

## Service User Interview Schedule

**Why the interviews are being undertaken** – [insert name of authority] wants to make sure that housing and drug treatment services work together effectively to support people to significantly reduce or end their drug use.

**What the interviews will cover** - The purpose of these interviews is to ask people who have recent experience of using housing and drug treatment services, how well they think the two systems work together and how things could be improved.

We want you to give us *your* views based on your own recent experience of using drug treatment and housing services. By 'recent' we mean within the last year. Please let the interviewer know if any of the views you express are based on experiences that you or people you know have had from more than a year ago.

**Confidentiality** - We will not report back anything you tell us to your landlord, treatment agencies or any other organisations. The only time we would need to do that is if we thought your life or someone else's life was at risk.

We will be preparing a report for [insert name of authority] based on what service users tell us. This will be read by housing and drug treatment agencies in the borough and outside. When reporting what people have said we will take care not to include any information that would enable you to be identified as the source of that information or view. I won't be asking for your name – just a few key details about yourself such as your age and the type of housing you live in.

If you prefer not to answer any of the questions that I ask you, that is fine – just let me know. Similarly, if you want to end the interview at any stage, that is also fine.

**Incentive payment** - To thank you for giving up the time to complete this interview, we will give you [insert incentive payment amount if applicable].

# T R I B A L

**Personal details:**

1. Name –
2. Age –
3. Gender –
4. What borough do you live in?
5. How long have you lived in that borough?

6 Current housing – *[tick one only]*

Council flat – own secure tenancy	
Housing association flat – temporary housing in your name	
Housing association flat - tenancy for indefinite period in your name	
Flat rented from private landlord in your name	
Hostel	
Bed and breakfast	
Staying in a squat	
Staying with friends or family on permanent basis	
Staying with friends or family on temporary basis	
Rough sleeping	
Other (please specify).....	

7. How long have you lived there?

8. Where were you living before *(tick one only)*

Council flat – own secure tenancy	
Housing association flat – temporary housing in your name	
Housing association flat - tenancy for indefinite period in your name	
Flat rented from private landlord in your name	
Hostel	
Bed and breakfast	
Prison	
Residential rehab	
Staying in a squat	
Staying with friends or family	
Hospital	
Rough sleeping	
Other (please specify).....	

9. Which local authority area was that in?

I now want to ask you some questions about your drug or alcohol use. Any information you give me won't be disclosed to your landlord or any other agency.

10. Are you currently using any drugs?

Yes

No

Drug	Frequency e.g. daily, weekly
Heroin	
Crack	
Cocaine	
Cannabis	
Methadone	
Other (please specify)	

10. Are you currently trying to end or reduce your drug use? If yes, please say what steps you are taking to do so

11. Do you currently use alcohol?

Yes

No

If yes, what would you estimate your daily alcohol intake to be?

- 12 Are you currently trying to end or reduce your alcohol? If yes, please say what steps you are taking to do so

**I'd now like to ask you some questions about your experience of using drug or alcohol treatment services:**

12. Are you currently getting any support with your drug or alcohol use?  
Yes - go to question 13  
No – go to question 15
- 13 What support are you getting with your drug or alcohol use, and who are you getting that support from?
- 14 What do you think of the support you get? *Prompts: Is it the type of support you need, and can you access that support when and where you need it? How might it be improved?*

15. Is there any support with your drug/alcohol use that you think you need but which you don't currently get? If so, what support is that, and which organisation would you like to give you that support?

16. Have you used any other drug or alcohol treatment services within the last year, other than the ones you have already told me about?

Yes – *go to question 17*

No – *go to question 19*

17 What were those services and who provided them? *Check which borough they were in.*

18. What did you think of those services? *Prompts: Was it the type of support you needed, and could you access it when and where you needed it? What types of support were most important? How might it have been improved?*
19. Was there other support that you needed within the last year which you didn't get at the time (and which you haven't already told me about)? If so, what support is that, and which organisation would you have wanted to give you that support? *Examples might include: help with debt management; family reconciliation; benefits advice etc*

**I'd now like to ask you some questions about your experience of using housing and support services.**

20. How does where you live impact on your efforts to reduce or end your drug/alcohol use? *Prompts: What is good about it, what is not good about it? Does who you live with or nearby make a difference?*

21. If you currently have your own tenancy or hostel place, did you get any support to get it?

Yes - *go to question 22*

No – *go to question 24*

Not applicable as don't have own tenancy/hostel place – *go to question 24*

22 What support were you given and who was it given by?

23 What do you think of the support you got? *Prompts: Was it the type of support you needed and did you get it at the right time? How might it have been improved?*

24. Is there any support that you think you needed that you didn't get? If so, what support would that have been, and which organisation would you have wanted to give you that support?

## TRIBAL

- 25 Do you get any support now with maintaining your housing, for instance help with budgeting, etc?  
Yes – go to question 26  
No – go to question 28  
Not applicable – go to question 28
- 26 What support are you given and by whom?
27. What do you think of the support you get? *Prompts: Is it the type of support you need and can you get it when you need it? Which types of support do you value most? How might it be improved?*



<b>Ethnicity:</b>			
<b>Black or Black British</b>		<b>Asian or Asian British</b>	
African	<input type="checkbox"/>	Indian	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Other	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
		Other	
<b>White</b>		<b>Mixed</b>	
White British	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	White and Black African	<input type="checkbox"/>
White other	<input type="checkbox"/>	White and Asian	<input type="checkbox"/>
<b>Chinese</b>	<input type="checkbox"/>	Any other mixed background	<input type="checkbox"/>
Other please specify			

**Use of info for case studies** - We might want to use a small number of case studies which describe the experiences of a particular individual in the report because that is a good way to really show the council how good/bad current services are. In those cases, we will change details about the individual (for instance by giving them a pretend name or changing their gender) so that they can't be identified by anyone who is reading the report.

**Informed consent** – Can you let me know if you are happy for us to use the information you give me in the way that I have just described?

**MANY THANKS FOR GIVING UP YOUR TIME TO DO THIS INTERVIEW**