

Appendix B

Topic Guide for Key Informants Interview of case study

Questions for SE Service Providers/front line officer.

- 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.
- Consent form and ensure confidentiality/anonymity;

1. Personal background

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

2. Factual questions

- When was the SE/project set up? Why was it set up?
- Can you tell me a bit about the SE/project? (Probe - service, product/type profit making activities, size, source of income and structure?)
- Who are your target group? Was this the group you' d always intended to target, or did you change your focus over time?
- How many homeless/ex-homeless have been trained since then/employed in a SE?
- What type of employment/training does a SE provide? Probe - full-time, self-employed, part-time, temporary work, work placement, voluntary job?

- Why was the decision made to establish a SE rather than another type of organisation? Probe: rather than a traditional voluntary organisation?
- From your experience, what would you see as the main advantages and disadvantages of a SE as opposed to another type of organisation?

- What difference does being a SE rather than a voluntary organisation make to your day to day operation or the way you work with people?
- What is it that makes it a Social Enterprise? (How is it different from a Charity?)

Legal aspect

- Do you happen to know what the registered legal status of this SE is? (Probe - Community Interest Company, Is it a registered Charity or Industrial and provident society...?)
- Do you know why this legal form was chosen?
- If it is CIC: why is it different from commercial companies?

1. Employment

- Why was the decision made to focus on employment/training rather than other aspects of people's lives such as health or housing?
- What are your key objectives when you work with ex-homeless people? In what ways, if any, do you hope employment will impact across a range of aspects of their lives?
- What changes would you like to see in homeless people? (note: this question will be raised depending on the content of respondent's answers to the previous one).

I. Life: having a safe life, preserving a physical life, sense of physical safety.

II. Bodily health: having a reasonable health, basic needs for food, shelter and basic healthcare.

III. Bodily integrity: bodily needs, enhancing safety, people feeling safe, living in a safe area, accommodation/no longer in a hostel, one is not in a situation where one feels unsafe.+

IV. Senses, imagination, thought: to develop his/her own true self as a human being in terms of spirituality, creativity. Learning for true self and intellectual

activity of one's own choice, in one's own way, education for own sake, to take part and develop creative activities, inner development

V. Affiliation, Emotions & Play: being able to interact with, having a meaningful positive social relationship with other people, on the basis of equal dignity and self-respect, how one is viewed by other people, how one perceives oneself to be viewed by other people

VI. Practical reason: having one's own version of a good life, ability to conceive one's own conception of a good life **& control over one's Environment:** having the power and resources that one needs to follow one's own conception of good life, to be able to plan one's life, to realise aspiration.

- How well does this project/SE meet people's aspirations?
- How well does it prepare them for the reality of the labour market outside?

3. Empowerment

- The term empowerment is used a lot in the homeless sector...What do you understand it to mean?
- If not mentioned by the interviewee during the course, then:
- From your perspective, is there anything in particular employment that empowers homeless people?
- Does the fact that this is a SE rather than a traditional charity make any difference to its ability/effectiveness in empowering people?

4. 'Self-Help'

- Have you ever heard the term self-help used? If so, what do you understand it to mean?
- From your perspective, is there anything about employment that helps to enhance self-help element amongst people who train/work for your SE?
- Does the fact that this is a SE make any contribution to developing self-help ethos?

5. Closing section

- Do you monitor the progress/outcomes for homeless people at all? If so, how?
- In an ideal world is there anything you would like to see changed to make this SE more effective? (Probe – in day-to-day practice, policy, wider labour market, operational issues ...)
- In what ways would you like to see your SE developed in the future? (Probe – staying as it is, setting up a separate arms, rationalising)
- Could you please tell me, are there any particular challenges in running SE? For example, is there tension between empowering homeless people to move on in their lives and keeping a business viable?
- Do you have documents that I could take copies of to learn more about your SE? These might for example include... probe - annual/quarterly SE activities reports, work assessment/progress reports.
- Thanks and close