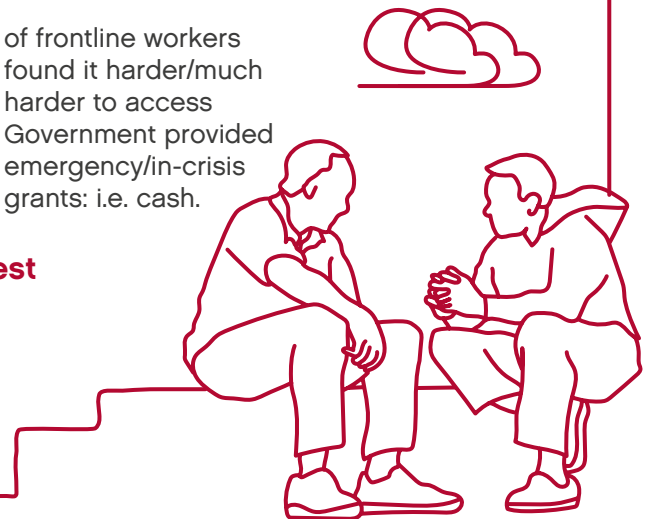
of frontline workers felt it has become harder/much harder to access mental health support services for people experiencing homelessness in the past year.



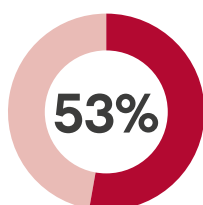
of frontline workers found it harder/much harder to access Government provided emergency/in-crisis grants: i.e. cash.

“Access to mental health services remains the biggest problem, especially those with dual diagnosis”. (Frontline Worker, 2019)

“Multi-agency working is the key to achieve positive outcomes”. (Frontline Worker, 2019)



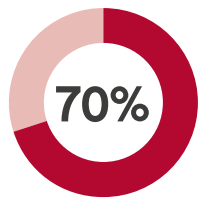
Access to Healthcare



of frontline workers said it was difficult/very difficult to access health services for their clients.



Frontline Worker Wellbeing



of frontline workers felt their wellbeing has been slightly or very negatively impacted by their role as a frontline worker.

Frontline workers in the United Kingdom have on average **29.8 cases at one time.**

Having enough time to do your job effectively:



98% of frontline workers feel it is extremely or very important.

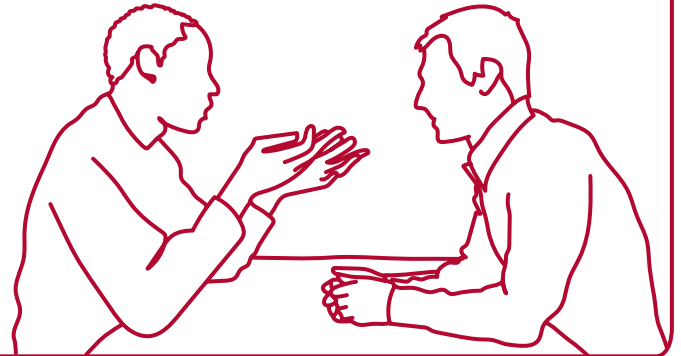


However, only 37% agree or strongly agree that they had enough time to do their job effectively.

95% of frontline workers believe being valued by their employer is extremely or very important. However, just 59% believe they are valued by their employer.

“Being appreciated for the work we do, for all the years of experience we bring to the role, feel encouraged and thanked for our hard work”. (Frontline Worker, 2019)

“Boundaried working, good time management, not taking it home in my mind”. (Frontline Worker, 2019)



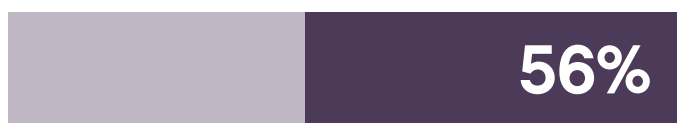
Universal Credit



of frontline workers said the individuals they support had been negatively or very negatively affected by Universal Credit.



of frontline workers have had difficulty supporting someone with no income until the first UC payment.

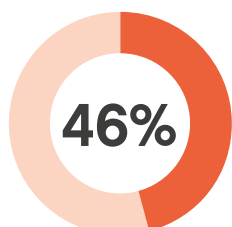


of frontline workers said they have supported someone who has experienced homelessness because of a benefits sanction.

“Building relationships over the last 4 years has significantly reduced the issues most experience with UC and the job centre”. (Frontline Worker, 2019)



Migrant Homelessness Support



of frontline workers supported someone who has experienced homelessness because of their immigration status.



About the Frontline Network

We believe many practical solutions – and systemic barriers – to preventing homelessness can be identified and overcome on the frontline. That is why in 2016 the St Martin-in-the-Fields Charity set up the Frontline Network.

Our work aims to build relationships, share best practice, develop solutions, and communicate the experience and views of frontline workers.

For more information about how we work at the Frontline Network, visit our website today: www.frontlinenetwork.org.uk

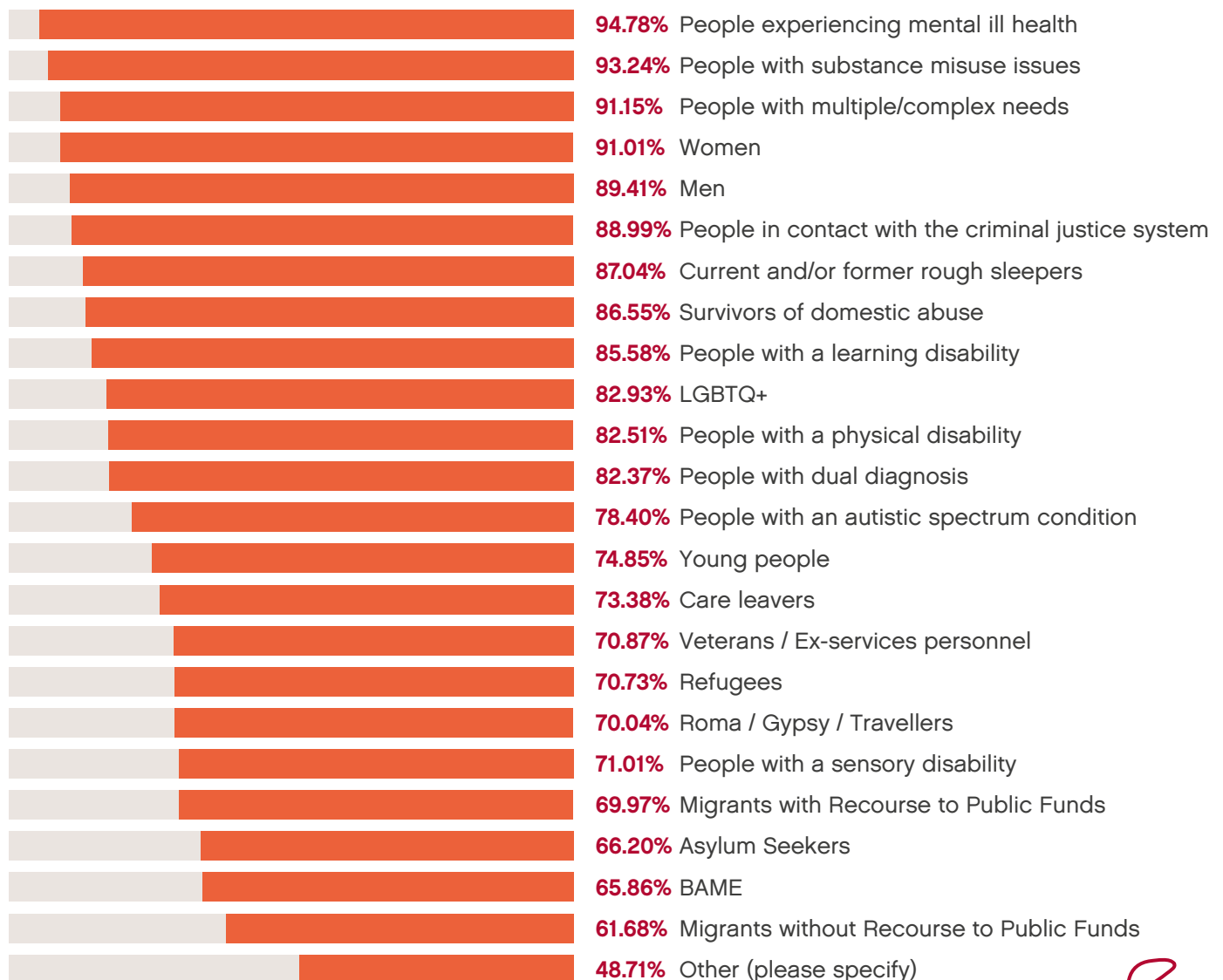


Who do frontline workers support?

We define 'frontline worker' as a paid worker, who directly supports people who are experiencing homelessness.

This includes those working in the Voluntary, Statutory, and Public sectors. Frontline Workers responding to this survey work in roles including outreach, housing, social work, and probation.

Please find below the groups of people frontline workers most often support:



Frontline Network, St Martin-in-the-Fields Charity
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Registered Charity No. 1156305/261359



Frontline Network