

Homelessness during the COVID-19 pandemic: homeless migrants in a global crisis

We will initially be conducting semi-structured interviews with support and outreach workers to help frame the life story interviews with homeless migrants

Support worker interview questions

Tell me about the work that you do and your role in supporting those experiencing homelessness.

Do you know what proportion of the clients are non-UK nationals? Have you noticed an increase of people from a specific community or nationality since the crisis began?

Do you have information to share on the breakdown of nationalities of your clients?

What kinds of circumstances have led them to experience homelessness?

What stories have you heard about the journeys that these migrants have made to the UK?

Were there were specific problems associated with specific nationalities?

What differences have you observed between the experiences of men and women?

Did you work in any of the hotels that helped house people? If so, could you tell us more about the hotel and hostel accommodation that has been provided during the COVID crisis? How many of these clients were from outside the UK?

How many rough sleepers were housed by your organisation? How many of these were non-UK nationals?

What difficulties or challenges have they told you they faced?

To your knowledge did the non-UK national rough sleepers experience difficulty in communicating with you or the other clients?

Did many/any of them get ill with COVID?

How did they respond to being in this accommodation?

What went well? What went less well?

Do you know what will happen to them next? Where/when will they be housed?

What support have your clients received? How many of them have no recourse to public funds?

What support services do you think clients would benefit from?

How are your clients able to access immigration advice?

Did any of the homeless migrants try to access NHS services? What was their experience of trying to get NHS services, do you know?

Have service users reported any racism to you? Have any of your colleagues or members of your wider community made derogatory comments about migrant homelessness and if so, how did you handle that?

Can you tell us what emotions you have experienced whilst doing this job?

What do you think of government strategy and how well it works for migrant homeless people?

What could be done better to support homeless migrants if we were to have a repeat of this crisis?