

Conducting socially distanced qualitative research with people experiencing rough sleeping during the COVID-19 pandemic (June-October 2020)

Prepared and presented by

Stephen Parkin

on behalf of the study team

Eileen Brobbin, Alice Bowen, Sam Craft, Colin Drummond, Georges-Jacques Dwyer, Emily Finch, Juliet Henderson, Laura Hermann, Mike Kellehar, Landon Kuester, Rebecca McDonald, Nicola Metrebian, Joanne Neale, Stephen Parkin, Polly Radcliffe, Emmert Roberts, Deborah Robson, John Strang & Richard Turner

Background

COVID-19 and Public Health Responses (UK, March 2020)

- **(First) National Lockdown**
 - Social Distancing, Social Isolation and Shielding
 - ‘Stay at Home, Protect the NHS, Save Lives’
- **‘Everyone In’ initiative**
 - Directive for all local authorities in **England** to provide emergency accommodation for people currently experiencing rough sleeping or homelessness



Everyone In

**Over 1000 hotels throughout England
procured by local authorities**

Of which c.65 hotels were located
in/around London

Initially meant to be for 12 weeks

... but still running...

*With a further
£15m of additional funding announced
05/11/20 to continue during winter.*

01 May 2020

National Addiction
Centre,
King's College
London.

Ethical approval granted to conduct a qualitative (covid-secure) study of the Everyone In initiative at 3/65 London hotels

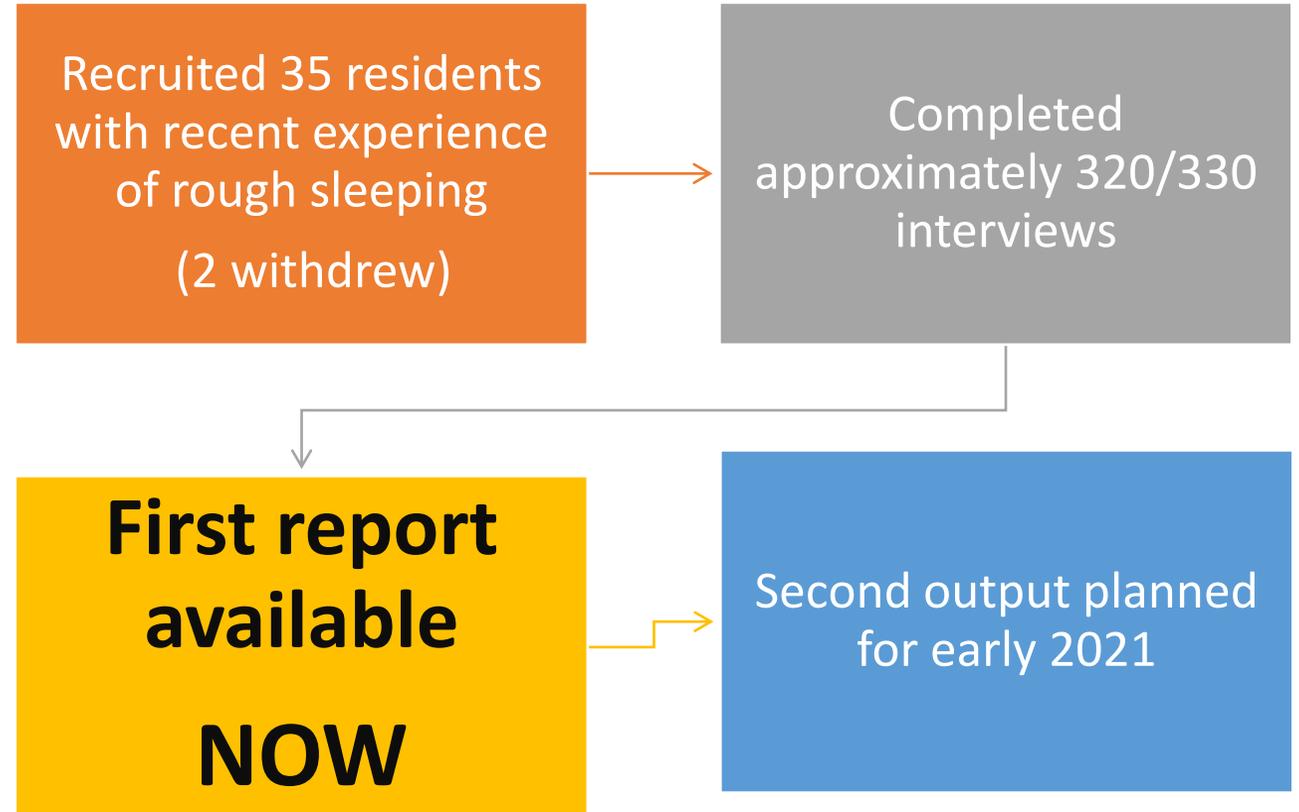
A rapid evaluation of the London hotels initiative for people who experience rough sleeping

(NB: An unfunded study with most of the team working on voluntary basis)



HEADLINE

***June-October
2020***





COVID-SECURE
socially distanced qualitative research

1. Making contact with residents

Socially distanced leaflet circulation

- 3 researchers physically visited 3 hotels at designated, pre-arranged times on specific dates
- Residents received leaflets
- Leaflets provide details of how residents can take part in study by calling a dedicated phone number
- Residents issued with mobile phone as part of Everyone In

2. Recruitment

- Residents contacted study Co-ordinator (based in Yorkshire) by text/phone call
- Co-ordinator conducted short screening/recruitment interview
 - Inclusion criteria: resident of hotel as part of Everyone In initiative
 - Exclusion criteria: unable to communicate effectively in English
- Co-ordinator allocated each resident recruited to 1 of 11 interviewers
- Co-ordinator sent Interviewer *pro forma* 'contact details' that summarised basic information about resident obtained during recruitment interview (phone number, name, age, nationality, preferred time for interview etc)



3. The Interviewer Team

- 11 researchers from National Addiction Centre at King's College London
- All 11 worked remotely during data generation for this study
- Some based in London, others in Hampshire, Kent, Suffolk, Norfolk and Yorkshire one in Germany
- All worked on voluntarily basis throughout study (while other work paused)



4. Verbal consent to participate

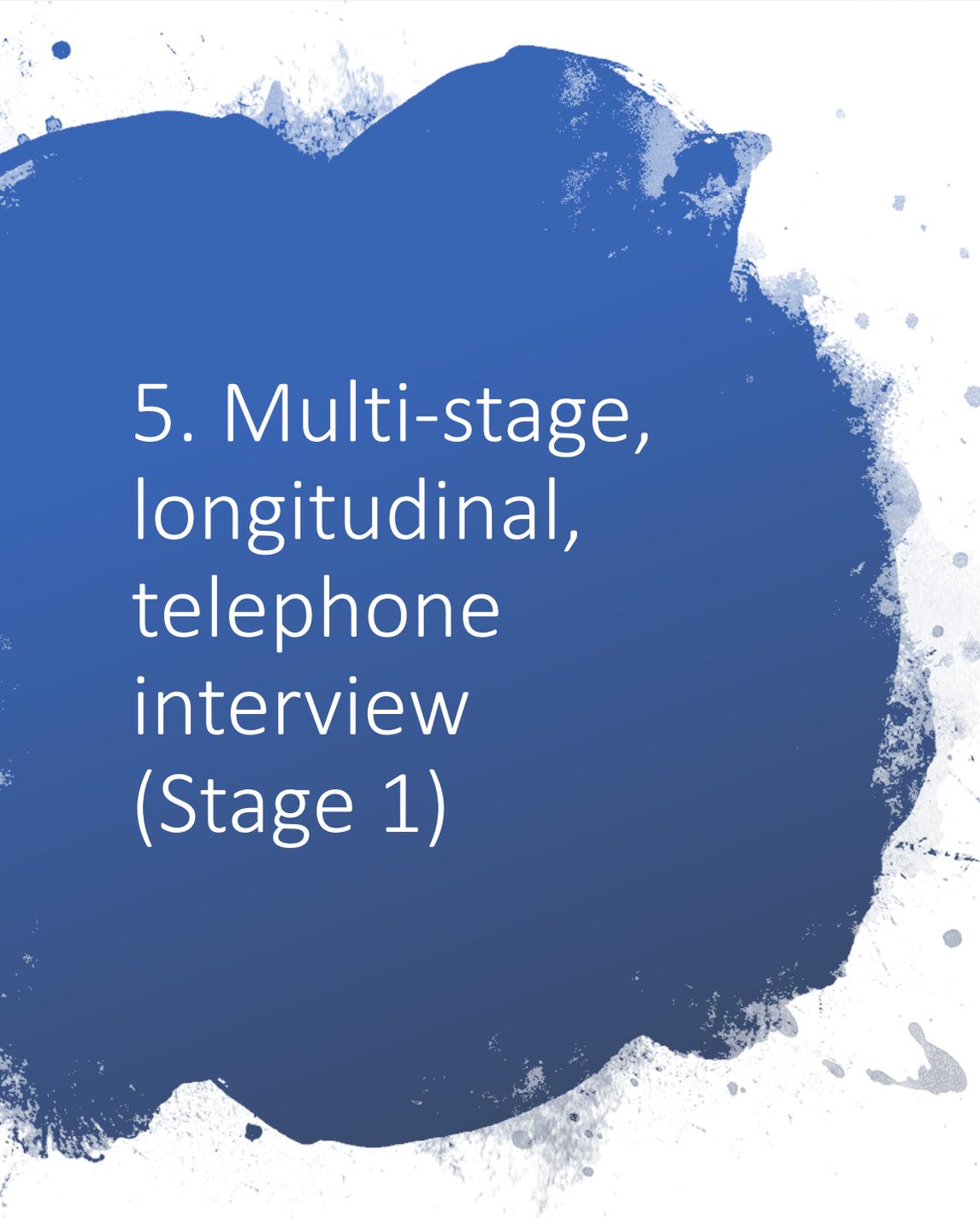
- Once resident allocated, Interviewer called at designated time
- Purpose of FIRST TELEPHONE CALL
- To obtain audio recorded verbal consent to participate in the study from each resident
- After which



... the multi-stage,
longitudinal,
telephone interview*
could begin!

*A series of short interviews designed to reflect two
different points in time ('life in the hotel' and 'life after the
hotel')

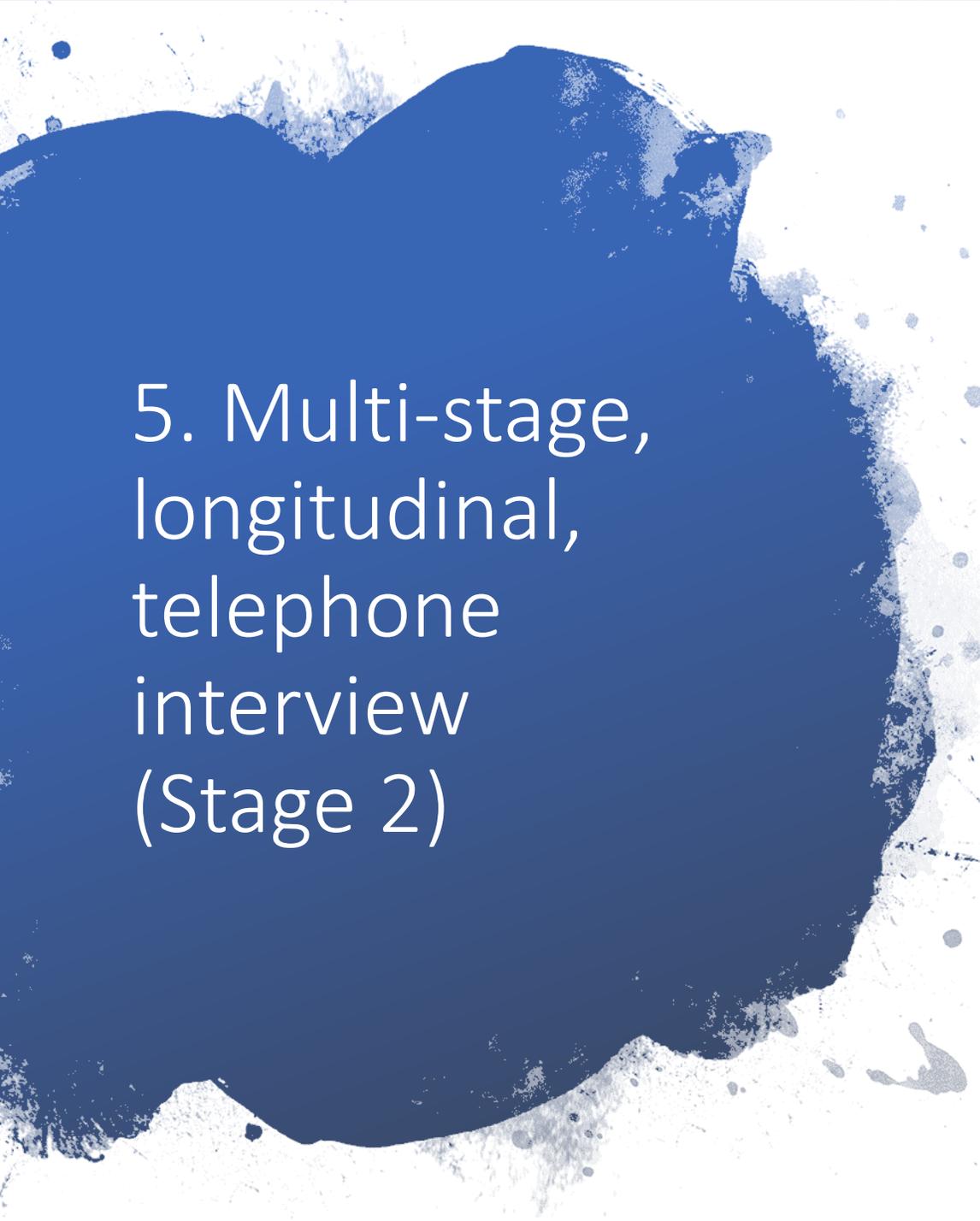




5. Multi-stage, longitudinal, telephone interview (Stage 1)

Stage 1

- Semi-structured Interview: 'Life in the hotel'
- 5 short interviews (c.20 mins each) held over 5 consecutive **days**
- Each interview was topic-focused (9 topics in total)
- All Stage 1 Interviews about life before/during lockdown while in the hotel
- Audio recorded; £40 voucher posted to resident's room/hotel upon completion of 5 interviews



5. Multi-stage, longitudinal, telephone interview (Stage 2)

Stage 2

- Semi structured Interviews: 'Life after the hotel'
- 5 short Follow Up Interviews (c.20 mins each) after resident had left the hotel and held over 5 consecutive **weeks**
- All Stage 2 Interviews about life after leaving the hotel
- Audio recorded; £50 voucher posted to resident's new address after hotel upon completion of 5 interviews
- (Stage 1 + Stage 2 =10 interviews and £90 in vouchers)
- **This Stage is on-going and we are still interviewing (until mid-November)**

6: Data Management and Analysis

After each interview (Stage 1 and Stage 2)

1. All interviewers wrote short summaries of residents' responses provided during interview
2. These summaries were charted into a purposely designed 'framework' (spreadsheet).
3. Each Interviewer had their own unique framework (n = 11 frameworks).
4. (October 2020) When all Stage 1 interviews complete, 11 interviewers emailed their password-protected frameworks to the Data Manager (London).

7: Rapid Data Analysis

1. Data Manager merged 11 frameworks of Stage 1 data into a single framework
2. Data Manager conducted **rapid framework analysis** of all 9 topics discussed with 35 residents
3. Rapid framework analysis informed the first report (released in October 2020)

(Repeat when all Stage 2 interviews are complete)

(NB: more rigorous analysis of interview transcripts will follow during 2021)



Implications for qualitative research?

1. COVID-19 does not mean the end of social research
 - 1.1. ... but researchers must **adapt** qualitative methods to the social conditions brought about by the public health response to COVID-19
2. Qualitative research can continue amidst a pandemic if researchers **adopt** a flexible approach to data generation
3. Existing methods can be further **adapted** whilst working **remotely** with digital technology
4. People who are homeless want to **contribute** to research (despite COVID-19)

stephen.parkin@kcl.ac.uk

<https://osf.io/rt7j9/>



**EXPERIENCES OF BEING HOUSED IN
A LONDON HOTEL AS PART OF THE
'EVERYONE IN' INITIATIVE**

PART 1: LIFE IN THE HOTEL

October 2020

**Prepared by Joanne Neale on behalf of the study
team**

*Eileen Brubbin, Alice Bowen, Sam Craft, Colin Drummond, Georges-Jacques Dwyer,
Emily Finch, Juliet Henderson, Laura Hermann, Mike Kelleher, Landon Kuster,
Rebecca McDonald, Nicola Metzke, Joanne Neale, Stephen Parkin, Polly Radcliffe,
Emmert Roberts, Deborah Robson, John Strang & Richard Turner*