

Appendix A: Question schedule for interviews with young people

Introduction

[Researchers to introduce themselves.]

Thank you for agreeing to talk to us today. What you tell us will help us gain a better understanding of young people's experiences before they come to Depaul.

We'll be asking you about the different places you've stayed, what they've been like, and how they made you feel. If you don't want to answer something, that's no problem. Just say and we'll move on.

We won't tell anyone what you tell us today unless we think someone might be in danger. If that happens, we will talk to you first about the best thing to do.

We'll be using the information you give us to write a report that we'll publish. We might quote some of the things you say in the report, but we won't use your real name or refer to you personally in any way. All your information will be kept on a password protected computer so nobody apart from us can have access to it.

So that we can refer back to what you say, are you happy for us to record the interview? Once we've written our report, we'll delete the recording. If at any time you feel uncomfortable, we can turn the recorder off.

[If young person agrees, ask them to sign consent form.]

Homelessness pathway timeline

Current living arrangements:

- Firstly, tell me about where you're living now. [Confirm living at project.]
- How long have you been living there/here?
- What's your room/flat like?
- Can you come and go as you please?
- What are the people like?
 - o How are the staff? What support do they give you? What sort of relationship do you have with them?
 - o What about the other people who live here? Do you have any good friends here?
- Looking at this scale (*smileys on timeline*), how would you say living [here] makes you feel? [Draw current accommodation on timeline.] Why do you say that?

For each move:

Moving

- Where were you staying before [here/latest place discussed]?

- Who were you staying with?
- How long did you stay there?
- How did you end up there? How did you get in touch?
- Was there anywhere else you could have stayed? If yes, why did you go where you did?

Practicalities

- Tell me about the set up at [accommodation].
 - o Where did you sleep? Did you have your own room?
 - o Were you able to use other parts of the [house]?
 - o How much time did you spend there?
 - o What did you do when you were there?
 - o Could you come and go as you liked? Did you have keys? Were you able to leave your things there?
 - o Did you have to pay to stay there? Were you expected to do anything else (like cooking or cleaning) in exchange for somewhere to stay?

People

- How did you get on with who you were staying with?
 - o Did that change over time?
 - o Did they help or support you with anything?

Feelings

- In general, how were you feeling when you were staying at [accommodation]?
 - o Did staying there make you feel better about things or worse?
 - o Did you feel safe and secure? Physically? Emotionally?

Other impact

- Do you think staying [at this accommodation] affected anything else in your life?
 - o Were you working or studying at the time? Was this affected?
 - o Were your relationships with anyone else affected?
 - o Did staying there affect your health?
 - o Did it affect your use of alcohol or drugs?

Other support

- When you were staying at [accommodation] were you getting any support from anywhere else?

Where would you put your time at [accommodation] on the scale? Why?

[Repeat for next move.]

[Young people may bracket periods of sofa surfing all together, saying something like 'I just stayed with lots of friends for a while'. If they do, and they have stayed in too many places to consider individually, use the following questions. ONLY use the term sofa-surfing if it has been used already. If another term is used, use that.]

Practicalities

- How long were you [sofa surfing] all together?
- How many different places did you stay?
- Tell me about what it was like when you were [sofa-surfing].
 - o Where did you sleep? Did you ever have your own room? What difference did (not) having your own space make to you?
 - o Were you every able to use other parts of the [house]?
 - o How much time did you tend to spend at places where you were [sofa surfing]? What did you do when you were there? What difference did it make (not) being able to do these things?
 - o Could you come and go as you liked? Did you ever have keys? Were you able to leave your things there? What difference did this make to you?
 - o Did you have to pay to stay anywhere when you were [sofa surfing]? Were you ever expected to do anything else (like cooking or cleaning) in exchange for somewhere to stay?

People

- Who did you stay with when you were [sofa surfing]?
 - o What difference did who you were staying with make to the experience?
 - o Did staying with someone ever change your relationship with them?
 - o Did any of the people you stayed with help or support you with anything?

Feelings

- In general, how did this period of [sofa surfing] make you feel?
 - o Did it make you feel better about things or worse? If there were good and bad parts, what was it about some of the places you stayed that made you feel better/worse?
 - o Did you feel safe and secure? Physically? Emotionally? What was it that made you feel (un)safe or (in)secure?

Other impact

- Do you think this period of [sofa surfing] affected anything else in your life?
 - o Were you working or studying at the time? Was this affected?
 - o Were your relationships with anyone else affected?
 - o Did staying there affect your health?
 - o Did [sofa surfing] affect your use of alcohol or drugs?

Other support

- When you were [sofa surfing] were you getting any support from anywhere else?

Where would you put your time [sofa surfing] on the scale? If some places were positive and some negative, which would you put where? Why?

Looking back at journey:

- At what point in your journey did you consider yourself homeless, if at all?

Use of terms

If young person doesn't mention sofa surfing:

- Have you ever heard the term 'sofa surfing' being used? If not, are there any other terms you'd use to describe your experience?

If the term sofa surfing has been used/young person is aware of the term:

- What do you understand the term sofa surfing to mean? What makes it sofa surfing? Would staying with family count? Is it where you stay or something else that makes it sofa surfing?
- Where did you first hear the term?
- In general, what are the good things about sofa surfing?
- In general, what are the bad things about sofa surfing?

- How common do you think sofa surfing is amongst young people?
- If not mentioned before: We've heard of cases where people have been in relationships they didn't want to be in so they could have somewhere to stay? Have you come across that before? How common do you think this is amongst young people?

Final questions

- Do you think the term sofa surfing is a useful way to describe young people's experiences? If yes, why? If not, why not?
- Is there anything else you want to tell us about your experience?

- Do you want to ask us anything?

Thanks and close

That's all we need to ask you today. Thank you so much for your time.

Remember, anything you've told us will stay confidential and we won't identify you in our report or anything else we produce.

If you have any questions about the research or decide you don't want us to use your information, just let me know using the contact details on your information sheet, or ask your support worker to contact me on your behalf. You'll be able to withdraw your information at any point over the next three weeks.

If you need to talk to anyone about any of the things we discussed today, please go to your support worker, or come to me if you'd like me to put you in touch with someone outside your project.

Appendix B: Timeline tool used in interviews with young people



Appendix C: Sample demographics

Name ¹	Region	Gender	Age	Ethnicity
Simon	North West (Oldham)	Male	19	White British
Reece	North West (Rochdale)	Male	17	White British
Jon	North West (Oldham)	Male	18	White British
Carly	Yorkshire and the Humber (Sheffield)	Female	19	White British
Abigail	London/South East (Greenwich)	Female	18	Black British
Grace	London/South East (Greenwich)	Female	19	Mixed ethnic origin
Matthew	London/South East (Gravesend)	Male	22	White British
Craig	London/South East (Gravesend)	Male	20	White British
Christopher	London/South East (Gravesend)	Male	21	White British
Bethan	London/South East (Gravesend)	Female	21	Black British
Jay	London/South East (Gravesend)	Male	17	White British
Kayla	North East (Whitley Bay)	Female	19	White British
Josh	North East (Whitley Bay)	Male	23	White British
Lauren	North East (Whitley Bay)	Female	20	White British
Sean	North East (Whitley Bay)	Male	18	White British
Amelia	North East (Whitley Bay)	Female	16	White British
Jessie²	Yorkshire and the Humber	Female	18	Mixed ethnic origin
Crystal	Yorkshire and the Humber	Female	19	Black British

¹ All names have been changed to protect the identities of those who took part in the research.

² Jessie and Crystal were interviewed together.

Appendix D: Ethical Statement

Background

For a long time now there has been a desire to increase the research capacity of Depaul UK. Not only will this help us to improve our services by enabling us to better respond to young people's needs, but it will enable us to give the young people we work with a voice in wider decision-making arenas.

This piece of research into 'sofa surfing' marks the beginning of a larger research programme that will be developed by Depaul's Data, Evaluation and Research Manager over the coming months.

Rationale for the research

The term 'sofa surfing' is batted around academic, policy and media circles without being clearly defined, and there has been very little research into the impact of 'sofa surfing' on young people. This means that, as a sector, we know very little about how experiences that might be referred to as 'sofa surfing' affect young people's homelessness journeys and support needs.

We want to help fill this gap in knowledge by giving the young people we work with a voice through this research. It will provide insight into: how the term 'sofa surfing' is defined and used; the range of experiences that might be referred to as 'sofa surfing'; and the impact these experiences have on young people's lives. This increased understanding will help Depaul UK better respond to the needs of the young people as well as influence external decision-makers.

Ethical guidance

A Research Ethics Committee has been formed to provide ethical oversight to this project. The Committee's role is to: provide feedback to the Research Team on research design, processes and documentation; protect and promote the interests of potential and actual research subjects; and promote professional responsibility and accountability across all aspects of the project. It is comprised of representatives from both inside and outside Depaul. Members are: Professor Jenny Pearce, University of Bedfordshire; Dr Beth Watts, Heriot-Watt University; Nicola Sharp, London Metropolitan University; Deb James, NCVO; Kester Young, Depaul UK; Melissa Noel, Depaul UK; and Alexia Murphy, Depaul UK.

The research team

The research is jointly led by Sarah McCoy – Depaul's Data, Evaluation and Research Manager, and Becky Hug – an external consultant from Principle Consulting. Martin Houghton-Brown – Depaul's Chief Executive, is also part of the research team and will be assisting with some of the fieldwork. All members of the team have been DBS checked and will abide by the safeguarding principles outlined in this document.

Methodology

In April/May 2015, existing academic research and grey literature (peer reviewed and non-peer reviewed) was reviewed to produce a Rapid Evidence Assessment of how the term 'sofa surfing' has been used to date, and help shape the direction of the research.

Primary research will involve semi-structured interviews with 20 young people (aged 16 – 25) who have had experience of the sort of experience that might be termed ‘sofa surfing’. Young people will meet two members of the team for approximately an hour. We will ask them about the different places they have stayed, and how they felt at each stage of their homelessness journey.

Importantly, we won’t be using the term ‘sofa surfing’ when we introduce the study to young people, or during the early stages of the interviews. This is to avoid affecting the research findings with any positive or negative connotations the term may have. Instead, we will present the study as research into young people’s experience of homelessness.

Steps for safeguarding young people

- Potential interviewees will be identified and accessed through Depaul services. Because project staff have a good understanding of the history and needs of the young people they work with, only those who are considered suitable for the research will be put forward. Project staff will also be able to advise the research team of any potential risks of involvement with the research, and help to ensure these are adequately mediated against.
- Project staff will be the first to approach young people about whether or not they will be willing to be interviewed for this research. The research team will be given young people’s details only when they have consented to participation.
- We will only interview young people who have given informed and written consent. Consent forms will be completed at the beginning of interviews and stored in accordance with the Data Protection Act 1998. Parental/guardian consent will be obtained for young people under the age of 18 unless it is not feasible and/or contrary to their best interests to do so.
- Specific consent for audio-recording will be obtained, where the young person agrees to their interview being recorded.
- Information shared by young people will remain confidential. The only exception to this is if a young person discloses that a vulnerable person may be at risk, in which case the interviewer may share their concerns with an appropriate professional. This limit to confidentiality will be explained fully to young people before they give permission to be interviewed.
- Before each interview begins, the researchers will check that the young person understands what they have consented to, what will happen to the information and the limits to confidentiality explained above. They will also be told that they can withdraw consent at any time during or after the interview (within a specified timeframe) and that they can pass on any questions they do not wish to answer.
- Young people will be interviewed by one member of the research team but another will be present to record the interview and make notes. If the young person is uncomfortable with having two researchers present they will be interviewed on an individual basis. To limit the number of people hearing what they share, young people will attend interviews alone where possible. They may, however, choose to have a member of project staff with them if they wish.
- The Ethics Committee has advised the research team on the content of interview schedules, including the appropriateness of language and sensitivity of questions. Due to resource constraints, a formal piloting phase has not been planned. However, the schedule will be used flexibly to cater for individual young people’s needs and

circumstances, and adjustments will be made following the first few interviews if any issues with the content arise.

- At the end of the interview, young people will be given contact details for the research team so they can ask any questions that occur to them afterwards. The research team will work with project staff to ensure appropriate follow-up support is available to all research participants.

Incentives

All young people who participate in the research will be given a £15 gift voucher for their time. The research team does not consider this amount large enough to cause any coercion to participate, or to skew the results. The type of gift vouchers given will be agreed in advance with project staff.

Storage and use of data

- Once the interviews have been completed, we will be writing a report of our findings. This will include quotes from some of the young people who took part. Young people will be clearly informed that when any information they share is used in this report (and any subsequent documents or presentations), it will be completely anonymised.
- All data will be stored in line with the Data Protection Act 1998. Interview recordings and transcriptions will be stored on password protected computers. Any paper records (including handwritten notes and signed consent forms) will be kept in a locked filing cabinet. All research data will be destroyed two years after the completion of the project. Consent forms will be kept for three years.

Research dissemination

Full research findings will be made publicly available in early 2016. Depaul will be hosting an event to launch the research and it may be possible for the young people who contributed to be involved (details to follow).

Further information and complaints

For further information, please contact Sarah McCoy (Depaul's Data, Research and Evaluation Manager). Any complaints about the conduct of the research should be addressed in the first instance to Alexia Murphy (Depaul's Executive Director of Services).

Appendix E: Risk Assessment

To ensure the safety of those involved in Depaul UK research projects, and the validity and integrity of research data, please complete the following table to identify any possible risks and associated mitigating strategies. Please consider:

- Risk to research participants
- Risk to researchers
- Risk to research quality

Dates of fieldwork: August/September 2015

	Identified risks	Likelihood	Potential outcome	Risk management/mitigating factors
Risks to research participants	Loss or injury when travelling to research locations	Low	<ul style="list-style-type: none"> - Physical injury - Loss of possessions - Psychological distress 	<ul style="list-style-type: none"> - Interviews will be undertaken at young people's projects where possible to avoid the need for additional travel. - If an alternative location is used, we will ensure that clear directions are given to young people. - Mobile phone numbers will be obtained for all young people who are interviewed so they can be contacted immediately if they are late to the interview venue.
	Discussion of sensitive topics in interviews has the potential to cause distress	Medium	<ul style="list-style-type: none"> - Psychological distress 	<ul style="list-style-type: none"> - It will be made clear to young people that they can refuse to answer any questions they wish. - We will offer to cease the interview if a young person is distressed. - We will signpost young people to appropriate internal support following the interview.
	Disclosure of information that reveals potential harm to vulnerable person	Low	<ul style="list-style-type: none"> - Psychological distress from disclosing the information - Anger/shock/distress as a result of 	<ul style="list-style-type: none"> - The limits to confidentiality will be made clear to young people at the beginning of interview. - Young people will sign to say they understand the limits to confidentiality on the interview consent form.

			information being passed on	<ul style="list-style-type: none"> - If information that must be passed on is disclosed, the interviewer will inform the young person that this must be done and discuss with them appropriate next steps.
	Disclosure of information about poor practice at Depaul	Low	<ul style="list-style-type: none"> - Psychological or physical harm if poor practice continues 	<ul style="list-style-type: none"> - Comments will be discussed with service providers/management without identifying the young person involved. - If necessary, appropriate action will be taken immediately to resolve practice issues.
	Incentives used inappropriately (e.g. for drugs or alcohol)	Low	<ul style="list-style-type: none"> - Physical harm 	<ul style="list-style-type: none"> - No cash incentives will be provided. - Suitable vouchers will be agreed with project managers/workers prior to distribution to young people.
	Loss of sensitive/personal information	Low	<ul style="list-style-type: none"> - Psychological distress - Identity fraud 	<ul style="list-style-type: none"> - Interviews will be held in a private room/office where young people's comments cannot be overheard by others. - Electronic data will be kept in password protected files. - Paper records will be kept in a locked cabinet.
	Young people come forward to participate who have not been selected and are unable to contribute	Medium	<ul style="list-style-type: none"> - Psychological distress at not being able to contribute 	<ul style="list-style-type: none"> - Where possible, all young people wishing to share information to help others will be given an opportunity to contribute to the research - If there is no capacity to interview additional young people, they will be told that space is limited this time, but that they will be considered for subsequent research projects.
Risks to researchers	Verbal or physical abuse from research participants	Low	<ul style="list-style-type: none"> - Physical harm - Psychological distress 	<ul style="list-style-type: none"> - Young people at risk of showing physical violence or verbal abuse will not be put forward for the research by project managers. - Where possible, researchers will interview young people in pairs. - Young people will be interviewed within Depaul projects where project staff will be close by in case of incident.

	Emotional distress as a result of distressing information being disclosed	Medium	- Emotional distress	- Researchers will be signposted to appropriate internal/external follow-up support.
Risk to research quality	Insufficient interviews undertaken	High	- Insufficient data available for analysis	- If necessary, the fieldwork period can be extended to allow for more interviews to be arranged.
	Sampling bias	Medium	- Findings will be disproportionately influenced by the experiences of certain demographic groups.	- A cross-section of young people will be interviewed in terms of location, gender, age and ethnicity. - Where young people drop out of the sample, they will be replaced by others that match their demographic background as much as possible.
	Interviewees don't engage during interviews	Medium	- Insufficient data available for analysis	- We will explain to young people that all information – unless it reveals potential harm to a vulnerable person – will remain confidential. - Young people will be able to have their support worker in interviews if they feel more comfortable. - The interview schedule has been designed so that sensitive topics are addressed later in the interview when young people have gained confidence. - Interviews will not exceed one hour so that young people's attention is not lost. - Where possible, researchers will speak to young people before the interview to explain what will happen and ease any concerns.
	Biased reporting	Medium	- Findings are not valid or credible	- Initial analysis will be undertaken by more than one researcher. - Findings will be reviewed by the Ethics Committee alongside interview data.

Appendix F: Consent form for young people

For young people taking part in research interviews for Depaul UK.

Researchers:.....and.....

Please tick the boxes you agree with:

- I am happy to be interviewed by the above researchers about my experience of homelessness
- I understand that taking part is voluntary and that I can change my mind and stop taking part at any time
- I am happy for the above researchers to record the interview and understand that the file will be deleted when it is no longer required
- I am happy for the above researchers to use anonymised quotes from my interview in a published report
- I understand that the information I provide will remain confidential unless I disclose that a vulnerable person may be harmed

Name:.....

Signature:.....

Date:.....

Thank you.

Appendix G: Post-interview letter for young people

Thank you!

Thank you for taking the time to talk to us today. The information you've given us will help Depaul improve the service it offers, and influence local and Government policy, so young people like you have an even better chance of moving on successfully.

As a token of our thanks, please find enclosed a £15 One4all voucher for you to spend on whatever you fancy. For a list of all the places you can spend it, have a look here:

<http://www.one4allgiftcard.co.uk/retailer.html>.

What happens next?

Once we've spoken to everyone we'll be writing a report based on what we've learnt. As we've mentioned, we won't refer to you by name in this report and any quotes we use will be completely anonymous.

Our report will be shared across Depaul UK and outside the organisation too. It may be possible for you to be involved in a launch event that will happen early next year. We'll keep you posted on that.

Who can you contact in the meantime?

If you've been affected by anything we discussed in your interview, please speak to your support worker in the first instance. If you have any questions about the research, please contact Sarah McCoy, Depaul's Data, Evaluation and Research Manager, at any time. She can be reached by email at sarah.mccoy@depauluk.org or by phone at 020 7939 1232.

Thanks again for talking to us, and enjoy spending your voucher!

Best wishes,

The Depaul Research Team

Appendix H: Ethics Committee composition and Terms of Reference

Committee members:

- **Martin Houghton-Brown:** CEO, Depaul UK
- **Alexia Murphy:** Director of Services, Depaul UK
- **Melissa Noel:** Project Manager – Camden Kaleidoscope, Depaul UK
- **Kester Young:** North East Nightstop Manager, Depaul UK
- **Professor Jenny Pearce (OBE):** Director of the International Centre: Researching child sexual exploitation, violence and trafficking, University of Bedfordshire
- **Dr Beth Watts:** Research Fellow, Herriot-Watt University
- **Deborah James:** Senior Researcher, National Council for Voluntary Organisations (NVCO)

Lines of accountability:

- The Project Team comprises **Becky Hug** (Policy and Public Affairs Consultant) and **Sarah McCoy** (Data, Evaluation and Research Manager) and reports to the Committee.
- All decisions made by the Committee must be unanimous.
- Where unanimous agreement cannot be reached, issues will be escalated to the Chair.
- Any unresolvable issues will be escalated to the Chief Executive.

Responsible for:

- Reviewing and signing-off all documentation for Depaul UK's research into sofa surfing, including but not limited to:
 - o Recruitment materials, such as participant information
 - o Consent forms
 - o Data collection tools, such as interview schedules
 - o Draft and final reports
- Providing feedback to the Project Team on research design, processes and documentation.
- Protecting and promoting the interests of potential and actual research subjects, including young people and practitioners.

- Promoting professional responsibility and accountability across all aspects of the project.
- Sharing academic and professional expertise as necessary.
- Observing legal and ethical requirements to ensure the safety of all those associated with the research.

Mode of Operation:

- Depaul UK's Data, Evaluation and Research Manager will be responsible for the coordination of all activities of the Ethics Committee.
- A minimum of two face-to-face committee meetings will be held during the initial phase of the project (between July and December 2015).
- Committee meetings will be held at Depaul UK's Central Office at 291-299 Borough High Street, London, SE1 1LG.
- The Ethics Committee will receive documentation for review and requests for comments within a realistic timeframe.
- Decisions by the group will be communicated to members in writing within a 14 day period.
- If circumstances deem it necessary, the Committee may seek advice from any other person they consider suitable to assist them with their decision.
- Membership of the Committee does not automatically secure involvement with Depaul UK research activities beyond December 2015. Opportunities for further involvement will be discussed prior to the completion of the current project.