Evaluation of Sandwell Metropolitan Borough Council (SMBC) Warm Space Programme – Methods and Tools

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1. Background

An evaluation to understand:

- how people perceive warm spaces,
- how to most effectively reach people who would benefit from using warm spaces,
- how to maximise use of warm spaces,
- barriers and facilitators to use.

The evaluation consists of a survey of warm space users and providers and qualitative interviews with warm space users, providers, and community leaders.

2. Survey

Aims:
- Explore with warm space users: Why are those accessing the service doing so – their motivations for attending; why people could not access a warm space.
- Explore with warm space providers: Current use of warm space and by whom, services offered, gaps in offering.

Methods and analyses: Surveys with warm space users and providers administered by Council via paper/electronic format (Appendices 1 and 2). Descriptive analyses of quantitative data and thematic analyses of free-text.

3. Interviews

Aims:
- Explore what are the barriers and facilitators of accessing warm spaces;
- Explore what are the particular barriers experienced by key underserved groups of interest and how can they be overcome.

Methods and analyses: Rapid qualitative methodology used. Individual semi-structured topic-guided interviews with a purposively selected sample of (a) service users and providers, and (b) community members/leaders. Data was collected via

interview audio-recordings and detailed field-notes. Topic guides were iteratively developed as data collection progressed to allow for exploration of novel themes (Appendix 3). Data collection continued until data saturation was reached. Thematic analysis was undertaken by developing a coding frame derived from research aims(1). This was iteratively developed as analysis progressed, accommodating emergence of novel themes(2).

4. Interpretation

Findings from the quantitative surveys and qualitative interviews were triangulated(3), summarised, and presented as a series of recommendations.

5. Appendices

Appendix 1

Warm Space Provider Survey

Organisation name and address, name and email address of the questionnaire respondent
Why did you apply to be a warm space? ○ [free text response]
Why do you think people attend the warm space? ○ To socialise with others ○ To have somewhere to go ○ To access a safe space ○ To have a warm place to be ○ To access resources e.g. finances, cost of living ○ To continue using space in original function e.g. library, church, co-working space ○ Other [free text response]
What do you think people like about attending the warm space? ○ It is free ○ It is safe ○ It is local ○ It is warm ○ Access services ○ To have somewhere to go ○ [free text response]
What do you think they do not like about attending the warm space? ○ [free text response]
Are there any individuals/groups who want to come but are unable to? If so, why don't they come? ○ [free text response]
Are you running new services now you are a warm space? If so, what are you doing? ○ [free text response]
Have you adapted an already running service to run as a warm space? If yes, please explain how you have changed/adapted the service(s) you provide ○ [free text response]

Would you like support to do more? If so, what would you like to do and what would you need?   ○ [free text response]
Can you describe the service you provide? For example, do you offer a specific activity, or simply a space for people to be in addition to the services already being provided e.g. library, hobby club, café, church, leisure/health.   ○ [free text response]

Have you shared information about:
   ○ Benefits
   ○ Energy support
   ○ Managing bills
   ○ Local charities to help with cost of living
   ○ Social isolation
   ○ Housing
   ○ Other [free text response]

Are the people who attend your space typically those who already regularly attend/use your centre?
     ○ Yes
     ○ No
     ○ Both [free text to expand on this response]

How often do people come here? (select one)
     ○ One-off
     ○ 1-2 times total
     ○ 3-4 times total
     ○ Attend weekly
     ○ Attend monthly

Who typically uses your services? (select all that apply)
     ○ Families and young children
     ○ Young adults
     ○ Adults
     ○ Older adults
     ○ People who are homeless
     ○ Specific minority ethnic groups [free text response]
     ○ Vulnerable groups [free text response]
     ○ Other [free text response]

How do you advertise your warm space?
     ○ Word of mouth
     ○ Flyer in local community (cafe, library community centre)
     ○ Council website
     ○ Social media
     ○ This organisation's website
     ○ Other [free text response]

Appendix 2
Warm Space User Survey

What is your postcode?
     ○ Free text response
Why do you attend the warm space? (select all that apply)
     ○ To socialise with others
     ○ To have somewhere to go
     ○ To access a safe space

○ To have a warm place to be ○ To access resources e.g. finances, cost of living ○ To continue using space in original function e.g. library, church, co-working space ○ Other [free text response]

What do you like about coming here?
    ○ It is free
    ○ It is safe
    ○ It is local
    ○ It is warm
    ○ Access services
    ○ To have somewhere to go
    ○ [free text response]

What don't you like about coming here?   ○ Free text response
Do you know anyone who wants to come but is unable to? If so, why don't they come?   ○ Free text response

Have you received any information while visiting this warm space? If so, which ones? (select all that apply)
    ○ Benefits
    ○ Energy support
    ○ Managing bills
    ○ Local charities to help with cost of living
    ○ Social isolation
    ○ Housing
    ○ Other [free text response]

Are there other services you would like to access here? (select all that apply)
 	
    ○ General finances
    ○ Health and wellbeing
    ○ Social care
    ○ Housing
    ○ Early years
    ○ Food bank
    ○ Other [free text response]

How often do you come here? (select one)
    ○ First time here
    ○ 1-2 times total
    ○ 3-4 times total
    ○ Attend weekly
    ○ Attend monthly

Would you come to this warm space again?
    ○ Yes
    ○ No
    ○ Maybe
    ○ Can you tell us more about your answer? [free text response on reasons why]

How did you hear about this place?
    ○ Word of mouth
    ○ Flyer in local community (cafe, library community centre)
    ○ Council website
    ○ This organisation's website

○ Other [free text response]

Appendix 3
Topic Guides
INTERVIEW TOPIC GUIDE

This is the preliminary topic guide. The overarching objectives will remain the same, but questions and prompts will be developed as interviews/focus group discussions are undertaken to incorporate any important themes that emerge.
Instructions:

- Restate the purpose of the Interview – *learn about perspective/experiences of Warm Spaces*
- Explain that you are there to understand more about their experiences and that they will have some time at the end to talk about any other issues that are important to them that may not have been covered by the questions.
- If participants reveal they or others are at risk of harm during the interview, signpost to 101 (the non-emergency police number), 111 (for non-urgent healthcare needs), and 999 (the emergency services)

- Check if participants have any questions

- Start audio-recording
- Begin the interview.

TOPICS TO BE COVERED IN THE INTERVIEW
Warm Space Users:
1. Why do you go to the Warm Space?
   - Social, keeping warm, safe
2. What do you like about the Warm Space?
3. Do you use other Warm Spaces?
   - Why?
   - Different functions/purposes?
4. Did you have any doubts about using the Warm Space?
5. Is there anything you do not like about the Warm Space?
6. Do you know anyone who would like to use the Warm Space but does not come?
   - Do you know why?
7. Are there any other ways you would like to use this space?
   - Access more services?
   - More information?
   - Signposting?
   - Health?

Community Leaders
1. Can you describe the communities you work with?
OPTIONAL – Can you describe what your organisation does?
OPTIONAL – Before being invited to this interview, had you heard of Warm Spaces?
OPTIONAL – Did your organisation consider becoming a Warm Space? Why did you decide not to?
PROBE – Concerns about responding to volume of need

2. Would you consider being a Warm Space now?
3. Do you know people who use Warm Spaces?

PROBE – Why do you think this is? (use/non-use)

3. Who do you think would benefit from Warm Spaces in their current form?
4. Why do you think people do not use Warm Spaces?

PROBE – Stigma around accessing support, culturally appropriate safe spaces?

PROBE – How could this be addressed?

5. What do you think would help more people access Warm Spaces?
6. Do you think Warm Spaces could do more?

PROBE – How could they be supported to do this?

Warm Space Providers
1. Can you describe what your organisation does?
2. Can you describe the communities that normally access your services?

PROBE – Are these different from who comes for the Warm Space?

PROBE – Have those who have come for the Warm Space continued to attend your organisation?

3. Why do think people use this Warm Space?

PROBE - Social, keeping warm, safe, advice, food, used it previously for other functions?

4. **If few people used the Warm Space**, why do you think this is?

PROBE – needed more volunteers, more structure.

5. Why did you decide to become a Warm Space?

PROBE – What activities did you do for this? E.g. Events, clubs, food, drink, signposting to information?

PROBE – Is this different to your current offering?

6. Can you describe the person's experience when they come into your site to use the Warm Space?

PROBE – Is there a host? Do they need to state they are there for the Warm Space?

7. Does the current Warm Space programme cover the cost of running it?

PROBE – Are you out of pocket or securing resources from elsewhere? Where from?

PROBE – Are you still providing Warm Space services?

PROBE – **If service is finished**, how did people feel about it finishing?

8. Why do you think people like about the Warm Space?

PROBE – Did you have the same people coming back to use the Warm Space?

PROBE – Was there anything they did not like?

9. Why do you think people do not use the Warm Space?

PROBE – Stigma around accessing support, culturally appropriate safe spaces?

PROBE – How could this be addressed?

PROBE – How did original users feel about site's new use as Warm Space?

10. Would you be interested in being a Warm Space again?

PROBE – Do you think the Warm Space social functions are needed throughout the year?

11. How could the Warm Space programme be improved?

PROBE – What would you do differently?

12. Would you like to do more at the Warm Space?

PROBE - What kind of support do you think would be needed for this? E.g. Communications support, staff, volunteers, resource

13. How have you worked with the Council before this?

PROBE – **If not**, how did you hear about it?
PROBE – Would you work with them again?

6. References

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