

Appendix A

Topic Guide for Key Informants Interview (SE organisations)

1. Introduction

- Thank the interviewee for the time provided and introduce myself;
- Explained the purpose of the interview;
- Request permission to tape the interview and make notes and (if interrupt) to clarify the meaning of certain English colloquial words and idioms since English is not the researchers' first language.

2. Personal background

- Personal - Job title/roles; professional background; how long in post.

3. Homelessness Policy in Scotland

- Could you please outline, in your opinion, the key homelessness policy priorities in England/Scotland? (Probe-the most important ones, why?)

4. Definitions/conceptual understanding of SE(SE)

- How would you understand SE? (a) Probe - what are, in your opinion, the central qualities of SE: social innovation, management, service delivery, market product or anything else); (b) Probe - According to some interviewees SE means.... what you think about this definition?
- How has SE been developed in the homelessness sector in Scotland? (Probe - do you know any SE agencies in England/Scotland?; Probe - Are consumers and beneficiaries of SE services the same category of people/service users or not? Why?)
- Are there any advantages and disadvantages one may take into account of this SE approach?
- Do you think that one particular model/approach, or models/approaches of SE are more effective than others for homelessness group?

- What are the chances of success for the SE approach in service delivery for homeless people? (Probe - should SEs be, as or more, competitive than the private sector; the contribution of location/region, economic size for success of SE)
- Is there any element of 'self-help' in social entrepreneurship? Do you see any link between SE and 'self-help'?

5. 'Big Society' and SE

- What, if any, impact do you think the 'Big Society' concept proposed by the Coalition Government will have on the SE within homelessness sector in England/Scotland?
- How will the concept of 'Big Society' be received here in Scotland? (Probe - will it be welcomed; will people be sceptical...?)

I am interested in the 'self-help' concept can I move to a discussion 'self-help'...

6. 'Self-Help'

- What do you understand by 'self-help'? (if no definition, then probe - could you point out the important elements? If different, then probe - some previous interviewees have defined the 'self-help' in the following way:what do you think?)
- Could you tell me how 'self-help' approach works/being implemented in the homelessness sector?
- Is SE good way to encourage 'self-help'?
- Do you see any link between the concept of 'Big Society', 'self-help' and any social entrepreneurship approaches?

7. Empowerment

- What do understand by empowerment? (probe - what kinds of elements or policy would you point out as it relates to empowerment?, If different definitions, then probe - there were interviewees who describe empowerment as.... what you think about this definition?)
- What is the most important objective in empowering homeless people?

- Do you see any link between empowerment and social entrepreneurship in your view?
- Do you see any link between empowerment and ‘self-help’ in your view?
- What is the strength and weaknesses of social entrepreneurship model in empowering homeless people?

8. Closing section

SE and Employability (if not mentioned by interviewee during the course)

- Do you know if there are there any SE homelessness projects which are centred on employment?
- Why is it so important?

Further help

- Are there any employment-centred SE case-study projects which use ‘self-help’ approaches to look in more detail?
- Are there any other key informers we should speak to you that you think would be useful in the SE homelessness sector?
- Thank you for your help