

# SPEAR

*homelessness to independence*



## South West London Integrated Care System Health Inequalities Fund Report

APRIL 2023

**SPEAR**  
*homelessness to independence*

 South West  
London  
Integrated  
Care System

**impact**  
consultancy & research  
*working with others to achieve positive change*

This is the evaluation report of SPEAR's Homeless Health Link Health and Wellbeing Days, delivered in Wandsworth and Merton between January and March 2023. This evaluation was undertaken by Claire Carter and Sarah Fishbourne of Impact Consultancy and Research in April 2023.

**“When I was on the streets and homeless and I was leading an unmanageable lifestyle and you know my life was all over the place to go the doctors and all that was difficult...you can't cope with life.”**

**SPEAR client**



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**4**

We held **health and wellbeing days**.



**219**

**attendees** attended our **health and wellbeing days**.



**41**

At least people were attending a health day **for the first time**.



**25**

health & wellbeing **agencies** took part in the events.

**404**

**individual interactions** with health and wellbeing services, across all 4 events.

**28**

**people** had follow-on **one-to-one support**.

**81%**

of those surveyed said they **know more about health services** as a result of attending a health day.

**74%**

of those surveyed said that they **felt more confident** about how to access a **GP, dentist or therapeutic support**.

### COMMON HEALTH ISSUES



people were seeking help with were: **Mental health, Teeth, Feet, Eyes, see a Doctor or a Nurse, receive a vaccination**



**70%**

of those surveyed said that the health days were good or excellent.

# 1. Introduction

In December 2022 SPEAR received £49,990 from the South West London Integrated Care System (SWL ICS) to deliver four Health and Wellbeing Days and follow up one-to-one support to those experiencing homelessness in the London boroughs of Wandsworth and Merton. The aim of the project was to improve rough sleeper's access and engagement with primary healthcare services over the winter months.

# 2. Background & Context

This project was developed in response to the health inequalities facing those who are experiencing homelessness in South West London. It is well established that rough sleepers are more likely to have poorer physical and mental health than the general population. Their health needs are more likely to be chronic, multiple and complex, which can reduce their life expectancy by 30 years. Despite these inequalities, people who are experiencing homelessness also face a number of barriers to accessing healthcare services, such as:

**Address** - many people assume you need a fixed address for services, when in fact you don't. For those who do get an appointment, there are the practicalities of where to send letters for appointments and reminders.



**Money** - no phone credit to make appointment, no travel money to get there, or no access to internet.



**Information** - lack of accessible information to find out how to get support, especially during the pandemic, as well as lack of digital and literacy skills to access information.



**Confidence** - many people feel they don't deserve support or care, and these negative feelings can stop them seeking the services available to them. Low self-worth and isolation also mean people may have a fear of bad news, so they simply avoid healthcare. They don't have the mental strength to face difficult health issues, or the love and support that friends and family can offer.



**Trust** - previous negative experiences with institutions and professionals (some since childhood) are a common barrier to seeking help.



This project built upon SPEAR's established Homeless Health Link service, which seeks to improve the health and wellbeing of those experiencing homelessness in South West London. This service connects rough sleepers to local healthcare services, provides patient advocacy and raises awareness of the barrier's rough sleepers face with health professionals. This project also builds upon SPEAR's partnership with the NHS Primary Care Team, who together piloted drop-in Health and Wellbeing Days in 2020/21. These days aimed to increase Covid-19 vaccine uptake, reduce vaccine hesitancy and address other health inequalities in rough sleepers and those seeking asylum in South West London.

These days were well attended with over 60 visitors and were also well received by key health partners.

The primary focus of this project was to provide access to local healthcare services for rough sleepers in the London boroughs of Wandsworth and Merton during the winter months of 2022/2023. Winter can be an exceptionally challenging time for rough sleepers, with the cold temperatures causing and exacerbating health conditions. In addition, the NHS faces greater pressures in the winter, with an increase in seasonal illnesses and conditions impacted by the cold weather.

Therefore, this project sought to reduce the burden on the NHS over the winter months, by empowering rough sleepers to access and engage with healthcare services. In doing so, rough sleepers can begin to address long-standing health conditions, conditions in their early stages or even those yet to be identified.

### 3. Project outcomes

#### The four outcomes that the project intended to achieve were:

1. People experiencing homelessness will report **feeling better informed about available health services**.
2. People experiencing homelessness will have a **greater understanding of how to access primary healthcare services**.
3. People experiencing homelessness report **improved confidence in accessing primary healthcare services**.
4. People experiencing homelessness experience a **positive experience from engaging with healthcare services** at our Health and Wellbeing Days.





## 4 Health and Wellbeing Days were held during February and March 2023.

### 4. Project Activity

Health Inequalities funding was received to support the following activity:

#### (I) MONTHLY COMMUNITY-BASED, DROP-IN HEALTH AND WELLBEING DAYS.

Four Health and Wellbeing Days were held during February and March 2023. Two in Wandsworth and two in Merton. A breakdown of the numbers and location of the events is provided below. SPEAR's Health and Wellbeing Days bring together health and wellbeing organisations and services within one community venue for increased accessibility by rough sleepers, former rough sleepers or people who are otherwise vulnerable. They offer health checks and advice on other preventative programmes, seasonal vaccinations and access to other health services, such as GP, podiatry and dentists. In addition, they offer holistic services, such as haircuts, hot meals and warm clothing.

Health checks can include screening for the main blood borne viruses, TB, sexually transmitted infections, diabetes, heart disease, breast cancer and liver disease. There is also access to a GP and information and advice on dental health, addiction, mental health and bowel screening, amongst others.

The Health and Wellbeing Days are delivered in collaboration with SPEAR's existing partners within the South West London Integrated Care System and include primary and secondary health and social care providers. In addition, the days are attended by SPEAR'S digital inclusion support worker and rough sleeper outreach teams. A full list of the partners in attendance at the events is attached as Appendix A.

The Health and Wellbeing Days are supported by a team of local volunteers, including those who run the clothing pop-up, barbers and a volunteer GP, who specialises in mental health.

In addition to the health-services on offer, clients are offered:

- A hot breakfast for those who visited early and a hot lunch.
- Gift bags for visitors, which include toiletries (toothpaste, toothbrush, shower gel etc), food vouchers and food items, which are portable, ready to eat and nutritious, such as self-heating meals.
- Access to translators; Romanian, Polish, Tamil and Spanish.

The events were held at community-based venues, one of which runs regular weekly support sessions for rough sleepers. Flyers advertising the events were distributed via the venues and a wide range of other local outlets such as supermarkets, charity shops, GP surgeries and chemists and were translated into Romanian and Polish in order to attract rough sleepers from the local migrant population.

## (II) ONE-TO-ONE SUPPORT TO ENCOURAGE ENGAGEMENT WITH HEALTH.

Alongside the health days, SPEAR provided practical support to people experiencing homelessness to access the Health and Wellbeing Days and continue their engagement with primary healthcare services. Practical support included helping people to travel to the Health and Wellbeing Days, access to translators to remove barriers to communication, support to access subsequent follow-up appointments, registering with a GP and providing patient advocacy, helping them understand health information, advice and treatment options.



***“HAVING THE CLOTHES MAKES A BIG DIFFERENCE AND SAVES PEOPLE A BIT OF MONEY.”***

**SPEAR client**







## 5. Evaluation methodology

This project presented an opportunity for SPEAR to enhance and pilot new approaches to data collection. The primary methods used to evaluate the extent to which outcomes were met were:

- A survey undertaken with rough sleepers, former rough sleepers or people who are otherwise vulnerable attending the health days.
- A survey undertaken with agencies present at the health days.
- A focus group attended by nine rough sleepers, former rough sleepers or people who are otherwise vulnerable who had attended one or more of the health days.

- Collection of monitoring data e.g. numbers of people attending health days and receiving follow up support.

In addition, discussions also took place with staff at the beginning of the project and towards the end to understand the impact of the project but also to identify whether methods of data collection needed to be changed in the future.

SPEAR used this evaluation as an opportunity to trial the introduction of two new data collection tools in order to collect real time feedback from event attendees and participating agencies. The focus of these tools was to ask questions that would help to evidence the impact of the events against the project outcomes and to gather feedback on the value of the events and how they might be enhanced.



## (I) CLIENT DATA

People attending the Health & Wellbeing Days were asked to provide feedback on the event and to answer some survey questions relating to the project outcomes. Responses to the questions were recorded by SPEAR staff on tablets and subsequently inputted onto SPEAR's client management database. The original plan was for the staff member on the registration desk to ask people to complete the survey when they collected their goody-bag on leaving the event. However, due to the volume of people in attendance a decision was made to ask multiple SPEAR staff to support the collection of feedback from people during the event itself. The challenge this presented was in knowing who had already completed a survey. **Given these issues SPEAR should review how feedback is collected at the events and introduce systems to help increase the numbers of attendees providing feedback.**

**In addition, SPEAR may want to introduce a system to help identify which attendees have provided their feedback to avoid duplicate responses.**

Whilst data was not collected from every attendee just over half of those attending completed a survey. A copy of the survey is attached as Appendix B. SPEAR also recorded the number of people in attendance and which of these were existing SPEAR clients or unknown to SPEAR.

Clients that received follow-up one-to-one support were logged and the nature of the support they received was recorded. No feedback was gathered from those that received follow-up support.

In order to gather more qualitative data from beneficiaries a focus group was also held with nine SPEAR service users that had attended health days. Attendees were provided with lunch and were offered a food voucher.

## (II) AGENCY DATA

All agencies in attendance at the health days were asked to record the number of clients they saw and the nature of the interaction e.g. advice on giving up smoking, flu vaccination.

An additional data collection tool was introduced at the third and fourth health days to gather agencies perception on the extent to which the health days were effective in achieving the project outcomes and any suggestions about how the events could be improved.



***“THE CLOTHING IS A REALLY GOOD THING...MOST PEOPLE DON'T CARRY THEIR CLOTHING AROUND WITH THEM...THE LADIES THAT DO THAT ARE DOING A BRILLIANT JOB.”***

**SPEAR client**

## (III) HANDLING & INTERPRETING THE DATA

In order to ensure that the data collected via the surveys was uniform and ready for analysis a process of data cleansing was undertaken to ensure that all duplicates entries collected at the same event and erroneous comments or data were removed from the dataset.

All the statistics contained within this report are based on either the 113 completed surveys collected at the Health & Wellbeing days or the 33 agency feedback forms. Statistics based on responses of 100 or more are shown first as a percentage and then as the number of individuals that selected that response. Statistics based on responses of less than 100 are given as figures only. It is not possible to determine how many repeat attendees completed surveys and as such this caveat should be taken into account when reviewing the statistics. Where numbers relating to responses do not equate to the total number of completed surveys this is due to a number of nil responses.



## 6. Evaluation findings

The following data was reviewed to identify the key evaluation findings:

- Survey data from rough sleepers, former rough sleepers or people who are otherwise vulnerable attending the health days and the agencies
- Survey data from the agencies present at the health days
- Qualitative data received from the focus group
- Monitoring data e.g. numbers of people benefiting from the project.
- Monitoring data e.g. numbers of people benefiting from the project.

Whilst these findings demonstrate that the events are for many an effective way of increasing confidence and understanding in how to access primary healthcare services, feedback also suggests that access to follow-up support plays a key role in helping people to take action to address health issues post the event.

**Further exploration as to the value and impact of the follow-up support should be considered going forward.**

Feedback from the focus group reinforced the value of providing access to primary health services e.g. vaccinations, GP services, screenings, as part of the events themselves as a highly effective way of getting rough sleepers to address health issues and take preventative action such as vaccinations.

## EVALUATION CONCLUDES:



Health and wellbeing days provide rough sleepers with an accessible and non-judgemental opportunity to connect with healthcare services.



The partnership approach combined with the informal drop-in nature actively encourages people to address health concerns that would otherwise go unaddressed.



These events provide an essential alternative to traditional healthcare services that demand a certain degree of permanency, planning and provision.

# 6.1. Meeting project outcomes

**The following evaluation data collected at the Health & Wellbeing days suggests that the outcomes were met by the project.**

Outcome	Quantitative evidence
<p>People experiencing homelessness will report feeling better informed about available health services.</p>	<p>81% of people completing a feedback form said that they know more about health services as a result of attending a health day.</p>
<p>People experiencing homelessness will have a greater understanding of how to access primary healthcare services.</p>	<p>To simplify the Health &amp; Wellbeing Day survey the questions relating to outcomes 2 &amp; 3 were combined and the intention was for outcome two to be explored through surveys with those that received one-to-one follow-up support. The practicalities of the support resulted in the follow-up support survey not being implemented. <b>In future in order for this outcome to be evidenced across the project SPEAR should add in a separate question to measure understanding about how to access primary healthcare services.</b></p>
<p>People experiencing homelessness report improved confidence in accessing primary healthcare services.</p>	<p>74% of people completing a feedback form said that they felt more confident about how to access a GP, dentist or therapeutic support.</p>
<p>People experiencing homelessness experience a positive experience from engaging with healthcare services at our Health and Wellbeing Days.</p>	<p>70% of people completing a feedback form said the health days were 'good or 'excellent'.</p>



Cancer Day®

FOOD

Food Allergy?  
Read before you eat...

## 6.2 Health and Wellbeing Days

All four of the Health & Wellbeing Days were well attended with 219 attendees in total. Feedback was collected from 113 of the attendees. Of these, 67 had attended a previous health & wellbeing day and 41 were attending a health & wellbeing day for the first time. This highlights the value of these types of events in reaching people who may not have an existing relationship with local support services either through choice or circumstance. It also reinforces the need to hold these types of events on a regular basis in order to provide on-going opportunities for people to address their health needs and access related services.

Due to how the data was collected it is not possible to determine how many unique pieces of feedback were collected across the four events.

The days were positively received with 70% (79) of those surveyed rating the day as excellent or good (20% (23) stated it as excellent and 49% (56) stated it as good). 20% (23) said it was OK and 6% (7) said it was poor. This demonstrates that overall most people surveyed had a positive experience from engaging with healthcare services at the Health and Wellbeing Days.

**In future SPEAR may want to explore why people rated the event as they did to provide additional insight into what people value about these types of events.**



***“EVERYTHING IS HERE THAT SOMEONE MIGHT NEED. WE CAN ASK IF WE NEED TO.”***

**EVENT ATTENDEE**

In order to ascertain what had been the driver for people to attend the event and what their specific health support needs were, people were asked, as part of the survey, to identify what they were hoping to get support with at the event. Significantly, people were more likely to reference a non-health specific e.g., access to clothes or food, when asked what they required help with. This may

**219 attendees in total.**

be due to people feeling uncomfortable or embarrassed about talking about their health needs. The most commonly referenced ‘other’ services were access to the clothes project, food, the barber and advice and information relating to accommodation. Monitoring data (attached as Appendix B) collected at the events shows that 114<sup>1</sup> people accessed the clothing project which represents 52% of attendees. Outside of those receiving support from the SPEAR Health Link workers this was the most commonly used service. Those attending the focus group reiterated the value of the clothing project specifically. This consistent feedback highlights the importance of these wider ‘non-health’ specific offers provided at the events

1 The clothing project was not present at the second event in Merton.



## **“THE GP ATTACHED TO SPEAR IS ABSOLUTELY BRILLIANT.”**

### **SPEAR CLIENT**

as being a key hook through which to encourage attendance and engagement.

Where people did specify a health concern the most common issues that attendees reported as needing help with were mental health (9), teeth (9), feet (6) and eyes (6). 10 people stated they wanted to see the doctor or the nurse but did not specify the reason why. Access to vaccinations was also commonly mentioned in feedback from both the events and the focus group. Across all four events, excluding support from SPEAR Health Link workers, there were a total of 404 individual interactions with services. From this we can surmise that people attending the event accessed more than one source of support. A table showing a breakdown of the interventions received by attendees is attached as Appendix B.

Asked whether they knew more about health services available as a result of attending; 24% (27) said ‘a lot’, 57% (65) said ‘a bit’, 7% (8) said ‘not sure’ and 8% (9) said ‘no’. 81% (92) people surveyed had therefore increased their knowledge to some degree about available health services as a result of attending a health day. **In order to increase levels of awareness of the range of services on offer at these events SPEAR may wish to ask attendees what support or adjustments would help them to engage more widely with the available agencies, as a supplementary question in the survey.**

74% (84) attendees stated they felt more confident about how they could get to see a GP, dentist or access therapeutic support as a result of attending the Health & Wellbeing Day. 15% (17) said they did not feel more confident and 12% (14) said they ‘didn’t know’.

59% (67) said they felt they would be better able to manage their own health as a result of attending the Health & Wellbeing Day. 16% (18) said they would not and 17% (19) said they ‘didn’t know’. The most common reasons why people felt that they wouldn’t be able to manage their own health better were; being ‘homeless’ (23) ‘poor mental health’ (16), and ‘poor physical health’ (16). Language was also commonly mentioned as a barrier at the third Health Day.

Attendees were asked what would help them to manage their health. In response 18 people said an increase in ‘Ongoing support’, 13 said support with ‘mental health’ and 8 said more health days. Whilst other responses were given these were the most commonly cited.

When asked how the health & wellbeing days could be improved 37 responded ‘nothing’.

Those that did have suggestions were most likely to reference the need for more agencies (13) and the need for the events to be held more frequently (10).



# 6.3 Location specific data

The section below gives a broad overview of the attendance at each of the two different localities and how the events were received by those that attended them. Feedback from both localities was very comparable in terms of the range of health and other needs that people required support with and there was little to distinguish the events in terms of the outcomes. It may be worth noting that the Merton event attracted a higher number of new-comers in total.

## WANDSWORTH

Both the health days in Wandsworth were held at the Southcroft Church, Streatham. 104 people attended the events with 52 people attended each of the days. 62 surveys were completed across the two sessions. Of these a minimum of 19 people had not previously attended a health day.

14 new-comers attended the first session and 5 attended the second session. The days were positively received with 47 of those surveyed rating the day as excellent or good 14 stated it as excellent and 33 stated it as good. 9 said it was OK and 3 said it was poor.

## MERTON

Both the health days in Merton were held at the Faith in Action<sup>2</sup> Homelessness project, at the Salvation Army Hall. 54 people attended the first day and 61 attended the second day. 51 surveys were completed across the two sessions. Of these a minimum of 22 people had not previously attended a health day. 12 new-comers attended the first session and 10 attended the second session.

The days were positively received with 32 of those surveyed rating the day as excellent or good 9 stated it as excellent and 23 stated it as good. 14 said it was OK and 4 said it was poor.

2 Faith in Action provide weekly drop-in support for rough sleepers, providing a hot lunch and housing support.



## 6.4 Follow up support

28 individuals received follow-up support following their attendance at a health and wellbeing day to help them address health, and health related, issues. The nature of this support included: help with booking GP and dentist appointments, support to attend GP and other health related appointments e.g. with Wandsworth Drug and Alcohol service, support to complete an HC2 certificate, checking the fit of glasses received as a result of an eye test at one of the health days, support to access alternative accommodation, support to help engagement with Fulham FC mental health football club, telephone health check-ins and support to access future health and well-being events.

Whilst feedback was not gathered on the value of this follow-up support the need for 'on-going support' was the most common response given by attendees of the Health and Wellbeing Days when asked what would best help them to manage their health.

**Going forward SPEAR may wish to consider how it can effectively capture and measure the impact of this follow-up support in order to evidence its value.**

**28 individuals received follow-up support.**



## 6.5 Focus group feedback

Feedback from the focus group highlighted a number of key issues in relation to the value of the Health and Wellbeing Days. The most prevalent of these is that the removal of barriers to accessing health services actively encourages people to address health issues or take preventative measures that they would be less likely to address otherwise. This was specifically referenced in relation to the drop-in outreach nature of the event and not having to make and travel to an appointment. This was most commonly referenced in relation to GP services with most people saying that given the choice they would prefer to see a GP at the health day as opposed to an appointment at their GP practice. This was primarily due to the immediacy of access to the SPEAR GP without the need to wait for an appointment and not to have to go through a triage system prior to getting an appointment.

There was strong acknowledgement that the systems and requirements for registering with a GP practice were prohibitive as a rough sleeper. This combined with the chaotic lifestyle and complex challenges facing many homeless people meant that addressing health problems was low down on the list of priorities for rough sleepers. People also felt that having multiple health and support services located under one-roof meant that they were more likely to take the opportunity to



*“WOULDN'T HAVE BOTHERED WITH MY COVID JAB IF I'D HAD TO MAKE AN APPOINTMENT FOR IT...IT MADE IT A LOT SIMPLER... WITH THE DOCTOR BEING THERE IT IS MUCH EASIER TO SAY CAN I SEE YOU FOR 5... RATHER THAN MAKING AN APPOINTMENT AND THEN REMEMBERING WHAT YOU HAVE MADE THE APPOINTMENT ABOUT.”*

SPEAR client



*“IF IT'S THERE AND IT KNOCKING ON YOUR SHOULDER AS YOUR WALKING PAST...YOU TAKE IT. YOU THINK I'VE BEEN MEANING TO DO THAT AND IT SOLVES A PROBLEM. IN THE CASE OF PODIATRY LAST WEEK, IT MEANT THAT I WAS STRAIGHT INTO THE FRONT OF THE QUEUE.”*

SPEAR client



*"I WENT TO ONE OF THE HEALTH DAYS AND HAD FLU JAB. I WAS ALSO HAVING A PROBLEM WITH FACE BLINDNESS AND THE SPEAR DOCTOR SIGNPOSTED ME FOR A REFERRAL. WHEN I WENT TO THE GP ABOUT IT THEY DIDN'T HAVE A CLUE WHAT I WAS TALKING ABOUT IT BUT THE SPEAR DOCTOR KNEW WHAT TO DO."*

SPEAR client



*"BUT WHEN YOU'VE NEVER HEARD OF PLACES OR ORGANISATIONS AROUND HOW ARE YOU GOING TO FIND THEM WITHOUT HELP?."*

SPEAR client

get other less urgent health concerns looked at because the service was so available to them. This supports the project's intention to encourage earlier intervention into health issues before they escalate into more serious conditions.

In addition, the group highlighted the value of the events in showcasing the range of support services and

organisations in the local area that were available to support them. In this sense the events act as a 'live directory' of local services.

There was also a sense that the health professionals attending the Health and Wellbeing Days were more sympathetic and had a greater sense of empathy and understanding towards the attendees. Some said they used the SPEAR GP as a second opinion, particularly if they felt that things weren't being actioned through their own GP.

Whilst advice on how to access dentistry services is provided at the events there was consensus amongst the group that access to a dentist would be a valuable addition to the Health & Wellbeing days. The group also highlighted the need for information on what dentists locally take on NHS patients. **SPEAR have previously explored the potential of having an NHS dentist at these events however, they may wish to re-visit this or consider alternative routes to address this need in the future.**

In addition to the health services the focus group also expressed the value of the clothing project and how important this aspect of the Health and Wellbeing Days was to them in terms of supporting their sense of self-worth and wellbeing.

There was however a strong feeling that at some events a small minority of attendees had abused the clothing project and that **in future a system should be introduced to ensure that all attendees had equal access to the clothing on offer.**

# 6.6 Agency feedback

25 agencies took part in the Health & Wellbeing Days. 33 feedback forms were completed across the two<sup>3</sup> events. A copy of the feedback form is attached as Appendix D. 28 of those surveyed felt the event was very effective or effective at informing people about what health services are available to rough sleepers (17 very effective and 11 effective). Of the remaining agencies 4 felt it was quite effective and 1 was unsure.

When asked about their perception of how effective agencies felt the events were at giving people the confidence to access healthcare services independently, 29 of those surveyed felt the event was very effective or effective (14 very effective and 15 effective). 2 agencies felt they were quite effective, 1 felt they were not effective and 4 felt they were unsure.

“*I THINK WHAT YOU ARE DOING IS FANTASTIC AND YOU HAVE THE RIGHT MIX OF AGENCIES. I WOULD SAY WE NEED MORE OF THIS, ON A MORE REGULAR BASIS, AS THERE IS A GREAT NEED.*”

Health agency at a Health & Wellbeing day

Agencies were also asked how effective they felt the events were at helping people to better manage their own health. 26 of those surveyed felt the event was either very effective or effective at helping people to better manage their own health (15 agencies

3 The agency feedback form was not used at the first two Health & Wellbeing Days. Subsequently feedback was collected at the events held on 9th March 2023 and 15th March 2023.





*"I HAD A BRAIN INFECTION AND WAS GETTING HEADACHES... I DIDN'T GO TO THE DOCTOR AND THEN I COLLAPSED PARALYSED DOWN MY LEFT SIDE, WAS OUT IN AN AMBULANCE AND TOLD I HAVE 24 HOURS TO LIVE."*

SPEAR client

very effective and 11 felt it was effective). Of the remaining agencies 2 felt it was quite effective, 2 felt it was not effective and 3 were unsure. **Future evaluation should consider undertaking some qualitative evaluation with agencies in order to gain deeper insight into their responses.**

Agencies observed that attendees most commonly sought help in relation to mental health support, dentistry, alcohol misuse and concerns around liver disease.

The response from agencies was very positive with people seeing the value of organisations coming together in one place to support people. There were also a number of comments about how well organised the event was and how it had created a welcoming space for those attending.

In terms of what could be done to improve the event the most common response was to hold them more frequently. Other comments also including having more translators, provision of some quiet private space to talk to people confidentially, using a venue that had better access in terms of parking and not having such loud music as it had made conversations difficult.



## Areas for development

The following section identifies aspects of the project that would benefit from some development or further consideration in order to; increase the impact for beneficiaries or provide more insight that will strengthen the evidence base that underpins the project. The suggested areas are grouped into 'improving project delivery' and 'improving data collection.'

### IMPROVING PROJECT DELIVERY

1. Continue to explore the options for providing access to dentistry services as part of the standard Health & Wellbeing Day offer.
2. Explore ways to increase levels of awareness and engagement with the range of services on offer at the events.
3. Introduce systems that ensure equality of access to the Clothing Project at the events.

### IMPROVING DATA COLLECTION

4. Review how feedback is collected at the events and introduce systems to increase the numbers of attendees providing feedback and avoid the collection of duplicate feedback.
5. Introduce the following additional questions in the attendee survey or at a focus group to provide further valuable insight:
  - Why did you rate the event as you did?
  - What would help / encourage you take advantage of the services on offer?
  - After today do you have a better understanding about how to access primary healthcare services
6. Review how the impact and value of follow-up support can be efficiently captured and measured.
7. Undertake some qualitative evaluation with agencies in order to gain deeper insight into their perspectives on the projects impact.



# Conclusion

It is evident from the feedback and data collected that SPEAR's health & wellbeing days provide rough sleepers, former rough sleepers or people who are otherwise vulnerable with a **valuable opportunity to access health and social care services in an accessible and non-judgemental setting.**

In addition, the multi-agency approach combined with the informal drop-in nature of these events **actively encourages people to address health concerns that would otherwise go unaddressed.** Whilst the removal of barriers that prohibit and discourage rough sleepers from accessing primary healthcare services has helped to increase people's confidence and 'know how' in accessing these services it is clear that the chaotic and unstable nature of many rough sleeper's lifestyles combined with multiple complex needs presents a significant barrier to them accessing traditional healthcare services located in clinical settings. As such these types of events provide an essential alternative to traditional healthcare services that demand a certain degree of permanency, planning and provision.

Beyond access to healthcare the events also play an important role in improving people's sense of wellbeing and self-worth through the provision of barber services and the clothing project. Outside of the Health and Wellbeing Days the provision of follow-up support from key workers plays an essential role in enabling and encouraging people to take the next steps in their healthcare journey.





**Based on the findings of this report SPEAR should now consider how it can strengthen and enhance the offer provided through these days and continue to develop its understanding about how it can maximise the impact of the events and collect stories that illustrate the difference that this service makes to the people it supports.**

**These findings should then be shared with key policy makers and commissioners to ensure that that the health needs and challenges of some of the most vulnerable members of society are taken into account when planning and resourcing local health services.**



## Appendix A

### HEALTHCARE & SUPPORT SERVICES PROVIDED AT THE SPEAR HEALTH AND WELLBEING DAYS

- Covid-19 and flu vaccinations
- St George's University Hospital NHS provided liver scanning and blood borne virus testing
- GP volunteer
- Healthwatch
- Phoenix Futures
- Stop Smoking Service
- One You Merton
- Health and wellbeing service
- Kings College Dental Institute
- Central London Community Healthcare NHS Trust prescribed medication, supported with wound dressing and offered mental health support
- Anxiety UK
- Refuge
- Spectra London
- South West London Law Centres Community Engagement
- Enable
- Mindfulness facilitator
- Specsavers
- Kingston Hospital offering oral health advice
- DWP
- Good Thinking
- Digital mental health and wellbeing support
- Fulham FC Foundation
- Volunteer barber
- Volunteer second-hand clothes stand
- SPEAR digital inclusion support & rough sleeper outreach teams

## Appendix B

The following table shows a breakdown by intervention of the number of attendees that received support. (Please complete from your records)

	02.02.23 Wandsworth	15.02.23 Merton	09.03.23 Wandsworth	15.03.23 Merton	Total
Numbers who received a vaccination (flu, Covid)	6	18	3	6	33
Numbers who received a health check/test (liver scan, BBV test, breast screening)	16	17	4	6	43
Numbers who had a haircut	12	7	12	9	40
Numbers who accessed GP	15	13	12	10	50
Numbers who accessed mental health support	15	18	25	17	75
Numbers who accessed the optician	-	-	-	5	5
Numbers who sought dentistry advice	-	8	20	16	44
Numbers who accessed the clothing project	35	29	50	-	114
Numbers who were offered and engaged with support from Health Link workers	52	54	52	61	219
Numbers who accessed advice on digital access	3	3	5	3	14

# Appendix C

## HEALTH AND WELLBEING DAY CLIENT SURVEY

### Core Questions

- Client Name
- Date
- In person or follow up call (tick box options)
- Part of DI cohort (yes / no / tick box)
- If possible identify the intervention (Health and Wellbeing Days, one to one health support, one to one digital drop-in and digital workshop) the user is then routed to the relevant questions for that intervention.

SPEAR Health & Wellbeing Day	Drop down options
<p><b>1.</b> How did it go?</p>	<p>Poor / OK / good / excellent / not sure</p>
<p><b>2.</b> What was it you were hoping to get help with today?</p>	<p>Teeth Feet Mental Health Heart Circulation Respiratory Other (please specify)</p>
<p><b>3.</b> Do you feel like you know more about what health services are available?</p>	<p>No / A bit / A lot / Not sure</p>
<p><b>4.</b> Do you feel confident that you know how you can get to see a GP / Dentist / therapeutic support?</p>	<p>Yes / No / Don't know</p>
<p><b>5.</b> After today, do you feel like you will be able to manage your own health better?</p>	<p>Yes / No / Don't know</p>
<p><b>6.</b> What might stop you from managing your own health? How can we help / support you?</p>	
<p><b>7.</b> How could we improve these days?</p>	
<p><b>8.</b> Any observations / comments / quotes</p>	

# Appendix D



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## SPEAR HEALTH & WELLBEING DAYS – AGENCY FEEDBACK

<p><b>Date</b></p>	<p><b>Agency name:</b></p>
<p><b>Please can you take a moment to answers these questions and give us your feedback so we can help to improve these events. Many thanks</b></p>	
<p><b>1</b> Overall, how effective do you think these events are at informing people about what health services are available to them? <i>(please circle)</i>.</p> <p>Very effective    Effective    Quite effective    Not effective    Unsure</p>	
<p><b>2</b> Overall, how effective do you think these events are at giving people the confidence to access health services independently? <i>(please circle)</i>.</p> <p>Very effective    Effective    Quite effective    Not effective    Unsure</p>	
<p><b>3</b> Overall, how effective do you think these events are at helping people to manage their own health better? <i>(please circle)</i>.</p> <p>Very effective    Effective    Quite effective    Not effective    Unsure</p>	
<p>Are there any changes we could make that would improve these days for clients or agencies?</p>	
<p>How many people did you engage with today?</p>	<p>What were the most common concerns raised today?</p>
<p>Any other comments?</p>	

## **About SPEAR**

**SPEAR is a charity for people experiencing homelessness in South West London.**

**We build communities in which everyone has a place to call home and provide the help needed to lead a fulfilling life.**

**We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.**

**Find out more at [www.spearlondon.org](http://www.spearlondon.org)**



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