

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

Interview Date

--

Organisation

--

Interviewee

Name

--

Position

--

Contact Details

Tel/Mob: E-Mail:

Person who will sign off notes for accuracy, referencing and publication

Name

--

Position

--

Contact Details

Tel/Mob: E-Mail:

Interviewer

Recorded

Yes / No

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

1. Service

a. What is your service?

- **What is its purpose?**

Consider; why are you providing this service, what are the drivers or strategies that your service relate to that make things happen and why – is it individuals or a local/ national / regional strategy or responding to a local demand.

- **Who is it run by?**

- **How is the service delivered?**

Consider; support or floating support, staff to client ratio, barriers delivering the service as you would hope such as involvement of other agencies, premises, service users.

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

- **What is its organisational structure?**

Consider; how many staff do you have, what is the remit of your service, who or what is driving your service to meet the needs of drug users?

b. How is your service managed?

Consider; Who do you report to, what difficulties have you overcome and with hindsight would you change anything to make service provision easier?

c. How is your service funded?

Consider; where funding comes from and for how long. What happens at the end existing funding streams. Which budgets have you tapped into and are there any others you could consider. Has joint funding lead to joint working, are staff, premises and equipment shared? Are you aware of any LAA targets that your service feeds into?

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

2. Relationships

- **What other services are you linked to?**

Consider; joint meetings of management and staff, information sharing protocols, relationships with health, other accommodation providers, other specialist support services. Is there any service user involvement with your service, what is your complaints protocol, have you found improved relationships with partners or have they been a barrier?

- **Why / purpose?**

Consider; joint meetings of management and staff, information sharing protocols, relationships with health, other accommodation providers, other specialist support services. Is there any service user involvement with your service, what is your complaints protocol, have you found improved relationships with partners or have they been a barrier?

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

- **What are the nature of these links / arrangements?**

Consider; joint meetings of management and staff, information sharing protocols, relationships with health, other accommodation providers, other specialist support services. Is there any service user involvement with your service, what is your complaints protocol, have you found improved relationships with partners or have they been a barrier?

- **How is this managed?**

Consider; joint meetings of management and staff, information sharing protocols, relationships with health, other accommodation providers, other specialist support services. Is there any service user involvement with your service, what is your complaints protocol, have you found improved relationships with partners or have they been a barrier?

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

3. How have you identified your drug using population's housing need?

- **Nature of need, what did it reveal?**

Consider; how have you identified your population, what needs assessment has been undertaken, who carries them out and does it fulfill its purpose fully, is a joint assessment used by housing, drug workers and other wraparound services. Does it include hard to reach groups using services such as needle exchanges, begging outreach services etc. Are services available at the right time and right place for this client group (opening times). How are diversity, eligibility and equability considered. What services are available for opiate non opiate users?

- **What are the outcomes?**

Consider; how have you identified your population, what needs assessment has been undertaken, who carries them out and does it fulfill its purpose fully, is a joint assessment used by housing, drug workers and other wraparound services. Does it include hard to reach groups using services such as needle exchanges, begging outreach services etc. Are services available at the right time and right place for this client group (opening times). How are diversity, eligibility and equability considered. What services are available for opiate non opiate users?

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

4. How does your service provide different types of accommodation to meet the changing needs of drug users or link to other services that do?

- **Nature of need?**

Consider the services available for pre-treatment users, to those engaged in to treatment through to those post successful treatment. Do you have services that allow drugs to be used on the premises? What policy is in place for clients that lapse and relapse? How can a client move through the pathway of accommodation and support so that his / her changing needs are met, how does a client access your service and what are the barriers to access. What are the inclusions exclusions polices and how can decisions be challenged, who do you not provide services to and where do these people access other appropriate services. What happens when a client's support needs exceeds that of the project such as relapse in a drug free house? What services are there to assist clients build self esteem and life skills, are their any special conditions attached to tenancy agreements or is housing and provision of treatment co-dependant?

- **How is it intended to be met?**

Consider the services available for pre-treatment users, to those engaged in to treatment through to those post successful treatment. Do you have services that allow drugs to be used on the premises? What policy is in place for clients that lapse and relapse? How can a client move through the pathway of accommodation and support so that his / her changing needs are met, how does a client access your service and what are the barriers to access. What are the inclusions exclusions polices and how can decisions be challenged, who do you not provide services to and where do these people access other appropriate services. What happens when a client's support needs exceeds that of the project such as relapse in a drug free house? What services are there to assist clients build self esteem and life skills, are their any special conditions attached to tenancy agreements or is housing and provision of treatment co-dependant?

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

- **What are the outcomes?**

Consider the services available for pre-treatment users, to those engaged in to treatment through to those post successful treatment. Do you have services that allow drugs to be used on the premises? What policy is in place for clients that lapse and relapse? How can a client move through the pathway of accommodation and support so that his / her changing needs are met, how does a client access your service and what are the barriers to access. What are the inclusions exclusions polices and how can decisions be challenged, who do you not provide services to and where do these people access other appropriate services. What happens when a client's support needs exceeds that of the project such as relapse in a drug free house? What services are there to assist clients build self esteem and life skills, are there any special conditions attached to tenancy agreements or is housing and provision of treatment co-dependant?

5. Data collection and dissemination

- **What data do you collect?**

Consider; how is data collected in a systematic way across all services. Is a common language used across all services, is this done at a local, regional or national level? What does the data inform and where does it go? How often does it get collected and how often reviewed. How does it measure the outcomes of your service, is information kept on reasons for eviction and is it shared?

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

- **Why?**

Consider; how is data collected in a systematic way across all services. Is a common language used across all services, is this done at a local, regional or national level? What does the data inform and where does it go? How often does it get collected and how often reviewed. How does it measure the outcomes of your service, is information kept on reasons for eviction and is it shared?

- **How do you use data?**

Consider; how is data collected in a systematic way across all services. Is a common language used across all services, is this done at a local, regional or national level? What does the data inform and where does it go? How often does it get collected and how often reviewed. How does it measure the outcomes of your service, is information kept on reasons for eviction and is it shared?

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

- **Who is it shared with?**

Consider; how is data collected in a systematic way across all services. Is a common language used across all services, is this done at a local, regional or national level? What does the data inform and where does it go? How often does it get collected and how often reviewed. How does it measure the outcomes of your service, is information kept on reasons for eviction and is it shared?

- **Outcomes?**

Consider; how is data collected in a systematic way across all services. Is a common language used across all services, is this done at a local, regional or national level? What does the data inform and where does it go? How often does it get collected and how often reviewed. How does it measure the outcomes of your service, is information kept on reasons for eviction and is it shared?

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

- **Reviewed?**

Consider; how is data collected in a systematic way across all services. Is a common language used across all services, is this done at a local, regional or national level. What does the data inform and where does it go? How often does it get collected and how often reviewed. How does it measure the outcomes of your service, is information kept on reasons for eviction and is it shared?

6. How has housing provision for drug users improved outcomes for you?

Consider what has worked well and has there been any added value of working with partnership, new ways of working, benefit to other more general agendas such as health, family and education?

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

7. **Having explored the areas covered in our questionnaire are there any areas of practice, relationships or delivery we have not covered. Particularly are there any areas of innovative work which you have found useful?**

Section 9b Questions for Interviewees employed in organisations holding a service delivery remit

8. Additional information for future reference

Name of information / document

Contact details (name, tel, web address, e-mail)