



1. Welcome to the Frontline Worker Survey 2026

Introduction

Guidance for completing the survey

This survey will take you around 20 minutes to complete. It starts with basic questions about you and your organisation, then explores your thoughts on addressing homelessness, and finally, your experiences of frontline work.

Questions with a * are mandatory, but please select 'Not applicable' if they aren't relevant to you. Questions without a * can be skipped if they don't apply or you don't have comments to share.

Your response will be anonymous. Please don't include personal information in the open text answers.

To find out more about the survey, and how we use the survey responses please go to www.smitfc.org/our-2026-frontline-worker-survey-is-now-live/

If you have any queries please feel free to contact us: impactteam@stmartinscharity.org.uk

Thank you for taking the time to share your insights with us.



2. About You

* 1. Do you regularly provide direct support to people experiencing or at risk of homelessness?

This could be part of, or all of your role.

Yes

No



3. Survey

This survey is for frontline staff who are directly supporting people experiencing homelessness.

If this does not apply in your job role, please don't complete the survey but instead encourage frontline staff in your organisation to complete it.

Click Next to end survey here or Back to return to the first question.

4. About you

* 2. From the list below, please select the option which most closely fits your job role:

- Homelessness advice
- Homelessness assessment
- In tenancy support
- Outreach (rough sleeping)
- Accommodation provision (hostel or supported housing)
- Health/wellbeing/substance use
- Social work
- Advice and welfare
- Other, please specify...

* 3. Which best describes your level of responsibility?

- Frontline worker with no line management responsibilities
- Supervisor / Team leader / Line manager, still directly supporting people experiencing or at risk of homelessness
- Senior leader / Director / CEO, still directly supporting people experiencing or at risk of homelessness

* 4. Which option best describes your role?

- Full time - permanent
- Full time - temporary
- Part time - permanent
- Part time - temporary
- Zero hour contract
- Agency locum
- Volunteer
- Other (please specify)

* 5. In the last month, approximately how many individual people have you supported through your role? This must be a whole number.

* 6. What is your gender?

- Woman
- Man
- Non-binary
- Prefer not to say

* 7. What is your age?

* 8. What is your ethnic group? Choose one option that best describes your ethnic group or background.

* 9. How long have you been a frontline worker in this sector? (Including any previous roles)

- Up to 6 months
- 7 to 11 months
- 1 to 3 years
- 4 to 6 years
- 7 to 9 years
- 10 years or more

* 10. Do you have lived experience of homelessness?

- Yes
- No
- Prefer not to say

* 11. In which UK local government area is your job based? Please select one:

5. Your Organisation

* 12. Which of the following best describes the type of organisation you work for?

- Housing Association / Registered Social Landlord
- Local Government - Homelessness
- Local Government - Housing
- Local Government - Social care/Other support
- Registered Charity (but not a registered social landlord)
- Community Organisation, e.g. faith groups, CICs.
- Criminal Justice System (Statutory)
- Central Government Department (E.g. Benefits, Immigration)
- Health
- Education
- Legal services

* 13. Which of the following best describes the size of the organisation you work for?

- Large (over 100 employees)
- Medium (30 - 100 employees)
- Small (under 30 employees)
- Don't know

* 14. In what type of area does your service mostly work in? Please tick one:

- Large Urban (e.g. city, large town)
- Small Urban (e.g. small town)
- Rural (e.g. village, hamlet, countryside)
- Coastal



6. Addressing Homelessness

These questions ask about your experience supporting people to access accommodation and other services.

* 15. In the last 12 months, how (if at all) have the following changed?

	Greatly increased	Slightly increased	About the same	Slightly decreased	Greatly decreased	Not applicable
Demand for your service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your organisation's resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The risk of your service closing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your ability to refer to and get support from other support services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your ability to help someone access suitable accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Please tell us more about how/why these have changed.

* 17. Is your organisation involved in the prevention of homelessness?

- Yes
- No
- Don't know



7. Addressing Homelessness

* 18. Are there any specific ways in which your ability to prevent homelessness for the following groups has improved in the past 2 years?

	Yes	No	Don't know	Not applicable - I don't work with this group
Young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private renters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single people with complex support needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single people without complex support needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refugees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People with No Recourse to Public Funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Please provide brief details.

[Empty text box for providing details]

* 20. Are there any specific ways in which your ability to prevent homelessness for the following groups has deteriorated in the past 2 years?

	Yes	No	Don't know	Not applicable - I don't work with this group
Young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private renters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single people with complex support needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Single people without complex support needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refugees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People with No Recourse to Public Funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Please tell us more about any circumstances where you find it difficult to access appropriate support.

* 26. Have you observed that any of the following areas present barriers to accessing support services for the people you work with?

	Always	Often	Sometimes	Rarely	Never	Not applicable
Digital exclusion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication barriers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long waiting lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficulty providing an address	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficulty providing documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restricted eligibility due to immigration status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerns about sharing information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerns about cost of support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. How have these issues presented barriers to the people you support?

28. What changes, if any, have your team or organisation put in place over the last year that have helped you respond to demand for your service?

* 29. Thinking about the next few years, do you think the homelessness situation in which you are working is going to:

- Get much better
- Get slightly better
- Stay the same
- Get slightly worse
- Get a lot worse

30. Tell us more about why you think this.

31. Tell us about any measures your service is implementing to embed trauma-informed ways of working.

36. Please tell us how the above issues have applied to you.

38. Please tell us more about your experiences in relation to the question above.

* 39. Please indicate if the following statement applies to you personally: 'I feel at risk of burnout'.

- Never
- Rarely
- Sometimes
- Often
- Always

* 40. How likely is it that you will continue working in the homelessness sector for more than two years?

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely
- Don't know

41. Tell us more about why this is.



9. Training, Qualifications and Experience

* 42. To what extent do you agree you have had the necessary training in these areas to be able to provide effective support to the people you work with?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
Core (e.g. Safeguarding; Health and Safety)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relational skills (e.g. Communication skills; Conflict management)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trauma-informed and person-centred approaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialist (e.g. Accessing welfare, Immigration issues)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leadership and management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

43. Are there any new training needs you have identified in your service as a result of changes in the sector?

* 44. What is your experience of the following, in relation to accessing training?

	Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult
Discussing my training needs with my manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Securing funding for training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having time to undertake training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

45. What training and career development opportunities would you like more of? This could include additional qualifications or accreditation.

* 46. Which best describes how you came into the homelessness sector? (Please select the options that apply)

- Progressed from another role within the same organisation
- Entered the sector from a different profession
- Entered the sector directly (e.g. first role after education or training)
- Came into the sector through volunteering
- Came into the sector through lived experience
- Other (please specify)

* 47. Thinking about your current role, which statement do you agree with most?

- I was well prepared before starting this role
- I had some relevant preparation but learned most of what I need on the job
- I learned everything I need on the job
- I am still learning key skills I need to do my role effectively
- I feel out of my depth, insufficiently prepared, trained or supported in my role

48. What opportunities to network with other frontline workers would you be interested in? (e.g. online, in person, with workers from different regions or types of service).



10. Final comments

49. Any final comments:



11. Promotion and awareness (optional)

These questions are optional. If you do not wish to complete them, please scroll down the page and click the 'Submit' button to complete the survey.

50. Have you filled in this survey in previous years?

- Yes
- No
- Not sure

51. Are you aware of the Blue Light card for homelessness sector workers?

- Yes, I have a Blue Light card and have used it
- Yes, I have a Blue Light card but have never used it
- Yes, I am aware of the Blue Light card but have not applied for one
- No, I am not aware of it

52. Where did you hear about this survey?

- Colleague
- Email
- Social media
- Other (please specify)

53. Have you previously accessed any of the following?

- Frontline Network Training Fund
- VRF - emergency grants for individuals from St Martin's Charity
- Local Frontline Network Event
- Frontline Network Annual Conference
- Frontline Network Website

Thank you for taking the time to complete the survey, please press the 'submit' button to submit your response.