

# Appendix C

## Questions for 'clients'/service users

### 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.
- Consent form and ensure confidentiality/anonymity.

### 2. Personal Background

- Name
- Do you mind my asking... Where are you actually living at the moment? Probe - is it your own place, or a hostel?
- Can you tell me more about the job/training you are involved in? What do you actually do on a day-to-day basis?
- Can you tell me, have you worked in the past? If yes, how long for? /what did you do there?

### 3. Employment

- How did you find out about this SE/project?
- Why did you decide to apply for this job?/take this training course?
- What did you hope to get out of working/training here?

#### I. Life & Bodily Health:

- Have you noticed any changes in your health since you started working here or not? If no, then: What about your physical health, your mental health, your sense of well-being?/Do you feel better in yourself or not?
- Have these changed or not?

**II. Bodily integrity:** (the following question is raised depending on homeless person's self-identification):

- “A lot of homeless people worry about not feeling safe, secure...” Is that something that has ever been an issue for you or not? If YES, then: Has it changed or not at all since you have been working here?

**III. Senses, imagination, thought:**

- What do you do in your spare time?
- Has what you do in your spare time changed or not since you are working here?  
Probe: going to pub, football, watch TV, cinema, hanging out with pals etc., visit family etc
- Are there any activities, hobbies, interests that you did not do before?

**IV. Affiliation, Emotions & Play:**

- Network: How often do you see your family, friends?
- Respect, equal dignity: Do you think the way you are viewed by other people has changed at all or not? (if asked what do you mean then):
- Well, do you think you are treated with more or less respect than you were?
- Do you see yourself differently at all from what you did? (if asked in what way?, then). Things like how much sense of self-respect, being a worthwhile person, how valuable, useful/ you are?

**V. Practical reason& Control over one's Environment:**

**INCLINATION**

- Since you have been working here, Has setting goals for your future or kind of lifestyle you lead, you aspire to made any difference to you? If yes, then how has that changed? In what way?
- Has it made any difference to a life you would like to live? (drug-free live etc)
- Has it changed your confidence or not?

## ABILITY

- Has it made any difference do you think to your ability to achieve those goals or to realise that lifestyles that you would like to have (or not)? If yes, in which way?
- How have you actually found it? Did you get out of at what you've hoped to? In what ways yes, and in what ways no? (Note: depending on content of respond - What are best and worst things about it?)
- How does it compare to other places you have trained/worked with?
- In an ideal world, if you could, is there anything you would change about how things are run here?

## Empowerment

- Can I ask, I do not know whether you have heard this or not, but there is a lot of talk in this SE world about empowerment... Have you heard people use this term? If yes, what is your perception of what it means?
- Do you feel empowered? If yes, then – How have you been empowered?

## Self-help

- Sometimes people also use self-help...have you heard it being used? What do you understand by it? Has it enhanced your ability to 'self-help'?

## 4. Closing section

- Can I finish up by asking... what are your plans for future? What do you hope to be doing in a year, five years?
- Do you think that working in this SE will help you to accomplish these goals? (Probe- in what ways?)
- My understanding is that this organisation/project operates as a SE... When you were first involved, were you aware this was the case?
- Does it make any difference for you whether it is a SE not a charity?
- Is there anything else I should have asked you, or that you would like to add?