THE FEEDBACK PROJECT

Supporting People: assessing the needs of BME groups in Telford & Wrekin

• May 2003 •
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Background

1 Introduction

1.1 This report presents the findings of a user-based assessment of needs in respect of housing related support services amongst members of the Black and Ethnic Minority Community (BME) within Telford and Wrekin and forms part of the Supporting People Programme within the authority.

1.2 This research was conducted on behalf of the Supporting People Team (Telford and Wrekin Council) between November 2002 and May 2003 by members of the Regional Research Institute (RRI) at the University of Wolverhampton.

1.3 In turn, the study forms one component of the broader ‘Feedback’ project, which has encompassed a variety of user-based assessments of service provision within both Telford & Wrekin and Shropshire authorities.

1.4 Whilst the overarching aim of this particular element of Feedback described in this report has been to gauge the nature of supportive housing needs amongst BME groups within Telford and Wrekin, this general remit incorporated a number of more specific objectives, namely:

- To assess the condition of housing amongst a cross section of BME groups;
- To gauge priorities in relation to supportive housing needs as defined by these groups;
- To assess levels of satisfaction in relation to housing and dwelling conditions;
- To gauge specific needs in relation to supportive housing amongst BME groups;
- To provide an initial source of information to users on where to go for help and advice in relation to supportive housing needs;
- To inform the provision of services in the future.

1.5 The report itself is divided into two substantive parts, whilst the first of these focuses upon an examination of the broader issues of policy and method which frame and underpin the study, the second focuses upon the substantive findings that emerged through the research process.

1.6 The first section below offers some context for the discussion of the study that follows. In the first instance this relates to a brief reiteration of the nature and focus of Feedback in general. Following on from this, the Supporting People Programme is examined, from its national context to its implementation within Telford & Wrekin.

2 Supporting people in the context of the Feedback project

2.1 The ‘Feedback’ Project is an evolving user consultation and participation process, funded by a consortium comprising: Telford and Wrekin Social Services, Telford and Wrekin PCT, Shropshire Social Services and Shropshire PCT. This three year project has aimed to build on earlier work1 by extending user feedback from the initial targeting of adults with disabilities to include other key client groups, namely:

- adults with mental health problems;

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1 In its previous form, the FEEDBACK project related solely to consultation with people with disabilities.
• adults with learning difficulties;
• older people and;
• carers of the above.

2.2 Underlying the project’s links with all client groups has been the aim of engaging ‘hard to reach users’ throughout the duration of the project. In order to reach these groups it is necessary to adopt new methods which do not rely on distance and ‘paper based’ consultation mechanisms which have largely failed to yield genuine user engagement in the past. We therefore use networking within communities to access members of ‘hard to reach groups’ and, thereafter, use ‘face-to-face’ interviews as the primary means of consultation.

2.3 To date, the work completed by the RRI within the remit of Feedback has included an assessment of the Better Care Higher Standards policy framework within both Shropshire and Telford & Wrekin as well as an assessment of service provision and needs in relation to Older People within both authorities (RRI 2002; 2002).

3 The Supporting People Programme

3.1 The research outlined within this report falls within the overall Feedback framework as described above but focuses specifically on the ‘Supporting People’ programme within Telford & Wrekin.

3.2 Supporting People (SP) is a national policy initiative which aims to assist people who need help to settle into suitable housing, to develop daily living skills and/or maintain their independence (DETR 2001) and represents the implementation of recommendations made through a national review of supported accommodation (DSS 1998).

3.3 The philosophy behind SP reflects wider policy approaches in recent years, and relates to the development a multi-agency ‘joined-up’ approach to both promote and improve the quality of housing related support services for people, whether they live in specialist supported housing or their own homes (DETR 2001).

3.5 Moreover, within the national framework a number of ‘priority’ vulnerable groups are identified, who are seen as having specific needs in relation to housing related support services (DTLR 2001), these being as follows:

• support to older people in sheltered housing, or help to those who wish to continue living in their own homes but need some help to do so;
• supported housing for people with learning difficulties who can move out of institutional care and into the community if they are helped to do so;
• housing for people with long term mental health problems, who can move out of institutional care and into the community if they are helped to do so;
• help for young homeless people who may never have had a tenancy but can become established in a stable home and the aid of housing support;
• support for women fleeing domestic violence who need refuge accommodation, then move on accommodation with some support to settle;
• a range of other people who can move to a stable home in the community if they are provided with a basic housing related support service; and
• the development of services who enable vulnerable people at risk but already living in the community to receive support to continue living in their own homes

(DETR 2001)
3.6 In turn, the SP programme encompasses a number of key stages which define both the trajectory and duration of the scheme (DETR 2001). Whilst earlier phases incorporate aspects such as the mapping of needs and supply, latter phases focus upon developing, consulting and agreeing the strategy through to the commissioning and purchasing of new services and the monitoring of quality (DETR 2001).

3.7 Accordingly, reflecting priorities of earlier stages, local authorities throughout the UK have been developing Shadow Strategies with a view to implementing finalised programmes for May 2003, in line with national guidelines (DETR 2001).

3.8 As outlined above, SP seeks to engage with a number of priority stakeholder groups, one of these being Black and Minority Ethnic groups (BME). The report *Reflecting the Needs and Concerns of Black and Minority Ethnic Communities in Supporting People* (DTLR 2002) defines the issues in relation to such groups as follows:

Local authorities should be seeking to expand the range and diversity of services available to black and minority ethnic people in need of support where there is evidence that their needs are not currently being met, or that they are under-represented amongst service users of mainstream services.

(DTLR 2002)

3.9 Moreover, as the diagram below indicates, concern about the needs of BME groups in this context relates to a number of different stakeholders and issues:

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Concern</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black and minority ethnic service users</td>
<td>Equality of access</td>
</tr>
<tr>
<td>(current and potential)</td>
<td>Challenging discrimination and harassment</td>
</tr>
<tr>
<td></td>
<td>Cultural diversity in service delivery</td>
</tr>
<tr>
<td>Black and minority ethnic community groups</td>
<td>Involvement and consultation</td>
</tr>
<tr>
<td></td>
<td>Needs mapping</td>
</tr>
<tr>
<td></td>
<td>Capacity-building</td>
</tr>
<tr>
<td>Black and minority ethnic specialist providers</td>
<td>Needs and supply mapping</td>
</tr>
<tr>
<td></td>
<td>Service reviews</td>
</tr>
<tr>
<td></td>
<td>Costs of culturally diverse services</td>
</tr>
</tbody>
</table>

3.10 National guidelines are explicit in suggesting that in order to address these issues, ‘*Black and minority ethnic users and providers must be part of the consultation and planning processes local and feature in the local strategy*’ (DETR 2001).

3.11 Moreover, as outlined in the following section, this emphasis upon BME groups in reflected within the development of the SP scheme with the local context of Telford & Wrekin.

4 **Supporting People within Telford & Wrekin**

4.1 Telford and Wrekin council has been engaged in the process of developing and implementing its own Supporting People programme in line with national guidelines and timetables (Telford & Wrekin).
4.2 Accordingly, the council has compiled and submitted a *Shadow Strategy* (Telford & Wrekin 2002) to the Government (office for the Deputy Prime Minister) with the finalized programme being inaugurated in April 2003.

4.3 Within the *Shadow Strategy* the overall vision for the programme in Telford & Wrekin is outlined as follows:

The Supporting People Strategy aims to complement and contribute to high-level corporate policy objectives for the well being, good health, safety and security of all who live in the local community of Telford and the Wrekin. It will provide the framework for delivering a coherent planned programme of good quality appropriate housing related support services that takes into account the diverse needs of all vulnerable groups in the community including those whose needs for services have not been covered or are inadequately covered currently.

(Telford & Wrekin 2002)

4.4 In turn, this vision is intended to achieve a number of specific objectives:

- Ensure that existing and future provision is planned and co-ordinated to target identified housing and support needs;
- Improve the quality, choice and range of supported housing and housing related support services available to vulnerable people;
- Enable increased service provision & choice to be accessible to all vulnerable people living in the Community regardless of their ability to pay for these services.

(Telford & Wrekin 2002)

4.5 Reflecting national guidelines, the SP programme for Telford & Wrekin focuses upon a number of defined priority groups:

- Adults with a Learning Disability;
- Black & Minority ethnic groups;
- People experiencing domestic violence;
- Ex-offenders;
- People with mental health problems;
- People with a physical disability;
- Older people;
- Young people;
- Homeless families.

4.6 In line with the national framework, a key component of the Shadow Strategy for Telford & Wrekin consisted of a ‘snap shot’ survey of needs amongst the defined groups (Telford & Wrekin Council 2002).

4.7 The survey identified BME groups as requiring particular focus in the development of the SP programme in Telford & Wrekin.

4.8 These issues define the focus and objectives of the research described in the remainder of this report. The following section elaborates the specific aims of the project in more detail and outlines the variety of methods that were used to investigate them.
Aims and Methods

5 Defining research questions

5.1 As outlined above, the research project focused upon a specific issue identified through the development of the Supporting People Shadow Strategy within Telford & Wrekin, whilst also responding to national guidance (DETR 2001).

5.2 Reflecting the priorities defined with the SP programme and the Shadow Strategy the research sought to assess a number of issues in the specific context of Telford & Wrekin:

- What do BME groups define as their priorities in relation to housing related support services?
- Have BME groups tried to access support? And if so, have the outcomes of this been satisfactory?
- If they have not found the help available satisfactory, how can this situation be addressed?
- What needs do BME groups have in relation to supportive housing which they have as yet not sought help for?

6 Defining sample

6.1 A key procedure in the research process involved the construction of the specific sample of groups to be accessed for the purpose of investigating the issues defined above, and for this purpose a targeted rather than generalised approach to the construction of the sample was adopted after consultation between the researchers and SP team members.

6.2 The reason for choosing a targeted approach was twofold:

1) In the spirit of ‘Feedback’, this approach allowed for a more ‘in depth’ assessment of the needs of BME groups. To often surveys of this nature neglect to allow respondents to give their own interpretations of what is important to them.

2) The extremely ‘hard to reach’ nature of the BME groups within Telford & Wrekin due to a combination of low absolute numbers and consultation ‘overload’ meant that a sample which was representative in relation to ethnic groups and/or social factors was infeasible.

6.3 These factors necessitated a more organic approach using a ‘bottom up’ community-based strategy to find respondents. This produced a generalised sample of BME groups which enabled both the extent and overall nature of issues surrounding supportive needs for such groups to be gauged.

6.4 However, the researchers also actively sought to include members of the BME communities who also exhibited distinct forms of vulnerability as defined through the SP priority groups e.g., those who were homeless and/or those with a disability etc., and, indeed, this is reflected in the profile of the final sample.

6.5 In turn, the definition of which ethnic/cultural groups can actually be distinguished as BME is by no means definitive and can be seen as a somewhat subjective – not to mention

2 Communication between RRI and Alan Olver between November and December 2002
3 Communication with Shropshire, Telford & Wrekin REC.
contentious – matter. However, for the purpose of clarity and consistency in the context of this research, the study adopted an as inclusive as possible definition encompassing cultural as well as ethnic classifications.

6.6 The specific methods that were utilized in assess the views of such groups are outlined in the following section.

7 Research Tools

7.1 The primary research tool used for the purpose of collating the views of BME groups in relation to the issues defined above was the semi-structured interview approach, chosen because of the scope it provided for incorporating both quantitative and qualitative data collection (see Annex 3 for abridged version of questionnaire used).

7.2 Quantitative information was required in relation to:

- the condition of housing (e.g., number of rooms and access to amenities);
- how respondents prioritised their housing support needs, and;
- socio-economic information about respondents e.g., age, gender etc.

7.3 However, whilst the above elements most frequently characterise the approach adopted in the majority of needs assessment studies, this method could be criticised for being overly prescriptive and limiting when used in isolation.

7.4 Consequently, in order address limitation, by providing respondents with the scope to define the issues important to them outside the rigid framework of a normal survey approach, the majority of the interview schedule was given over to a Qualitative open section which asked respondents to define specific experiences they had in relation to supportive housing and the factors that they saw as important in relation to these.

7.5 In this way, the research was able to provide considerable depth to the general indicators of housing conditions and measurements of satisfaction amongst BME groups within Telford & Wrekin (reported in the form of verbatim quotes from respondents in the report).

7.6 The questionnaire incorporated four sections designed to allow the collation of responses enabling the main questions outlined above in para. 5.2 to be addressed:

   Section 1: Accommodation Details
   Section 2: Living conditions
   Section 3: Support Needs
   Section 4: Background details

7.7 Rather than self-completion the questionnaires were administered ‘face to face’ by a researcher who read out each question to the respondent before noting their responses on the form.

7.8 In turn, the responses were anonymised for each respondent in order to encourage respondents to be as candid as possible (all respondents were assured that the views they gave would not be reported to any third party and that the questionnaires themselves would be destroyed three months after the completion of the study).

7.9 In the ‘action research’ spirit of Feedback, the final page of the questionnaire contained a series of contact details relating to relevant social service and other council services within Telford & Wrekin.
7.10 In a number of cases the notes taken by researchers during interviews were supplemented by the use of a dictaphone as a means of recording responses. This provided the basis for the extraction of more detailed quotations from certain respondents (included in ‘Findings’ section).

8 Accessing sample

8.1 For the purpose of accessing BME groups within Telford & Wrekin a variety of strategies were utilised:

- **Utilising ‘gatekeepers’**:
  - the researchers utilised existing contacts within Telford & Wrekin, including housing trusts, health workers and community groups;
  - new contacts were also made by networking within the locality;
  - a letter was drafted and distributed through groups to promote participation in the study (Annex 1).^4^.

- **Institutional contacts**:
  - the Supporting People Team provided a range of contacts in relation to BME groups within Telford & Wrekin.

8.2 These approaches provided a sample of 38 respondents which form the basis for the analysis in the next part of the report.

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^4^ A Punjabi translation of this letter was also drafted and distributed, a copy of which is available from the research team on request.
Findings

9.1 Using the approaches described in the previous section a total of 38 completed questionnaires were received from members of BME groups within Telford & Wrekin. The completed questionnaires were coded and analysed using the *Statistical Package for the Social Sciences* (SPSS).

9.2 Whilst the first part of this section outlines the profile of the sample in relation to the various social groups represented, later section focus upon:

- Quality of current accommodation
- Priorities in relation to supportive housing needs
- Needs that have been met
- Needs that have not been met

9.3 As outlined earlier, the sample was not designed to produce a representative sample of the BME population within Telford & Wrekin but rather a survey of the needs and experiences of a randomized selection of individuals within BME groups in relation to the main issues. In general, the approaches described above provide an insight into the views of a varied cross section of BME groups and individuals.

9.4 Consequently, there is little purpose in any generalized statistical analyses of relationships between variables and should not be seen as providing a basis for a comparative analysis between groups, BME or otherwise, based either on social factors such as gender and age or geography.

9.5 However, giving the significant representation of three BME groups in particular within the sample (see below), some degree of analytical modelling was possible across these groups, such instances being outlined throughout the section.
10 Profile of respondents

10.1 As shown in the graphs in Figures 1 and 2 below, the 38 respondents who constituted the sample represented a wide range of social groups. The majority of the sample are drawn from three BME groups, namely, Black Caribbean (8 respondents), Indian (9) and Pakistani (15). Moreover, in socio-economic terms, the majority of the sample (encompassing all groups) was either retired or not working due to health/disability issues (Figure 2). The sample contains an inclusive range of age groups, 21 of the respondents coming within the 16 to 50 age bracket, the remaining 17 being between 50 and 89 years of age.

Figure 1: Ethnic Groupings within Sample

![Ethnic Groupings within Sample](image1)

Figure 2: Employment status

![Employment status](image2)
11 Housing Conditions

11.1 Respondents were asked questions in relation to a number of indicators of housing conditions and quality of life, including their satisfaction with their current accommodation and certain amenities.

11.2 Figures 3 to 4 below show some of the main findings (additional graphs can be seen in Annex 2) the main points related to these being as follows:

- **Type of accommodation**: the majority of the sample (27 respondents) live in a house, as opposed to a flat etc. (Figure 3);
- **Number of shared rooms**: of the 18 respondents who answered this question, the majority did not share any rooms with other non-householders (Figure 4);
- **Adequacy of bathing facilities**: half of the respondents reported that they did not feel that their bathing facilities were adequate (Figure 5);
- **Dwelling large enough**: over two thirds of respondents were happy with the size of their current dwelling (Figure 6);
- **Ease of paying bills**: over 50% of the respondents reported they found paying their bills fairly or very easy to pay, with 2 responding that they found it very difficult (Figure 7).

**Figure 3: Type of accommodation**

![Pie chart showing Type of accommodation]

- House: 27
- Flat: 6
- Maisonette: 1
- Bungalow: 3
Figure 4: Number of rooms shared

![Number of rooms shared](image)

Figure 5: Adequacy of bathing facilities

![Are facilities in relation to bathing adequate?](image)
Figure 6: Satisfaction with size of dwelling

<table>
<thead>
<tr>
<th>Is dwelling large enough?</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>26</td>
</tr>
<tr>
<td>No</td>
<td>12</td>
</tr>
</tbody>
</table>

Figure 7: Ease of paying bills

<table>
<thead>
<tr>
<th>How easy is it for you to pay bills</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very easy</td>
<td>9</td>
</tr>
<tr>
<td>Fairly easy</td>
<td>11</td>
</tr>
<tr>
<td>Neither easy nor difficult</td>
<td>10</td>
</tr>
<tr>
<td>Fairly difficult</td>
<td>4</td>
</tr>
<tr>
<td>Very difficult</td>
<td>2</td>
</tr>
<tr>
<td>Did not respond</td>
<td>1</td>
</tr>
</tbody>
</table>

Response
### Supportive Housing Priorities

12.1 Respondents were asked to prioritise what they perceived to be the most important issues for them in relation to maintaining and/or improving the standard of their current domicile, their responses are summarized in the matrix below.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Seen as priority</th>
<th>Important</th>
<th>Limited importance</th>
<th>Not important</th>
<th>Not sure</th>
<th>Hierarchy of Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improving security in home (e.g., locks on doors)</td>
<td>16</td>
<td>15</td>
<td>6</td>
<td>1</td>
<td>×</td>
<td>4</td>
</tr>
<tr>
<td>Improving safety in home (e.g., smoke detectors)</td>
<td>23</td>
<td>14</td>
<td>1</td>
<td>×</td>
<td>×</td>
<td>1</td>
</tr>
<tr>
<td>Help with maintaining the condition of the accommodation</td>
<td>21</td>
<td>13</td>
<td>3</td>
<td>×</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Getting help with garden</td>
<td>6</td>
<td>14</td>
<td>11</td>
<td>5</td>
<td>2</td>
<td>13</td>
</tr>
<tr>
<td>Getting home adapted</td>
<td>20</td>
<td>7</td>
<td>8</td>
<td>1</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>Making contact with neighbours</td>
<td>15</td>
<td>12</td>
<td>8</td>
<td>×</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Help with finance</td>
<td>15</td>
<td>15</td>
<td>6</td>
<td>×</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Getting counselling</td>
<td>12</td>
<td>10</td>
<td>8</td>
<td>3</td>
<td>5</td>
<td>11</td>
</tr>
<tr>
<td>Help in accessing information</td>
<td>11</td>
<td>19</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Help completing forms</td>
<td>17</td>
<td>16</td>
<td>4</td>
<td>×</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Improved transport links</td>
<td>13</td>
<td>9</td>
<td>9</td>
<td>6</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>Improved safety in local area (e.g., CCTV cameras)</td>
<td>17</td>
<td>9</td>
<td>4</td>
<td>7</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>Improved physical environment</td>
<td>11</td>
<td>16</td>
<td>9</td>
<td>1</td>
<td>1</td>
<td>7</td>
</tr>
</tbody>
</table>

**Figure 8: Matrices of Supportive Housing Priorities amongst BME group sample in Telford & Wrekin**

12.2 By interpreting *priority* and *important* responses as a single index, a ‘hierarchy’ of need was developed to illustrate the key issues for BME groups in T&W (in the final column above these are indicated on the scale 1 = highest priority to 13 = lowest priority).

12.3 The matrices indicates a number of issues as being particularly important within the sample in relation to supportive housing needs, by combining responses of *seen as priority* and *seen as important* five main priorities emerged:

1. Firstly, improving safety within the home e.g., getting locks fitted and/or alarm systems (31 respondents);
2. Secondly, getting the home adapted to help with physical needs, or those of someone else in household (20), and lastly;
3. Help with completing forms in relation to obtaining benefits (17).
12.4 The sample was also analysed to ascertain whether or not priorities differed between the three main sub-groupings. Whilst the priorities expressed by the representatives of these three groups was broadly similar to broader trends, a number of significant disparities were seen to exists in respect of a number of aspects, illustrated here:

**Figure 9: Differences in priorities between BME groups - home security**

**Figure 10: Differences in priorities between BME groups - upkeep of garden**
12.4 As the above charts indicate, whilst improving security within the home was a particular priority for Pakistani respondents, this was not the case for the other two groups (Figure 8). In turn, help with the upkeep of gardens was seen as a priority particular to Black Caribbean respondents (Figure 9) whilst getting help with home adaptations was seen as a priority amongst the Pakistani respondents within the (Figure 10).
13 Current supportive housing needs

13.1 Respondents were asked about their existing supportive housing needs in terms of:

a) instances where they had sought help in relation to a particular need (and the outcome of this process) as well as

b) supportive housing-related needs for which they had, as yet, not sought help with.

13.2 A total of 28 of the respondents reported having sought help in relation to housing support services, encompassing a total of 33 specific cases. In turn, help in relation to supportive housing needs was most commonly sought from Telford & Wrekin Social Services.

13.3 The majority of housing support service needs reported related to home adaptations for the purpose of access to amenities, either for the respondent themselves or someone they shared their abode with (13 cases), examples of these being illustrated in Case Studies A and B below (the chart in Annex 2 provides a full breakdown of needs acted upon). The second most commonly quoted need related to the upkeep of buildings, examples including maintenance and repairs of boilers, door locks and fences, as in Case Study C (8 cases).

13.4 In a number of cases, respondents indicated that they had required extra rooms for religious or cultural purposes, as indicated in Case Studies D and E below.

13.5 As the Case Studies indicate, whilst some respondents were satisfied with the responses to the action they had taken in respect of need, others expressed dissatisfaction. For cases where dissatisfaction was expressed the chief reason given by respondents for this feeling was a perceived lack of urgency in responding to need once contact had been made with the relevant agency below cites the example of one respondent in more detail). In a number of cases respondents also suggested that they had difficulties understanding communications from the council because of they possessed limited English reading skills.

13.6 In turn, respondents cited a number of specific needs that they have not as yet sought help with, the most evident of these relating to improving the environment in their local area (3 respondents) with one respondent indicating that they wished to move to a new house.

13.7 Whilst 13 respondents indicated that they would usually seek advice from a council official if they had a supportive housing need, significant numbers also suggested that they would rely on other sources of help e.g., themselves (6 respondents), a community leader (5), as well as a relative (6).

### Supportive Housing Needs amongst BME groups: Case Study A

**Need:**

“I have a disabled daughter who is unable to walk and stand up herself. I need a bungalow basically where all rooms, bathroom and kitchen are all on one floor. She is 7 years old and too heavy for me to carry around”.

**How they sought help:**

“I’ve told the council, I stayed at [names previous address] prior to that and there has been a misunderstanding about my rent. They thought I was in arrears as my surname was the same as the tenants living in flats B and C”.

**Outcome:**

“This has been [sic] about two weeks ago. They are meant to be writing to me but as yet I have not received a letter”. 
Supportive Housing Needs amongst BME groups: Case Study B

**Need:**
“...my wife and mother can't get into the bath and they are disabled.

**How they sought help:**
“I contacted Telford Council about adapting my bathroom...[...]. I can't remember when I contacted them though [and] spoke to a social worker”.

**Outcome:**
“...they gave my mother a swivel chair so she can have a bath”.

Supportive Housing Needs amongst BME groups: Case Study C

**Need:**
“I had the council in to remove a boiler but they left a hole in the wall for two weeks. In the end it took me to go down there and threaten to make complaints. It seems to be like that with them all the time. You have to lose your temper with them.

**How they sought help:**
“I don't see why we should have to chase them as we pay good rent. They seem to be the ones who make the rules”.

**Outcome:**
“I am pleased with some of the work that has been done with the boiler but they have left some sharp corners and I have young children”.

Supportive Housing Needs amongst BME groups: Case Study D

**Need:**
“...when someone dies in our family, men and women have to stay together in the one living room. We have to pray and we have to pray in front of other people as we only have the one living room and it's not big enough”.

<table>
<thead>
<tr>
<th>Supportive Housing Needs amongst BME groups: Case Study</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Need:</strong></td>
<td></td>
</tr>
<tr>
<td>“….a separate room to sit men and women [as] I am a Muslim”.</td>
<td></td>
</tr>
<tr>
<td><strong>How they sought help:</strong></td>
<td></td>
</tr>
<tr>
<td>“I applied to Telford &amp; Wrekin for a transfer in 1998…</td>
<td></td>
</tr>
<tr>
<td><strong>Outcome:</strong></td>
<td></td>
</tr>
<tr>
<td>…but nothing has happened as yet, even though when I originally applied I was homeless. The council said they could not help me”.</td>
<td></td>
</tr>
</tbody>
</table>
Summary and interpretation of findings

14.1 This report presents the findings of a user-based assessment of needs in relation to housing related support services amongst members of the Black and Ethnic Minority Community (BME) within Telford & Wrekin and forms part of the Supporting People Programme within the authority.

14.2 Using a semi-structured method the research sought to assess a number of issues:

- What do BME groups define as their priorities in relation to supportive housing?
- Have BME groups tried to access support? And if so, have the outcomes of this been satisfactory?
- If they have not found the help offered satisfactory, how can this situation be addressed?
- What needs do BME groups have in relation to supportive housing which they have as yet not sought help for?

14.3 From the views and responses of the sample a number of key findings emerged:

1) Evidence that supportive services were particularly relevant to older people and those with physical disabilities;
2) Evidence that priorities differed between BME groups;
3) Evidence that the priorities of the BME groups represented focused upon issues of: home security; adaptations related to physical mobility and; assistance in reading as well as completing forms related to support services;
4) Evidence that the most reported needs that respondents had sought help with related to adaptations related to physical mobility and assistance in reading as well as completing forms related to support services;
5) Evidence that the most frequent reason for dissatisfaction in those seeking help was response times that were perceived to be overly long;
6) Evidence that needs which respondents had not as yet sought help with were chiefly related to home adaptations;
7) Evidence of the significance of informal sources of help amongst BME groups in relation to supportive housing needs;

14.4 The findings suggest that although the needs of BME groups do not differ significantly from other groups within Telford & Wrekin (Telford & Wrekin 2002), there does appear to be a need to provide greater assistance for BME groups in terms of ensuring that (as indicated in the samples priorities) help is provided in relation to the completion and interpretation of relevant forms.

14.5 However, the findings also indicate that if the full potential (and benefit) of the Supporting People programme is to be realised, it should seek to engage with broader community structures and resources.

14.6 Many respondents within the sample indicated that they already rely upon informal sources for help, indicating the need for such social connections to be incorporated within the broader SP framework to enable resources, whether community or council-derived, to be used to their maximum potential. In the case of Telford & Wrekin, the links between the programme, community leaders and organisations such as Age Concern, Connexions and the REC should be strengthened to ensure its success in the future.
Acknowledgements

The researchers would like to acknowledge the role played by a variety of groups and individuals in the research process. In terms of targeting and accessing the BME sample, the Supporting People Team for Telford & Wrekin provided a range of useful contacts. In turn, we also recognise the contribution of the Beth Johnson Housing Trust. In relation to the development of the research survey research tool, the assistance of the British Housing Condition Survey unit is gratefully acknowledged. Lastly, we gratefully acknowledge the contribution of all those who have participated in the project as an interviewee, their candid and forthright views have greatly enhanced the research process.

Bibliography


The Supportive Housing Needs Research Project: Having your say

The Supportive Housing Needs Research Project is being conducted by the Regional Research Institute (University of Wolverhampton) on behalf of Shropshire County Council/Telford & Wrekin Council as part of the Supporting People programme.

The main aim of the project is to assess the needs of BME (black and minority ethnic groups) in relation to housing and accommodation in both Telford & Wrekin and Shropshire.

The research will help the development of policies to improve service provision in the future and you can play a key role in this process by agreeing to complete a questionnaire with one of our researchers.

Everything you say will remain completely confidential and private and cannot be traced back to you in any way, in particular, your name and address will not be divulged to any third party (such as the local authority).

At the end of the interview you will be given a list of useful contacts in relation to the up-keep of your living conditions.

The questionnaire is divided into 4 parts and will ask you about:

- firstly, your current housing situation (for instance, if you own or rent as well as the condition of your accommodation);
- next, some questions about your current needs (if any) in ensuring that your current housing situation is satisfactory;
- then some questions about your current housing needs and how services could be changed for your benefit, and lastly;
- some very basic background details about yourself.

If you would like to know how you can take part in the research or would like further clarification please contact:

Martin Roche
Regional Research Institute
University of Wolverhampton
Wolverhampton Science Park
Glaisher Drive
Wolverhampton
WV10 9RU
T 01902 824274
F 01902 824005
Figure 12: The range of needs respondents had sought help with
Annex 3: Supporting People Questionnaire

2003 Survey of Housing Conditions and Needs amongst BME groups in relation to the Supporting People Programme (Shropshire and Telford & Wrekin)

Administered Questionnaire
Unique Identifier*  input researcher code:

*researchers initials and sequential number of interview (e.g., DB9 for Derek Bunce's ninth interview)

Background information to be given to respondent before beginning interview

We would like to ask you some questions about your housing support needs.

This study is being conducted by the Regional Research Institute (University of Wolverhampton) on behalf of Shropshire County Council/Telford & Wrekin Council.

Your answers will help the development of policies to improve service provision in the future.

Everything you say will remain completely confidential and private and cannot be traced back to you in any way, in particular, your name and address will not be divulged to any third party (such as the local authority).

At the end of the interview you will be given a list of useful contacts in relation to the up-keep of your living conditions.

The questionnaire is divided into 4 parts and will ask you about:

• your current housing situation (for instance, if you own or rent as well as the condition of your accommodation);
• your current needs (if any) in ensuring that your current housing situation is satisfactory;
• your current housing support needs and how services could be changed for your benefit, and lastly;
• and lastly, some very basic background details about yourself.

Please do your best to answer all of the questions, however, if for any reason there are questions which you do not wish to answer, that option is open to you.

But you should remember that everything that you do choose to tell us is completely confidential and nobody else will know what answers you have given to these questions.
### Section 1. Accommodation Details

1a. Tenancy status

<table>
<thead>
<tr>
<th>Option</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renting accommodation from the council</td>
<td></td>
</tr>
<tr>
<td>Renting accommodation from a housing trust</td>
<td></td>
</tr>
</tbody>
</table>

**If so, ask them to name it:**

<table>
<thead>
<tr>
<th>Option</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renting accommodation from a housing association</td>
<td></td>
</tr>
<tr>
<td>Renting accommodation from a private landlord</td>
<td></td>
</tr>
<tr>
<td>Owner-occupier (paying mortgage)</td>
<td></td>
</tr>
<tr>
<td>Owner-occupier (outright owner)</td>
<td></td>
</tr>
<tr>
<td>Using ‘travellers site’</td>
<td></td>
</tr>
<tr>
<td>Homeless</td>
<td></td>
</tr>
<tr>
<td>Hostel</td>
<td></td>
</tr>
<tr>
<td>Other (ask them to specify):</td>
<td></td>
</tr>
</tbody>
</table>

**DID NOT WISH TO ANSWER THIS QUESTION**

1b. If rented or mortgage holder, is the respondent the person chiefly responsible for paying the rent/mortgage?

<table>
<thead>
<tr>
<th>Option</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

**DID NOT WISH TO ANSWER THIS QUESTION**

2. Tenancy type

In which of the following is the respondent currently living?:

<table>
<thead>
<tr>
<th>Option</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>House</td>
<td></td>
</tr>
<tr>
<td>Flat</td>
<td></td>
</tr>
<tr>
<td>Maisonette</td>
<td></td>
</tr>
<tr>
<td>Bungalow</td>
<td></td>
</tr>
<tr>
<td>Room</td>
<td></td>
</tr>
<tr>
<td>Caravan/mobile home</td>
<td></td>
</tr>
<tr>
<td>Other (outline below)</td>
<td></td>
</tr>
</tbody>
</table>

**DID NOT WISH TO ANSWER THIS QUESTION**

3. Who does respondent share their household/accommodation with?

<table>
<thead>
<tr>
<th>Option</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Living alone</td>
<td></td>
</tr>
<tr>
<td>Living with family</td>
<td></td>
</tr>
</tbody>
</table>
DID NOT WISH TO ANSWER THIS QUESTION

4. Tenancy location
Ask the respondent if they mind us noting the following details of where they live, explaining that this will give us an idea of how need differs across the local area. Remind them that all their responses are completely confidential and cannot be linked back to them or their exact address etc., in any way.

Postcode: 

Town/village etc.,: 

Street: 
Section 2. Living conditions

1.a. How many people do you share your household with?*

*this refers to people who you share a living/sitting room with and/or share at least one meal a day with.

DID NOT WISH TO ANSWER THIS QUESTION

If respondent has indicated that they share with other tenants* ask them:

1.b. How many rooms do they share?

DID NOT WISH TO ANSWER THIS QUESTION

*excluding family members and close friends.

2. Which of the following facilities do you a) have access to within your household/accommodation? and b) share with other tenants who are not family members or close friends?

<table>
<thead>
<tr>
<th>Facility</th>
<th>Access</th>
<th>Share with other tenants/inhabitants?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A bathroom</td>
<td>Yes</td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>A lounge/sitting room</td>
<td>Yes</td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>A dining room</td>
<td>Yes</td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>A kitchen</td>
<td>Yes</td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>A garden</td>
<td>Yes</td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>WC facilities</td>
<td>Yes</td>
<td>Yes [ ] No [ ]</td>
</tr>
</tbody>
</table>

DID NOT WISH TO ANSWER THIS QUESTION

3. Which of the following amenities do you a) have access to within your household/accommodation? and b) share with other tenants who are not family members?

<table>
<thead>
<tr>
<th>Facility</th>
<th>Access</th>
<th>Share with other tenants/inhabitants?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cooker</td>
<td>Yes</td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>Microwave oven</td>
<td>Yes</td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>Fridge freezer</td>
<td>Yes</td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>Separate WC facilities</td>
<td>Yes</td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>Bath</td>
<td>Yes</td>
<td>Yes [ ] No [ ]</td>
</tr>
<tr>
<td>Shower</td>
<td>Yes</td>
<td>Yes [ ] No [ ]</td>
</tr>
</tbody>
</table>

DID NOT WISH TO ANSWER THIS QUESTION

4. How old is the building/abode you live in? (ask for estimate of years)

DID NOT WISH TO ANSWER THIS QUESTION

5. Ask them if their facilities in relation to bathing are adequate to fulfil their needs and those of others within their household

Yes [ ]
No [ ]

If answered 'No', ask them to clarify exactly why not:
6. Ask them if any adaptations that they may currently have within their home in relation to specific physical needs (for themselves or others) are adequate (things like adaptations for wheelchair access and/or adaptations designed to ease access to facilities for those with mobility issues)

<table>
<thead>
<tr>
<th>Yes</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

If answered ‘No’, ask them to clarify exactly why not:

|__________________________________________________________________________|
|__________________________________________________________________________|
|__________________________________________________________________________|
|__________________________________________________________________________|
|__________________________________________________________________________|
|__________________________________________________________________________|

7. Do the think that there dwelling is large enough to accommodate their needs and those of other household members?

<table>
<thead>
<tr>
<th>Yes</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

If answered ‘No’, ask them to clarify exactly why not:

|__________________________________________________________________________|
|__________________________________________________________________________|
|__________________________________________________________________________|
|__________________________________________________________________________|
|__________________________________________________________________________|
|__________________________________________________________________________|

8. How safe do you feel in your home?
9. How easy or difficult is it for you to pay bills and other costs associated with your home/accommodation?
Read out following options to respondent:

<table>
<thead>
<tr>
<th>Option</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very easy</td>
<td></td>
</tr>
<tr>
<td>Fairly easy</td>
<td></td>
</tr>
<tr>
<td>Neither easy or difficult</td>
<td></td>
</tr>
<tr>
<td>Fairly difficult</td>
<td></td>
</tr>
<tr>
<td>Very difficult</td>
<td></td>
</tr>
<tr>
<td>Don’t know</td>
<td></td>
</tr>
</tbody>
</table>

DID NOT WISH TO ANSWER THIS QUESTION [   ]

10. How happy are you with your home/accommodation?
Read out following options to respondent:

<table>
<thead>
<tr>
<th>Option</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td></td>
</tr>
<tr>
<td>Fairly satisfied</td>
<td></td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td></td>
</tr>
<tr>
<td>Fairly dissatisfied</td>
<td></td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td></td>
</tr>
<tr>
<td>No opinion</td>
<td></td>
</tr>
</tbody>
</table>

DID NOT WISH TO ANSWER THIS QUESTION [   ]
Section 3: Support Needs

Explain to the respondent that the next series of questions relate to a range of issues around the factors that may maintain or improve their current living conditions. Moreover, that they are divided into three distinct types.

The first set of questions are **general**, and ask them to prioritise a range of housing support needs and their importance to the respondent.

The second set of questions ask them about any **specific experiences** they have of getting help (or trying to get help) in relation to such needs.

The third set of questions ask about any specific needs not already covered, for which the respondent has as yet not approached an individual or organisation for help.

It is important that you tell the respondent that the key focus is upon issues covering their experiences and needs for the period from 2000 onwards (although this does not exclude needs that have been ongoing prior to this period).

1. How important does the respondent see each of the following factors in improving or maintaining their quality of living?

<table>
<thead>
<tr>
<th></th>
<th>Seen as a priority</th>
<th>An important issue but not a priority</th>
<th>Of limited importance</th>
<th>Not important</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Improving security (e.g., getting locks fitted and/or alarm systems),</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>b. Improving safety (e.g., getting fire doors/smoke detectors fitted),</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>c. Getting help with maintaining the condition of accommodation (e.g., repairs)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>d. Getting help with up-keep of garden</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>e. Getting home adapted to help with physical needs of self or someone else in household</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>f. Making closer contacts with neighbours and/or other people in local area</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>g. Help in managing finances for paying rent/mortgage</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>h. Getting counselling for personal problems</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>i. Help in accessing information about housing support needs (particularly the provision of interpretation services)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>j. Help completing forms related to obtaining benefits (including translations)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>k. Improved transport links (e.g., for shopping and/or visiting friends)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>l. Improved safety in local area (e.g., CCTV cameras)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>m. Improving physical environment in local area (e.g., remove litter and graffiti)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
Outline to the respondent that we would like to know of any attempts they have made to access help in relation to any support needs related to their living conditions, using the examples in the last question as a prompt but also making it clear that the respondents examples may fall outside these categories.

2.a. Has the interviewee ever attempted to get help in relation to any of the support needs outlined in last question:

Yes [ ]
No [ ]

Or maybe they have tried to get help related to their housing support needs which do not fit into these categories?:

Yes [ ]
No [ ]

If the respondent answered ‘No’ to both of the previous questions, go straight to question 3.
If the respondent answered ‘Yes’ to either of the previous two questions fill out relevant sections on subsequent pages (use the supplementary sheets if necessary):
2.b. Ask the respondent to give us details of each example in terms of a) The nature of the need b) Who they approached concerning addressing the need c) What the outcome of their attempt to get help was:

Note: If necessary, go back over types of support outlined in previous question to prompt response.

**Case Study 1** (input code a-m to reflect categories in q.1 above):

a) **Nature of need:**

b) **Who they approached/what steps they took:**

c) **Outcomes (if any):**

Ask the respondent whether they were generally happy or unhappy with this outcome?

Happy [ ]

Unhappy [ ]

*this indicative version of the questionnaire has omitted the template for following case studies (e.g., 2 – 6) to cut down length.
additional notes (continued from previous page):

3a. Ask the respondent whether they currently have any housing support needs for which they, as yet have not sought any form of external help.

Yes [ ]
If the respondent answered ‘Yes’ fill out relevant sections on subsequent pages (use the supplementary sheets if necessary):

Case 1 (input code a-m to reflect categories in q.1 above):

a) Nature of need:

__________________________________________________________________

__________________________________________________________________

__________________________________________________________________

__________________________________________________________________

Case 2 (input code a-m to reflect categories in q.1 above):

a) Nature of need:

__________________________________________________________________

__________________________________________________________________

__________________________________________________________________

__________________________________________________________________

Case 3 (input code a-m to reflect categories in q.1 above):

a) Nature of need:

__________________________________________________________________

__________________________________________________________________

__________________________________________________________________

__________________________________________________________________
Case 4 (input code a-m to reflect categories in q.1 above):

a) Nature of need:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

3b. Ask the respondent: a) from the options below, who would be the person/group that they would usually seek advice or assistance from in such matters? and b) would they mind naming the person? (where appropriate)

I would do it myself

[  ]

Council official

[  ] name:_____________________________________

Religious leader

[  ] name:_____________________________________

Community leader

[  ] name:_____________________________________

Citizen’s Advice Bureau

[  ]

A relative

[  ]

Other person/group (ask them to specify):

[  ]

________________________________________________________________________

DID NOT WISH TO ANSWER THIS QUESTION [  ]

4a. Are there ways in which the process of getting support could be improved by taking into account your particular religious beliefs and/or cultural practices?

Yes [  ]

No [  ]

Not sure [  ]

DID NOT WISH TO ANSWER THIS QUESTION [  ]

4b. If respondent answered ‘yes’ to the above, ask them to outline how they think this may be done:
Section 4. Background Details of Respondent

1. Gender of Respondent
   Female [   ]
   Male [   ]

2. Age of respondent
   Which age band does the respondent come under? (show or quote the options to respondent):
   Under 16 [   ]
   16-19 years [   ]
   20-29 years [   ]
   30-39 years [   ]
   40-49 years [   ]
   50-59 years [   ]
   60-69 years [   ]
   70-79 years [   ]
   80-89 years [   ]
   90-99 years [   ]
   Over 100 [   ]
3. Benefits received

Which of the following benefits do a) they, and/or b) someone else in their household, currently receive?:

<table>
<thead>
<tr>
<th>Benefit</th>
<th>They receive</th>
<th>Other people in their household</th>
</tr>
</thead>
<tbody>
<tr>
<td>THB (Transitional Housing Benefit)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Income support</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Working Family tax credit</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Disability living allowance (incl Care and Mobility)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Child benefit</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Job seekers allowance</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Incapacity benefit</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Council tax benefit</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Community care grant</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Crisis loan</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Budgeting loans</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Attendance allowance</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Invalid care allowance</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Severe disability allowance</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Severe disability premium</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>ILF (Independent Living Fund)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

DID NOT WISH TO ANSWER THIS QUESTION

4. Household income

Ask the respondent to give an estimate of the annual income for their household, they should include their own income with that of the others they live with (such as family and/or spouse)

<table>
<thead>
<tr>
<th>Income Range</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than £5,000</td>
<td>[ ]</td>
</tr>
<tr>
<td>Between £5,000 and £10,000</td>
<td>[ ]</td>
</tr>
<tr>
<td>Between £10,000 and £20,000</td>
<td>[ ]</td>
</tr>
<tr>
<td>Between £20,000 and £30,000</td>
<td>[ ]</td>
</tr>
<tr>
<td>Between £30,000 and £50,000</td>
<td>[ ]</td>
</tr>
<tr>
<td>More than £50,000</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

DID NOT WISH TO ANSWER THIS QUESTION
5. Current employment status

<table>
<thead>
<tr>
<th>Status</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Looking for work</td>
<td>[       ]</td>
</tr>
<tr>
<td>Full-time employed</td>
<td>[       ]</td>
</tr>
<tr>
<td>Part-time employed</td>
<td>[       ]</td>
</tr>
<tr>
<td>Full-time education</td>
<td>[       ]</td>
</tr>
<tr>
<td>Other (ask them to specify)</td>
<td>[       ]</td>
</tr>
</tbody>
</table>

6. Personal circumstances

Tell the respondent that the following questions touch on some sensitive subjects but at the same time reiterate to them that everything they say will remain completely confidential and private and cannot be traced back to them in any way and, in particular, their name and address will not be divulged to any third party.

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>At any time in the last five years, have you served a custodial prison sentence?</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>At any time in the last five years, have you been a victim of domestic violence?</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Are you currently registered disabled?</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Do you care for someone in your household who is registered disabled?</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Do you have any learning difficulties?</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Do you care for someone in your household who has learning difficulties?</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Are you a member of the ‘travelling’ community?</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Are you currently seeking asylum in the UK?</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>At any time during the last five years, have you received any guidance, counselling or treatment related to substance misuse (e.g., alcohol and/or drugs)?</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

DID NOT WISH TO ANSWER THIS QUESTION
7. Ethnicity (show or list the options to the respondent)

Black Caribbean
Black African
Black other
Indian
Pakistani
Bangladeshi
Chinese
Mixed
White Welsh
White Polish
White other
Other (ask them to specify)

9. Ask the respondent if there is anything they would like to add about any of the issues raised in the questionnaire and write their response below:

Inform the respondent that that finishes the questions that you have for them and tell them that, if they so wish, a summary of the main findings of the research can be forwarded to them on completion of the research (ask them where to send this if not interviewing in home).

Finally, thank them for their participation and remember to give them a copy of the contact sheet.
Contact Details

1. Getting Help with Supportive Housing Needs

If you would like further information concerning issues around eligibility and applying for help with your accommodation/housing support needs, you can use the following contacts:

**Shropshire Supporting People Team:**

Dawn Peel
Shropshire County Council
Shirehall
Abbey Foregate
Shrewsbury
Shropshire
SY1 6ND

Telephone: 01743 253974
Fax: 01743 253971
Email Address: Dawn.Peel@shropshire-cc.gov.uk

**Telford Supporting People Team:**

Alan Olver
Supporting People Team
Telford & Wrekin Council
Darby House,
Telford
TF3 4LB

Telephone: 01952 202284
Fax Number: 01952 202833
Email Address: Supportingpeople@wrekin.gov.uk

2. General enquiries around housing

**Shropshire:**

Housing Benefit Offices
Bridgnorth District Council: 01746 713170
North Shropshire District Council: 01939 238450
Oswestry Borough Council: 01691 677330
Shrewsbury & Atcham Borough Council: 01743 281466
South Shropshire District Council: 01584 813150

Local Authorities General Enquiries (including housing)
Bridgnorth District Council: 01746 713100
North Shropshire District Council: 01743 232771
Oswestry Borough Council: 01691 671111
Shrewsbury & Atcham Borough Council: 01743 281000
South Shropshire District Council: 01584 813000

Citizens Advice Bureau
Bridgnorth & District: 01746 763838
North Shropshire: 01630 657137
Oswestry: 01691 654425
Shrewsbury: 01743 357855
South Shropshire: 01584 876933
Fairer Charging Enquiries: 01743 253766

**Telford & Wrekin:**

Revenues & Benefits Customer Contact Centre:
01952 202020
General Enquiries: 01952 202100

Citizen’s Advice Bureau:
Madeley: 01952 585824
Telford (Meeting Point House): 01952 291101
Wellington: 01952 223232

3. More information about the research

If you wish to discuss any issues relating to the projects aims and purpose, the researchers can be contacted using the following details:

Martin Roche
Regional Research Institute
University of Wolverhampton
Wolverhampton Science Park
Glanisher Drive
Wolverhampton
WV10 9RU

Telephone: 01902 824274
Fax: 01902 824005
Email: m.j.roche@wlv.ac.uk