

# **LONDON DAY CENTRES SURVEY**

**April 2009**

**for London Housing Foundation**

## **NOTES ON FILLING IN THE SURVEY**

Please fill in the information you have available. Don't worry about information which you don't have, or can't easily get.

We are aware that no day centre could possibly deliver all the services we ask about – we want to capture the range of services, not make anyone feel guilty!

Where there are blank spaces for you to fill in, we are looking for brief summaries. There is generally a rough guide to the **maximum** number of words expected. Please don't feel you have to reach the maximum number of words.

We are using a broad definition of the term 'day centre', to include services provided alongside a drop-in or similar facility. For example if you provide training in the same location as your drop-in facility, and it is used by some of the same people, we would regard that as being part of your day centre, and we would like to know about it.

The survey can be completed on paper, or in an electronic version, which can be downloaded from the LHF website (<http://www.lhf.org.uk/Daycentressurvey>).

For help in completing the survey, please call Daniel Currie on 0788 767 4147.

**The final date for returning completed surveys is 31 May 2009.**

Name of day centre	
Contact person who can answer questions about the information supplied	
Telephone number/email address of contact person	

## 1 Benefits

- 1.1 How do you describe what you want to achieve for the people you are helping? If you use a brief statement of aims in your annual report or funding bids, you may like to use it here (up to 200 words).

## 2 Beneficiaries

- 2.1 Who are the people you are aiming to help? This group of people may be slightly different from the people who actually use the service. (up to 200 words).

- 2.2 How do you recruit beneficiaries (up to 100 words)?

- 2.3 Do you:

	YES/NO	If available, please write in your
Estimate the number of different individuals using centre?		Estimate:
Keep an accurate record of all or most of the individual people using the centre, eg a list of people's names?		Accurate figure:

2.4 If you keep accurate records of the gender, age, and/or ethnicity, of people using the centre, please give the following information:

2.4.a Number of women

2.4.b Age breakdown (in whatever categories you normally use)

2.4.c Ethnicity breakdown (in whatever categories you normally use)

2.4.d Do you record any clients on the CHAIN database? **YES/NO**

2.4.e If yes, would you be willing to allow those records to be used to identify the extent to which different people use multiple centres? (If you say yes, we will contact you again about this)

2.5.a Some centres set an advisory time limit on centre use, after which further use has to be agreed with staff, and is usually for a specific purpose. Is there an advisory limit to how long people can use your centre? **YES/NO**

2.5.b If YES, what is the time limit?

### **3 Staff and volunteers**

3.1 How many full-time-equivalent (FTE) staff does your centre employ? (For example, if your working week is 35 hours, and you employ one member of staff for 20 hours a week, and one for 15 hours a week, you would employ one full-time-equivalent member of staff).

3.2 How many full-time-equivalent volunteers work in your centre?

**4 Centre activities** - please fill in the details of any of these services you provide.

4.1.a Basic day centre services – in other words, food, safe space, and hygiene facilities. Please show when these services are offered (eg 09.00-14.30) to your general beneficiary group.

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Breakfast							
Lunch							
Dinner							
Laundry							
Showers							

4.1.b Targeted basic services – please show when basic services are offered (eg 09.00-14.30) to any targeted groups. For example, if you generally provide services for all homeless people, but breakfast on Tuesdays is for rough sleepers only, please show that here.

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Targeted drop-in times: please give opening times and state target group(s).							

4.2 Advice services – staff providing information, advice and guidance, generally offering short term help, and expecting the beneficiary to carry out all or most of the follow up him or herself.

Area of work (eg housing advice) or scheme name (eg Connexions)	No of full-time-equivalent (FTE) staff	Does the centre <b>employ</b> these staff, or <b>host</b> the service?	Number of people advised per year

If any of the advice work staff have relevant qualifications, please give the number and type of qualification		If your advice service uses a quality mark, please note it here	
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4.3 Case work - staff providing in-depth support, referrals, practical assistance and case management over a period of time, supported by a written record. If you have any Supporting People services, please include them here.

Area of work (eg mental health casework) or scheme name	No of full-time-equivalent (FTE) staff	Does the centre <b>employ</b> these staff, or <b>host</b> the service?	Number of people receiving case work per year

If any of the case work staff have relevant qualifications, please give the number and type of qualification	If your case work service uses a quality mark, please note it here

4.4 Medical treatment or services – does the centre offer the following?

	YES / NO	Does the centre <b>employ</b> these staff, or <b>host</b> the service?	No of full-time-equivalent (FTE) staff	Number of hours per week	Number of patients per year
GP					
Nurse					
Detox					
Rehab					
TB screen					
Needle exchange					
Other – please state					

4.5 Training

Training course name or type	No of full-time-equivalent (FTE) staff	Does the centre <b>employ</b> these staff, or <b>host</b> the service?	Number of people trained per year

If any of the trainers have relevant qualifications, please give the number and type of qualification		If your training services use a quality mark, please note it here	
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4.6 Employment schemes

Type of activity, eg referral into work, or paid work placements	No of full-time-equivalent (FTE) staff	Does the centre <b>employ</b> these staff, or <b>host</b> the service?	Number of people using the service per year

If any of the staff have relevant qualifications, please give the number and type of qualification		If your employment services use a quality mark, please note it here	
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4.7 Leisure / cultural activities

Type of activity	Does the centre <b>employ</b> this activity, or <b>host</b> it?	Participants/year

4.8 Other: please briefly describe any other services provided at your centre

Type of activity	No of full-time-equivalent staff	Employed/ hosted	Participants per year	Other relevant information

## 5 Recorded outcomes

5.1 Please note any hard outcomes which you were able to record for the last year:

	Type of outcome	Number of people	Do you have referral rights to these services? YES/NO	Any other comment you wish to add
a	People helped into emergency / direct access accommodation			
b	People helped to access longer-term accommodation (eg 2 <sup>nd</sup> stage hostels)			
c	People helped to access tenancies (eg with local authorities / housing assocs)			
d	People helped to stay in their existing accommodation			
e	People helped to access physical health treatment			
f	People helped to access mental health treatment			
g	People helped to start a detox programme			
h	People helped to start a rehab programme			
i	People helped to secure welfare benefits			
j	People helped to secure formal qualifications – please state levels			
k	People helped to secure paid work which lasted for 13 weeks or more			
l	People helped to secure volunteer placement of any length			
m	Any other hard outcomes you record – please describe			

5.2.a If you record soft outcomes, please briefly describe the method you use to record these outcomes (200 words):

5.2.b If you do record soft outcomes, please attach a copy of any records you have available for the last year, and tick here:

## 6 Service philosophy

6.1 Please put one tick in each row, to show whether these statements apply to your service philosophy.

	Completely untrue	Partially true	Completely true
Provision of safe space, food, and social contact for homeless and disadvantaged people is a good thing in itself			
It is important to get people out of the centre and into mainstream services as soon as possible after they arrive			
It is important to assess the needs of everyone who attends the centre			
Services such as meals should only be offered to people who are working to change their lifestyle or situation			
It is important to develop strong links between the beneficiaries and the local community			
It is important to allow people to use the centre under the influence of drugs/alcohol as long as they are not violent or abusive			

- 6.2 Do you have one or two short case studies which illustrate how your day centre works when it is working best? If so, please reproduce them here. Case studies from your existing literature such as annual reports or funding bids would be ideal (250-500 words)

**7 Beneficiary involvement and satisfaction**

- 7.1 Have you conducted any satisfaction surveys (or carried out similar exercises) with your beneficiaries in the last two years? YES/NO
- 7.2 If you would be prepared to share the results of any surveys, please attach them to the form, and tick here:
- 7.3 In the last year, have you changed any aspect of your service in response to consultation with beneficiaries? YES/NO
- 7.4 If YES, please describe briefly, or attach information on the change(s) (up to 500 words)
- 7.5 Do you actively employ former service users of your own or other homeless services? YES/NO
- 7.6 How many former service beneficiaries do you currently employ (if known)?

## 8 Funding

**NB – if you have already taken part in the financial survey being carried out by Financial Information Company for London Housing Foundation, please ignore this question.**

For the last year for which you have audited accounts, please state:

- 8.1 The dates of the financial year
- 8.2 Total income
- 8.3 Amount (or proportion) of income from the following sources:
  - European government
  - UK central government
  - Local authority
  - Health services
  - Charitable trusts and foundations
  - Corporate donors or sponsors
  - Individuals
- 8.4 Total expenditure
- 8.5 The total value of all unrestricted and designated reserves

Thank you for completing the survey!

Please return electronically to [daniel.currie@lhf.org.uk](mailto:daniel.currie@lhf.org.uk), or by post to Daniel Currie, London Housing Foundation, 57a Great Suffolk Street, London, SE1 0BB