

TWO YEARS TO INDEPENDENCE

A CASE STUDY OF DON ROBIN HOUSE

September 2025

PREPARED BY
Yashashwani Srinivas



St George's
Crypt



UNIVERSITY OF LEEDS

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Introduction

“Homelessness is definitely a problem, but the additional problem to that is the stigma around it. Homelessness doesn’t just come from people who are into substance abuse or having relationship problems. It could be anybody. It could be me or you. If we lost our jobs today, if we were unemployed, how long could we keep a roof over our heads? It could just be anyone” says a support worker of Don Robin House (DRH hereafter). This comment speaks to both the misconceptions surrounding homelessness and the real vulnerabilities that can affect anyone. The causes of homelessness and rough sleeping in the UK are generally understood through both individual and structural lenses. Individual factors include trauma, domestic abuse, mental health struggles, substance misuse, and the breakdown of relationships. On the other hand, structural causes reflect wider systemic inequalities: poverty, unemployment, a lack of affordable housing, the tightening of the welfare state, and challenges faced by asylum seekers and migrants.¹

Developed by St. George’s Crypt — a Leeds-based charity with almost a century of experience — it was set up in 2021 to provide a safe, structured environment for individuals working toward stable, long-term accommodation. The DRH comprises 24 self-contained flats, a mix of one- and two-bedroom apartments in a supportive residential setting. DRH is designed for people who have experienced homelessness for different reasons and who are ready to move towards independent living. It offers residents the chance to spend up to two years in supported accommodation where they can develop the skills needed for living independently.² This includes practical aspects such as paying bills, keeping their home clean, cooking, arranging repairs, and managing day-to-day responsibilities. For many who have not previously lived in their own home, this support provides an important transition.

This report presents an evaluation of the Don Robins House, seeks to understand the effectiveness such initiatives in supporting people to live independently and successfully transition into stable accommodation. It has been conducted in partnership with the University of Leeds and funded by

¹ <https://www.gov.uk/government/publications/systems-wide-evaluation-of-homelessness-and-rough-sleeping-preliminary-findings/systems-wide-evaluation-of-homelessness-and-rough-sleeping-preliminary-findings>

² The two years spent here are intended to give residents both the confidence and the practical ability to sustain independence, which is why this report is titled Two Years to Independence: A Case Study of the Don Robbins House Experience.

the University of Leeds, through ESCR Impact Fund, with all ethical protocols and approvals overseen by the University. The purpose of this research is not only to assess the impact of the project and identify the need for similar initiatives that support people working towards independent living, but also to provide St. George's Crypt with an independent, evidence-based reflection on its practice — including hearing directly from residents about their experiences. The involvement of an independent researcher enhances the rigour and impartiality of the findings, allowing the Crypt to improve its services where necessary. Furthermore, this evaluation contributes to the wider sector, helping to address the gap in evidence around the effectiveness of homelessness prevention and independent living support projects, a concern increasingly acknowledged at policy level. This report, therefore, aims to inform practice, future service development, and the broader conversation on homelessness interventions and their outcomes.



Image 1: A view of the Don Robin House

Background

On the 10th of June 2025, the Ministry of Housing, Communities and Local Government and the Home Office confirmed the decriminalisation of rough sleeping in England and Wales, through the repeal of the Vagrancy Act 1824.³ Rough sleeping is one of the most visible and extreme forms of homelessness. According to UK law, a person or household is considered homeless if they do not have accommodation that is available, legally accessible, and reasonable for them to occupy.⁴

In recent years, particularly since the introduction of the Homelessness Reduction Act in 2017 and the COVID-19 pandemic's *Everyone In* initiative, there has been growing recognition of the complexities surrounding homelessness and rough sleeping.⁵ These events reshaped public understandings of home, safety, and community, while also prompting shifts in government policy and funding. The pandemic, especially, highlighted how deeply housing is tied to public health, making visible the urgent need for responsive interventions.⁶

Alongside policy developments, a growing body of research has emerged in the past two decades—most recently the government's own *Systems-Wide Evaluation of Homelessness and Rough Sleeping: Preliminary Findings*.⁷ While this report affirms the growing rigour of homelessness research in the UK, it also highlights a crucial gap: a lack of clear evidence on the effectiveness of many funded interventions. Despite good intentions, the outcomes of government-led programmes remain inconsistently evaluated and understood.

In this context, organisations like, St George's Crypt, committed to addressing homelessness and dependency through a wide range of community-centred services. With its core ethos of “breaking the cycle of homelessness and dependency,” the Crypt operates a number of programmes that combine emergency support with long-term pathways to independence.⁸ These include

³ <https://www.gov.uk/government/news/rough-sleeping-to-be-decriminalised-after-200-years>

⁴ <https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities/overview-of-the-homelessness-legislation>

⁵ <https://commonslibrary.parliament.uk/research-briefings/sn02007/>

⁶ <https://www.gov.uk/government/statistics/rough-sleeping-snapshot-in-england-autumn-2021/annex-a-support-for-people-sleeping-rough-in-england-2021-not-official-statistics>

⁷ <https://www.gov.uk/government/publications/systems-wide-evaluation-of-homelessness-and-rough-sleeping-preliminary-findings/systems-wide-evaluation-of-homelessness-and-rough-sleeping-preliminary-findings>

⁸ <https://www.stgeorgescrypt.org.uk/>

emergency housing, free daily meals, addiction recovery initiatives, meals-on-wheels services, and their *Bed Every Night* programme. In addition to basic needs, the Crypt also supports wellbeing through access to GPs, physiotherapists, opticians, oral health support, and even runs public art and gardening classes. Hence, the Crypt provides a longstanding, community-rooted model of intervention, offering a valuable counterpoint—one grounded in lived practice, support, and relational care.

Their collaborations with regional agencies—including the Leeds City Council and health providers—enable them to offer joined-up care, tailored to the diverse and complex needs of their clients. Alongside the [Don Robin House](#), they run multiple independent living initiatives, including [Ashlar House](#), [the Kirkstall Road Project](#), [Kirkstall Lodge](#), [Regent House](#),—each offering supported accommodation and routes to independent living.⁹ Historically, the Crypt has also pioneered several important shifts in local homelessness services; it was among the first organisations in Leeds to house homeless mothers in the 1960s and has since continued developing care infrastructure through initiatives such as Faith Lodge and its resident engagement programmes.¹⁰

When looking at the scope of their work, five key areas emerge:

1. Housing and accommodation, through supported and emergency shelters;
2. Food provision, with daily meals and outreach food services;
3. Health and wellbeing, including support for physical, mental, and oral health;
4. Addiction recovery, through structured programmes and resident support;
5. Life skills and independence, such as budgeting and setting up direct debits.

St George's Crypt applies an approach that is at once interventionist, integrative, preventive, and reliant on partnerships and funding consolidation. Their intervention approach focuses on immediate support—such as food and emergency shelter. Their integration work includes

⁹ <https://www.stgeorgescrypt.org.uk/how-we-help/housing>

¹⁰ <https://www.stgeorgescrypt.org.uk/then-and-now>

preparing individuals for independent living and breaking long-standing patterns of homelessness, exemplified in places like DRH. The preventive strand of their work tackles substance misuse and helps individuals stabilise before becoming at risk again. Finally, they operate through deep collaborations with local agencies, councils, and networks that ensure sustainable funding and service delivery.

Even though the Crypt's mission centres on homelessness, its model is strikingly holistic. By addressing intersecting challenges such as poverty, food insecurity, poor health, addiction, and the erosion of everyday skills, St George's Crypt moves beyond emergency response to engage in systemic, relational, and long-term forms of care.



Image 2: The Don Robin House

Methodology

The project adopted a mixed-methods approach, combining both qualitative and quantitative research strategies to produce a rich, grounded understanding of the lived experiences of residents and the broader institutional context of supported living in Leeds.

The first phase of the project involved distributing a paper-based survey to ten residents at DRH. These surveys were handed out through a key worker at St. George's Crypt and were returned once completed. The completed surveys were then scanned and encrypted into an Excel file for further processing. A blank version of the paper-based survey is attached in the appendix, along with a table of collated responses as manually transcribed into Excel. Following this, the data was re-entered into the online survey platform *Jisc* to generate visual analyses. Pie charts were created both for each individual survey question and for each section of the survey. The section-wise pie charts can be found in the Findings section of this report.

Additionally, anonymised resident data from the DRH database was shared with the researcher by Crypt staff. This included variables such as gender, nationality, sexuality, reasons for homelessness, referral pathways to the Crypt, and dates of entry and exit. This dataset, while anonymised, offered a broader longitudinal perspective on the demographics and support needs of those accessing the facility since its establishment.

The second phase consisted of semi-structured interviews conducted using snowball sampling coordinated by the St. George's Crypt Development Officer and on-site key workers. Key workers identified potential participants who were willing to take part, and the researcher subsequently visited the DRH to conduct the interviews in person. Prior to starting each interview, the researcher introduced themselves as an independent researcher from the University of Leeds and explained the purpose of the project. Participants were provided with a printed information sheet, a consent form, and a copy of the interview questionnaire, all of which are attached in the appendix. They were given time to read and reflect on these documents and to prepare any responses they wished to share.

Before commencing each interview, the researcher reiterated that participation was entirely voluntary and that participants could withdraw at any time, skip questions, or give partial answers.

Participants were also informed that they could pause or stop the interview at any point if they felt overwhelmed or anxious. Once they had agreed to continue and had completed the consent form, the interview was conducted and audio-recorded. The interviews took place privately in a designated, safe room on-site at DRH, and all recordings were deleted immediately after note taking was completed. No identifying information is included in this report.

A key logistical limitation during this phase was arranging interview slots that suited the availability of the researcher, key workers, and participants. Despite these challenges, five interviews were successfully conducted with residents from diverse backgrounds — including UK nationals, asylum seekers, elderly individuals, and single mothers — who had accessed DRH through a range of different referral routes.

The research also included a focus group-style discussion with senior Crypt members, including Chris Wilson and Andrew Omond, who offered insights into the founding of DRH, the mission of the Crypt, and the broader ethos of their work. Additionally, interviews were conducted with key workers to better understand their professional experience, emotional labour, and day-to-day interactions with residents.

This research funded by the Economic and Social Research Council through the Leeds Social Sciences Institute at the University of Leeds. Ethical approval was granted by the Faculty Research Ethics Committee (FREC) for Arts, Humanities and Cultures, University of Leeds. The project was governed by a detailed data management plan, and all participants received information sheets and signed consent forms. Full anonymity and confidentiality protocols were maintained throughout the research process.

Alongside first-hand data, the research drew on a body of national and regional policy frameworks. These included:

- The Systems-Wide Evaluation of Homelessness and Rough Sleeping – Preliminary Findings (2025), a government-led assessment of the efficacy of current homelessness interventions across England and Wales.¹¹

¹¹ <https://www.gov.uk/government/publications/systems-wide-evaluation-of-homelessness-and-rough-sleeping-preliminary-findings>

- The Homelessness Reduction Act 2017 and the Everyone In initiative launched during the COVID-19 pandemic, which collectively marked a shift in how homelessness was addressed at a national scale.¹²
- Leeds Homelessness and Rough Sleeping Strategy 2023–2028, which outlines the city’s current priorities and planned interventions around prevention, support, and housing provision.¹³

Together, these policies provided an essential backdrop for understanding how the work of St George’s Crypt, and DRH specifically, fits within — and responds to — evolving approaches to homelessness at both the national and local levels.

In addition to these, similar regional research on the themes of homelessness and rough sleeping has aided this research. These include

- The Leeds Women’s Rough Sleeping Census Report (2024), offering insights into gendered dimensions of rough sleeping in the city.¹⁴
- Housing First Services in Leeds, a key local scheme aimed at securing long-term tenancies for individuals with complex needs.¹⁵

¹² <https://www.gov.uk/government/calls-for-evidence/homelessness-reduction-act-2017-call-for-evidence/outcome/homelessness-reduction-act-2017-government-response-to-the-call-for-evidence>

¹³ <https://www.leeds.gov.uk/housing/housing-strategy/homelessness-strategy>

¹⁴ <https://basisyorkshire.org.uk/general-news/leeds-womens-rough-sleeping-census-report-2024/>

¹⁵ <https://basisyorkshire.org.uk/wp-content/uploads/2018/03/Basis-Housing-First-Final-Report-March-2018.pdf>

Findings

The findings from this evaluation are presented in two main sections, drawing from both quantitative and qualitative data. The first section, titled Resident Survey Insights, presents a overview of responses collected through the paper-based resident survey. This includes section-wise pie charts that highlight key trends across themes such as safety, staff support, accommodation, and overall satisfaction. The second section builds on the qualitative data gathered through semi-structured interviews with residents. It explores in more depth what residents felt was working well, what could be improved, and what recommendations they would make based on their lived experiences. Together, these two sections offer a fuller picture of how Don Robins House is functioning from the perspective of those living within it.

Resident Survey Insights

This section is an analysis drawn on quantitative feedback collected from ten residents through a structured survey aimed at understanding their experiences at DRH (responses can be found in the appendix). The survey included Likert-scale responses across multiple thematic areas, namely: Safety and Security, Support Services and Accessibility, Facilities and Accommodation, Community and Social Life, Equality, Diversity and Inclusion, and Future Planning and Independence.

1. Safety and Security

Overall, residents reported a strong sense of safety within the accommodation. Nine out of ten respondents strongly agreed that they felt safe in their accommodation and when interacting with other residents, key workers and Crypt staff. The presence of security measures such as concierge services and keyless entry was also widely appreciated, with only one respondent expressing neutrality. This suggests a consistently high perception of physical and interpersonal safety at DRH.

2. Support Services and Accessibility

Satisfaction with support staff was uniformly high. Nearly all residents **strongly agreed** that staff were available, respectful, approachable, and understanding. Most respondents also indicated feeling comfortable discussing concerns with staff. One respondent gave neutral responses across all items, indicating some room for improvement in perceived responsiveness or engagement with specific individuals. Notably, access to mental health and addiction support received a mix of responses, with four respondents selecting “neutral,” possibly indicating variability in awareness or utilisation of these services.

3. Facilities and Accommodation

Feedback regarding facilities was generally positive, especially concerning access to essential amenities and outdoor spaces. However, two residents rated the cleanliness and upkeep of communal spaces as poor, and one reported dissatisfaction with the condition of the accommodation.¹⁶ While the majority remain satisfied, these outliers highlight potential inconsistencies in maintenance that may require closer attention.

4. Community and Social Life

Residents largely expressed a sense of community, comfort in participating in activities, and the formation of positive connections. However, one resident reported feeling disconnected and dissatisfied in this area. This divergence points to the importance of continuous community-building efforts and personalised engagement strategies.

5. Equality, Diversity, and Inclusion (EDI)

The responses strongly indicate that DRH fosters an inclusive and respectful environment. Nine out of ten respondents consistently rated EDI-related items as “strongly agree,” particularly on feeling respected regardless of background and experiencing no discrimination. A few neutral

¹⁶ Researcher’s note: During the course of my fieldwork, I visited the DRH on multiple occasions, including inside the flats and through the corridors. From my observation, the place appeared very clean and well-maintained. The resident comments around lack of cleanliness may reflect individual perceptions or differences in how cleanliness is understood, but in my own visits I did not find the space unclean.

responses suggest that while negative experiences are rare, there is still value in ongoing efforts to make inclusion felt universally.

6. Future Planning and Independence

While the majority of residents reported confidence in moving toward independent living and felt supported in doing so, three respondents selected “neutral” or “disagree” for items related to guidance on next steps and acquiring life skills. These responses may reflect either gaps in service delivery or variations in individual readiness. Targeted planning support and clearer transitional pathways could address these concerns.

7. General Satisfaction

Nine residents stated that they would recommend DRH to others in need of support. Overall satisfaction was rated as “strongly agree” by most participants, reinforcing the overall success of the DRH model. However, isolated responses indicating neutrality or disagreement across specific domains underline the need for individualised check-ins and quality assurance processes.

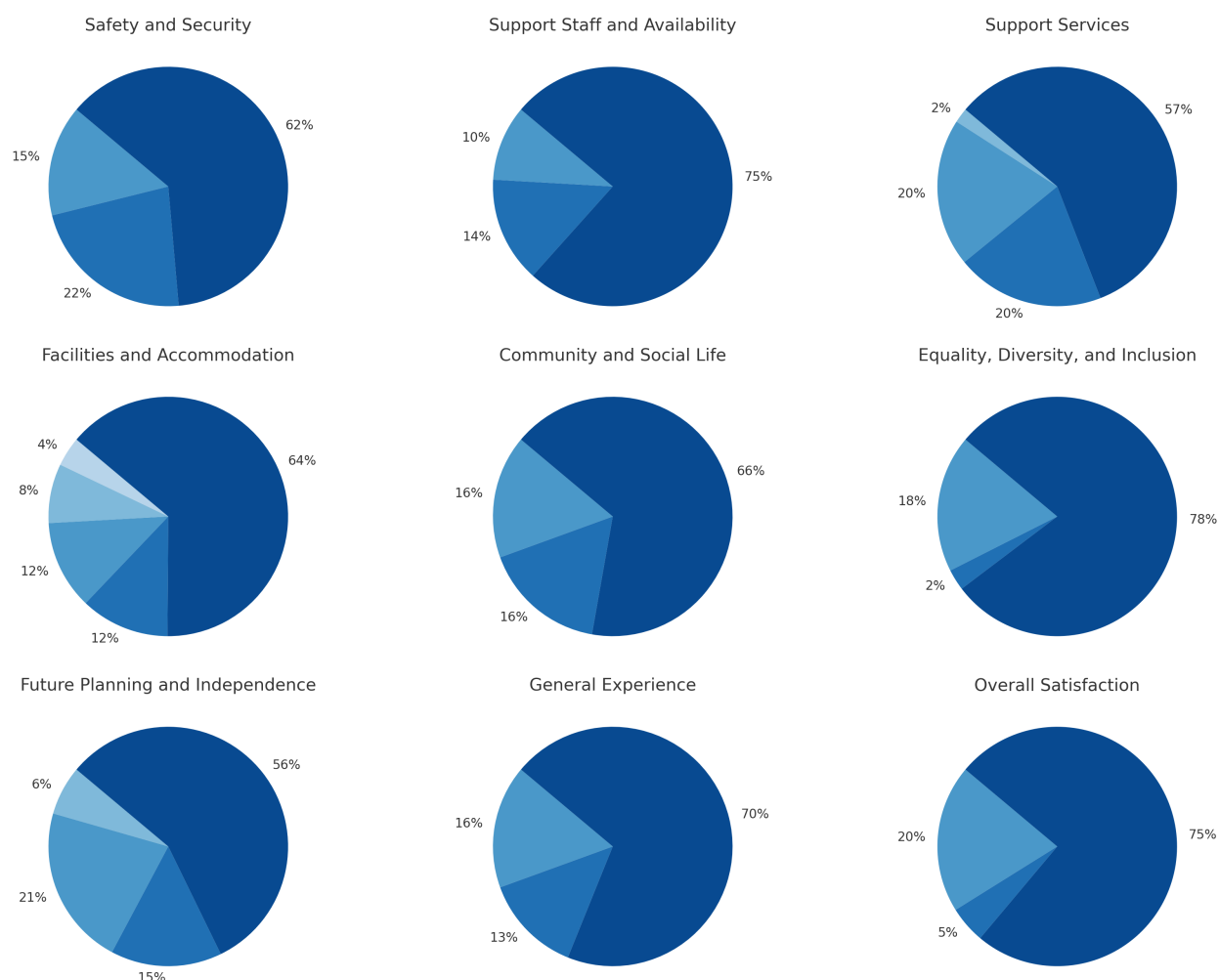


Figure 1: Don Robins House Resident Survey – Section-wise Overview of Responses

Insights from Resident Interviews

While the semi-structured interviews covered a wide range of topics across multiple themes, the findings have been thematically organised into three overarching categories to improve clarity and accessibility. These are: (1) what works well at Don Robins House; (2) what challenges or gaps exist in the current model; and (3) resident-informed recommendations. This structure has been developed by drawing together common threads across both the survey data and the qualitative interviews. While each resident's experience is unique, this thematic grouping aims to reflect the shared priorities and concerns raised by participants currently living at DRH, with a view to informing future practice and planning.

What Residents Value Most at Don Robins House

Across both the survey responses and interviews, residents consistently described DRH as a supportive, safe, and well-structured place to begin or continue their journey into independent living. One of the strongest themes that emerged was the sense of community. Many residents spoke about how being surrounded by others who were also working towards similar goals helped them overcome social anxiety, feel less isolated, and begin forming new social connections. Regular events, including Christmas and Easter celebrations, were highlighted as meaningful ways of building belonging.

Residents also described the staff team — including key workers and on-site support staff — as friendly, responsive, and proactive. There was particular praise for individuals like Den, who were named in interviews for their dedication and kindness. The presence of staff who listen, respond quickly, and genuinely care was mentioned repeatedly as a major reason why people felt safe and supported at DRH.

The range of practical support was another positive area. This included help with bills, budgeting, and basic needs, as well as access to life skills workshops such as cooking, creative writing, poetry, and cleaning. Residents spoke highly of these sessions, saying they not only helped them build confidence but also gave them structure and purpose. The availability of volunteering and opportunities at the Crypt was also appreciated.

The physical space itself was frequently described as clean, spacious, and comfortable. Several residents commented positively on the size of their flats, especially the two-bedroom units with gardens. The location of DRH — close to essential services like GP clinics and shops — was also seen as a key benefit.

Importantly, residents repeatedly said that DRH had helped them rebuild their lives. For some, this meant having a space of their own after years of instability; for others, it meant beginning to think about the future — permanent housing, employment, or further education — from a position of safety. The emotional tone of these reflections was often deeply personal. One resident described the space as a “safe haven.” Another called it “a dream” that had helped him grow in confidence and independence.

Improving the Model: Resident Perspective

While residents were generally positive about their experience at Don Robins House, several recurring concerns and challenges were raised. Many of these issues relate to limitations in the facility's current capacity, the temporary nature of the accommodation, and gaps in support structures for specific groups of residents.

One of the most frequently mentioned limitations was the lack of family-friendly accommodation. At present, DRH offers a small number of two-bedroom flats, but this is not sufficient for families with more than two children or for those with older children requiring more space and privacy. Several residents expressed that while DRH was a good starting point, it was not always suitable for larger families, and the limited space could make things more difficult for parents trying to establish stability.

A related concern was the restricted eligibility criteria, which some residents felt excluded people with past addiction issues or certain criminal records.¹⁷ While residents understood the need for careful screening, there was also a sense that more flexibility could be built into the process to support individuals who were genuinely ready to make a change but fell outside the current acceptance guidelines.

There were also concerns about isolation, especially among residents who did not actively participate in communal activities. While DRH does offer community events and workshops, some individuals reported that without proactive encouragement, it was easy to withdraw and become socially disconnected — particularly for those dealing with anxiety or mental health issues.

Several practical concerns were also raised. These included:

- Insufficient furniture in some units, particularly for families.

¹⁷ It is worth noting that several residents at Don Robbins House have previously passed through other St. George's Crypt projects, such as the Growing Rooms programme for both men and women. Many of them have completed rehabilitation and sustained recovery before moving into Don Robbins House, where they have now lived for over a year. Therefore, references to 'addiction issues' here relate only to those with ongoing challenges, not to individuals with a history of addiction who are now in recovery.

- Limited access to engaging or diverse classes, with requests for more vocational or interest-based options.
- Concerns about window safety, especially from parents of young children.
- The closure of the meeting room, which had previously served as a key space for social interaction and community building.¹⁸

Lastly, a number of residents reflected on the emotional difficulty of transition. Because the accommodation is temporary, there is a sense of uncertainty and sadness as people move on — both for those leaving and those who stay behind. Some described the community as “transient,” making it hard to build lasting relationships or feel a sense of long-term belonging.

Despite these concerns, residents generally acknowledged that these challenges existed alongside the support they received and were part of the complex reality of supported housing.



Image 3: View of a living room at a flat in Don Robin house

¹⁸ The meeting room at Don Robbins House had previously been an important space for social interaction and community-building. In the past, it was available for resident-led initiatives such as birthday gatherings or small events organised by individuals. More recently, however, its use has shifted towards organisation-led activities, such as training sessions or seasonal events (e.g. Christmas dinners), overseen by staff. Residents have expressed interest in seeing the space made more accessible again for their own initiatives and community use.



Image 4, 5 & 6: Activities conducted at the Don Robin House

Resident-Informed Recommendations

Drawing from both the survey responses and in-depth interviews, a number of resident-informed recommendations emerged. These reflect not only what participants believe would improve DRH, but also what they feel should be prioritised in similar supported independent living projects across the city.

1. Expand Family-Friendly Accommodation

While residents felt that the current accommodation at DRH is helpful, they also emphasised that if projects like this are to be expanded in the future, more attention should be given to family-friendly housing. In particular, they suggested including three- and four-bedroom flats, as it can be difficult for families to manage with children of different ages (for example, a teenager and a toddler sharing a room, or several children in different age groups living together in one space). Residents also highlighted the importance of more personalised support plans for single mothers and families to better address their specific needs.

2. Continue and Broaden Life Skills and Creative Workshops

Workshops in budgeting, cooking, poetry, and creative writing were repeatedly praised by residents. Many suggested expanding these sessions both in variety and frequency. Additional requests included vocational training, job readiness courses, and other practical classes that could prepare residents for long-term independence. There was also a desire to include personality development sessions to help build confidence.

3. Prevent Resident Isolation Through Active Engagement

To support those at risk of isolation, residents recommended developing stronger outreach and engagement strategies. This could include regular check-ins, buddy systems, and creating specific strategies to help residents cope with loneliness. More community-building activities — like potluck dinners, birthday celebrations, and weekly meetups in the communal space — were suggested as ways to build stronger relationships and reduce social disconnection.

4. Reopen or Replace Community Spaces

The closure of the meeting room disrupted a key space for social interaction. Participants recommended reopening the room or offering an alternative communal area that could be used for regular activities like cooking together, themed dinners, and seasonal celebrations. This was seen as vital for fostering community spirit.

5. Improve Practical Living Conditions and Communication

Residents raised concerns about furniture shortages, unclear utility billing, and babyproofing for families with young children. Recommendations included: Improving furniture provision in family units; Enhancing window and door safety; Babyproofing high-risk areas and Providing clear communication channels for utilities, and house rules

6. Strengthen Transition Support

Given the temporary nature of DRH, residents recommended the introduction of structured transition plans — including help with housing applications, referrals, and mental health support. Supporting residents in finding permanent, sustainable housing and ensuring smoother move-out processes was seen as critical for long-term success.

7. Maintain and Support Staff Development

There was strong support for the existing staff team, along with a recommendation to maintain the current selective screening process — while also ensuring compassion and second chances are part of decision-making. Continued staff training and investment in wellbeing support for staff were also encouraged.

Concluding Remarks

While there is a growing body of research on homelessness and rough sleeping in the UK, recent government evaluations — particularly in England and Wales — have acknowledged that many funded interventions still lack evidence on demonstrable effectiveness. In this context, the work of St George’s Crypt and its DRH project stands out as an example of what an effective, human-centred intervention can look like. For individuals who are ready to transition, who want to take steps toward independent living, and who are actively working on themselves, DRH provides a space that supports and enables that journey.

The Crypt’s broader approach to homelessness goes beyond emergency shelter — it engages with people at different stages and in different forms of housing insecurity, including rough sleeping, emergency accommodation, temporary supported housing, addressing addiction, and eventually move-on models like DRH. What emerges from this evaluation is that effectiveness is not just about how much funding is allocated or how many schemes are rolled out. It is about whether the intervention works in real life — whether it enables people to feel secure, to regain confidence, and to begin seeing themselves as part of a community again.

DRH does precisely this. Residents repeatedly spoke about how they felt safe, seen, and supported — not only because they had a roof over their heads, but because they were treated with dignity. The project accommodates a wide range of residents, including single mothers, asylum seekers, individuals with disabilities, and people from fractured family situations. It creates an enclosed, welcoming space where different kinds of needs are met — and it does so while encouraging personal responsibility, self-development, and mutual support.

Yes, as noted earlier in this report, there are areas that can be strengthened — particularly in terms of making the space more family-friendly and further reducing risks of resident isolation. But overall, the Don Robins House model represents a meaningful, compassionate, and effective way of supporting people out of homelessness. It is a model that should be looked at more closely by policymakers and local authorities — particularly for its emphasis on care, flexibility, and the importance of staff who are proactive, attentive, and genuinely invested in residents’ wellbeing. Across all interviews, one thing stood out consistently: the presence of kind, attentive staff who

not only respond to requests but also take the initiative to check in on residents, offer encouragement, and create a space where people feel human again.

In this way, DRH is not simply a housing intervention — it is a model of care, of transition, and of community. It offers a blueprint for what supported independent living can look like when done well.

Appendix

1. Ethical Review Approval



UNIVERSITY OF LEEDS

29 April 2025

Dear Yashashwani

Research ethics application reference: 2795

Research project: LSSI PGR PLACEMENT - ST GEORGE CRYPT

I am pleased to confirm you have met the conditions set out in the conditional approval letter issued by the Faculty Research Ethics Committee (FREC) for Arts, Humanities and Cultures.

Ethics approval is granted and research can now begin.

Please retain this email in your project file as it is evidence of the Committee's approval.

Matters you should note:

- Ethics approval does not infer you have the right of access to any member of staff or student or documents and the premises of the University of Leeds. Nor does it imply any right of access to the premises of any other organisation, including clinical areas. The Committee takes no responsibility for you gaining access to staff, students and/or premises prior to, during or following your research activities.
- It is your responsibility to comply with all relevant Health and Safety, Data Protection and other legal and professional requirements and guidelines.
- You are expected to keep a record of all your approved documentation, as well as documents such as sample consent forms, risk assessments and other documents relating to the research project. This should be kept in your project file.
- Audits are undertaken on approved ethics applications. Your project could be chosen for such an audit. You should therefore ensure your project files are kept up to date and readily available for audit purposes. You will be given a two week notice period if your project is selected.
- Please always include the above research ethics application reference in any correspondence with the Research Ethics team.

If you need to make **amendments** to the original research project as submitted you are expected to seek approval from the Committee before taking any further action. Changes could include (but are not limited to) the project end date, project design or recruitment methodology, or study documentation. Please go to <https://secretariat.leeds.ac.uk/research-ethics/how-to-apply-for-research-ethics-amendment/> or contact the Research Ethics team for further information at [Research Ethics](#).

I hope your research project goes well.

Yours sincerely,

Ms Rachel Prinn, Research Ethics, Governance & Compliance (formerly Secretariat), University of Leeds

On behalf of Dr Rach Cosker-Rowland, Chair, AHC FREC

2. Information Sheet

Leeds Social Sciences Institute



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Evaluation of the Don Robin House Participant Information Sheet

About the project

You are being invited to take part in a research study conducted by the St. George's Crypt in partnership with University of Leeds. Before you decide, it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully and discuss it with others if you wish. Feel free to ask us any questions if anything is unclear or if you would like more information.

Purpose of the Study

The study aims to evaluate the impact of Don Robin House, a housing project established by St. George's Crypt to support individuals transitioning from homelessness to independent living. We are interested in understanding residents' experiences, challenges, and perspectives on how well the program has prepared them for independent tenancy. The findings will help improve services and inform future policy recommendations.

Your Participation

You have been invited to participate in this study because you are currently or have previously been a resident at Don Robin House. Your experiences and insights are invaluable in helping us assess the effectiveness of the program and identify areas for improvement.

Participation is entirely voluntary. If you decide to take part, you will be asked to sign a consent form. You are free to withdraw at any point during the study without providing a reason, and this will not affect your relationship with St. George's Crypt or the services you receive.

What Will Happen to Me if I Take Part?

If you agree to participate, you will be asked to take part in a one-on-one interview lasting approximately 60–90 minutes. During this interview, we will discuss your experiences at Don Robin House, your thoughts on the services provided, and any challenges you have faced. The interview will be recorded (with your permission) for accurate data collection. The audio recordings made during this research will be used only for analysis only. No other use will be made of them without your written permission, and no one outside the project either at the University of Leeds or St George Crypt will be allowed access to the original recordings.

Possible Benefits of participation

By sharing your experiences, you will help shape future improvements at Don Robin House and contribute to a better understanding of how housing projects like this support individuals transitioning out of homelessness. Your input may also influence local policies on housing and homelessness.

Possible Risks of participation

Discussing past experiences may bring up difficult emotions. If at any point you feel uncomfortable, you are free to pause or stop the interview. Support services will be available should you need them, and we can provide referrals to appropriate support networks if required.

Participation Confidentiality

Yes. All responses will be anonymized, meaning that your name will not be used in any reports or publications. Data will be stored securely, and only members of the research team will have access to it. If you wish to remain anonymous, your identity will be protected throughout the study.

Leeds Social Sciences Institute



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Results of the Study

The findings of this study will be shared with St. George's Crypt, Leeds City Council, local policymakers, and other stakeholders, including the University of Leeds. The final report may be published in academic or policy-related publications. If you would like to receive a summary of the findings, please let us know.

Organizers and Funding the Research

This study is being conducted by **Yashashwani Srinivas**, a doctoral researcher at the University of Leeds, in collaboration with **Andrew Omond** and **Chris Wilson** from St. George's Crypt. The research is supported by the Leeds Social Sciences Institute at the University of Leeds.

Review and Ethics of the Study

This study has been reviewed and approved by the University of Leeds Research Ethics Committee to ensure it meets ethical guidelines. **Ethics approval:** This study has received ethics approval from the Faculty Research Ethics Committee for Arts, Humanities and Cultures with reference number 2795

In case of a Problem?

If you have any concerns or complaints about the study, you can contact the research team. If you wish to make a formal complaint, you can reach out to the ethics committee at the University of Leeds.

Contact for Further Information

If you have any questions or require further information, please contact:

- | | | | | |
|-----------------------|---|------------|----|-----------------|
| 1. Yashashwani | Doctoral Researcher, | University | of | Srinivas |
| | | | | Leeds |
| | Email: hyys@leeds.ac.uk | | | |
| 2. Andrew | St. | George's | | Omond |
| | | | | Crypt |
| | Email: andrew.omond@stgeorgescrypt.org.uk | | | |
| 3. Chris | St. | George's | | Wilson |
| | | | | Crypt |
| | Email: Chris.Wilson@stgeorgescrypt.org.uk | | | |

3. Consent Form

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Participant Consent to take part in the evaluation project of the Don Robin House

I confirm that I have read and understand the information sheet dated 01.04.2025 explaining the above research project and I have had the opportunity to ask questions about the project.	
I understand that my participation is voluntary and that I am free to withdraw at any time during the interview without giving any reason and without there being any negative consequences.	
In addition, should I not wish to answer any question or questions or part of the question/s, I am free to decline.	
Where my data has been anonymised/pseudonymised I understand I will not be identified or identifiable in the report/s or publications that result from the research.	
I understand that data may be shared with stakeholders as described by St George Crypt.	
Agreement for open data sharing: I agree that the (de-identified) research data collected from me can be shared publicly and openly.	
Agreement for restricted data sharing: I agree that the (de-identified) research data collected from me can be shared for future use. Where my data is identifiable, I understand that I can request removal from the dataset at any time by contacting the St George's Crypt.	
I understand that other researchers may use my words (direct quotes) in publications, reports, web pages, and other research outputs, only if all direct identifiers (such as names, locations, birth dates and contact details) are removed and I cannot be identified.	
I understand that relevant sections of the data collected during the study, may be looked at by auditors from and on behalf of the research partner - University of Leeds	

Name of participant	
Participant's signature	
Date	
Name of lead researcher	Yashashwani Srinivas
Signature	
Date*	

*To be signed and dated in the presence of the participant.

4. Interview Questionnaire

Section 1: Consent & Anonymity

1. Would you like to remain anonymous, or are you comfortable with your name being used in the report?
2. Do you consent to this interview being recorded for accuracy (if applicable)?

Section 2: Personal Journey & Transformation

3. Can you tell me a little about your life before coming to Don Robin House?
4. How do you feel your life has changed since moving here?
5. What has been the most valuable thing you've gained from this experience?

Section 3: Living Experience & Support

6. Do you feel safe and comfortable here? What aspects of the living conditions have worked well for you, and what could be improved?
7. Have you felt supported by the staff? Can you share any moments where their help made a real difference?
8. Have you built friendships or a sense of community here?

Section 4: Relationship with St. George's Crypt

9. Do you feel connected to St. George's Crypt as an organization? Why or why not?
10. Have you received any additional support from them beyond Don Robin House?

Section 5: Preparing for the Future

11. Do you feel ready to transition into independent housing? What excites you about it, and what worries you?
12. What skills or support have helped you the most in preparing for the next step?
13. Is there anything else that could be done to better prepare residents like yourself for independent living?

Section 6: Reflection & Testimonials

14. If you could describe Don Robin House in one sentence, what would it be?
15. What is one memory or moment from your time here that you will carry with you in the years ahead?

5. Paper-Based Survey Template

Instructions: Please rate the following statements on a scale of **1 to 5**, where **1** represents *Strongly Disagree / Very Poor*, **2** represents *Disagree / Poor*, **3** represents *Neutral / Average*, **4** represents *Agree / Good*, and **5** represents *Strongly Agree / Excellent*.

	1	2	3	4	5
Safety and Security					
I feel safe in my accommodation.					
The security measures in place (e.g., concierge, keyless entry) make me feel protected.					
I feel safe interacting with other residents.					
I know what to do in case of an emergency					
Support Staff & Availability					
The support staff are available when I need assistance.					
The support staff are easy to approach.					
The staff treat me with respect.					
The staff are friendly and understanding.					
I feel comfortable discussing my concerns with the staff.					
The staff provide clear information about available services.					
Support Services & Accessibility					
The support services provided have helped me in my journey towards independent living.					
I have been able to access mental health or addiction support if needed.					
I am aware of the different services available to me at Don Robins House.					
I have received support in developing life skills (e.g., budgeting, cooking, tenancy management).					
I have access to volunteering or training opportunities.					
Facilities & Accommodation					
My accommodation is well-maintained.					
I have access to all necessary facilities (kitchen, bathroom, laundry, etc.)					
The communal spaces are clean and well-kept.					
The furniture and appliances in my accommodation are in good condition.					
The outdoor spaces (if applicable) are safe and accessible.					
Community & Social Life					
I feel a sense of community with other residents.					
I have made positive connections with people during my stay here.					
I feel comfortable participating in activities and social events.					
Equality, Diversity, and Inclusion (EDI)					
I feel respected regardless of my background, identity, or circumstances.					

Don Robins House provides an inclusive and welcoming environment for all residents.					
I feel that my cultural, religious, or personal needs are acknowledged and respected.					
I have not experienced discrimination from staff or other residents during my stay.					
If I had concerns about discrimination or exclusion, I would feel comfortable reporting them.					
The staff ensure that all residents are treated fairly and with dignity.					
The community at Don Robins House encourages mutual respect and understanding.					
Future Planning & Independence					
I feel confident about moving into independent housing after my stay here					
I have received guidance on my next steps after leaving Don Robins House					
The support I have received has helped me feel more independent.					
I have learned valuable skills that will help me maintain a future tenancy.					
General Experience					
The accommodation has met my expectations.					
I feel comfortable living in Don Robins House.					
The location is convenient for accessing necessary services (shops, GP, public transport)					
The living environment is quiet and comfortable.					
Overall Satisfaction					
I would recommend Don Robins House to others in need of support.					
My overall satisfaction with Don Robins House is high.					

6. Collated Responses Table (Excel Version)

	RESPONDENT - 01	RESPONDENT - 02	RESPONDENT - 03
Safety and Security			
I feel safe in my accommodation.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The security measures in place (e.g., concierge, keyless entry) make me feel protected.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
I feel safe interacting with other residents.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I know what to do in case of an emergency	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
Support Staff & Availability			
The support staff are available when I need assistance.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The support staff are easy to approach.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The staff treat me with respect.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The staff are friendly and understanding.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I feel comfortable discussing my concerns with the staff.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The staff provide clear information about available services.	5 - Strongly Agree / Excellent	No response	5 - Strongly Agree / Excellent
Support Services & Accessibility			
The support services provided have helped me in my journey towards independent living.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I have been able to access mental health or addiction support if needed.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I am aware of the different services available to me at Don Robins House.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I have received support in developing life skills (e.g., budgeting, cooking, tenancy management).	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I have access to volunteering or training opportunities.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
Facilities & Accommodation			
My accommodation is well-maintained.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	4 - Agree / Good
I have access to all necessary facilities (kitchen, bathroom, laundry, etc.)	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The communal spaces are clean and well-kept.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The furniture and appliances in my accommodation are in good condition.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
The outdoor spaces (if applicable) are safe and accessible.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
Community & Social Life			
I feel a sense of community with other residents.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	4 - Agree / Good
I have made positive connections with people during my stay here.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I feel comfortable participating in activities and social events.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
Equality, Diversity, and Inclusion (EDI)			
I feel respected regardless of my background, identity, or circumstances.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
Don Robins House provides an inclusive and welcoming environment for all residents.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I feel that my cultural, religious, or personal needs are acknowledged and respected.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I have not experienced discrimination from staff or other residents during my stay.	5 - Strongly Agree / Excellent	No response	5 - Strongly Agree / Excellent
If I had concerns about discrimination or exclusion, I would feel comfortable reporting them.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The staff ensure that all residents are treated fairly and with dignity.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The community at Don Robins House encourages mutual respect and understanding.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
Future Planning & Independence			
I feel confident about moving into independent housing after my stay here	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I have received guidance on my next steps after leaving Don Robins House	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The support I have received has helped me feel more independent.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I have learned valuable skills that will help me maintain a future tenancy.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
General Experience			
The accommodation has met my expectations.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
I feel comfortable living in Don Robins House.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The location is convenient for accessing necessary services (shops, GP, public transport)	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The living environment is quiet and comfortable.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
Overall Satisfaction			
I would recommend Don Robins House to others in need of support.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
My overall satisfaction with Don Robins House is high.	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent

	RESPONDENT - 04	RESPONDENT - 05	RESPONDENT - 06
Safety and Security			
I feel safe in my accommodation.	5 - Strongly Agree / Excellent	3 - Neutral / Average	5 - Strongly Agree / Excellent
The security measures in place (e.g., concierge, keyless entry) make me feel protected.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
I feel safe interacting with other residents.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
I know what to do in case of an emergency	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
Support Staff & Availability			
The support staff are available when I need assistance.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
The support staff are easy to approach.	5 - Strongly Agree / Excellent	No response	5 - Strongly Agree / Excellent
The staff treat me with respect.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
The staff are friendly and understanding.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
I feel comfortable discussing my concerns with the staff.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
The staff provide clear information about available services.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
Support Services & Accessibility			
The support services provided have helped me in my journey towards independent living.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
I have been able to access mental health or addiction support if needed.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
I am aware of the different services available to me at Don Robins House.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
I have received support in developing life skills (e.g., budgeting, cooking, tenancy management).	2 - Disagree / Poor	4 - Agree / Good	5 - Strongly Agree / Excellent
I have access to volunteering or training opportunities.	5 - Strongly Agree / Excellent	3 - Neutral / Average	5 - Strongly Agree / Excellent
Facilities & Accommodation			
My accommodation is well-maintained.	5 - Strongly Agree / Excellent	3 - Neutral / Average	5 - Strongly Agree / Excellent
I have access to all necessary facilities (kitchen, bathroom, laundry, etc.)	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
The communal spaces are clean and well-kept.	5 - Strongly Agree / Excellent	3 - Neutral / Average	5 - Strongly Agree / Excellent
The furniture and appliances in my accommodation are in good condition.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
The outdoor spaces (if applicable) are safe and accessible.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
Community & Social Life			
I feel a sense of community with other residents.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
I have made positive connections with people during my stay here.	5 - Strongly Agree / Excellent	3 - Neutral / Average	5 - Strongly Agree / Excellent
I feel comfortable participating in activities and social events.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
Equality, Diversity, and Inclusion (EDI)			
I feel respected regardless of my background, identity, or circumstances.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
Don Robins House provides an inclusive and welcoming environment for all residents.	5 - Strongly Agree / Excellent	3 - Neutral / Average	5 - Strongly Agree / Excellent
I feel that my cultural, religious, or personal needs are acknowledged and respected.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
I have not experienced discrimination from staff or other residents during my stay.	5 - Strongly Agree / Excellent	3 - Neutral / Average	5 - Strongly Agree / Excellent
If I had concerns about discrimination or exclusion, I would feel comfortable reporting them.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
The staff ensure that all residents are treated fairly and with dignity.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
The community at Don Robins House encourages mutual respect and understanding.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
Future Planning & Independence			
I feel confident about moving into independent housing after my stay here	5 - Strongly Agree / Excellent	3 - Neutral / Average	3 - Neutral / Average
I have received guidance on my next steps after leaving Don Robins House	3 - Neutral / Average	3 - Neutral / Average	5 - Strongly Agree / Excellent
The support I have received has helped me feel more independent.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
I have learned valuable skills that will help me maintain a future tenancy.	5 - Strongly Agree / Excellent	3 - Neutral / Average	5 - Strongly Agree / Excellent
General Experience			
The accommodation has met my expectations.	5 - Strongly Agree / Excellent	3 - Neutral / Average	5 - Strongly Agree / Excellent
I feel comfortable living in Don Robins House.	5 - Strongly Agree / Excellent	No response	5 - Strongly Agree / Excellent
The location is convenient for accessing necessary services (shops, GP, public transport)	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
The living environment is quiet and comfortable.	5 - Strongly Agree / Excellent	4 - Agree / Good	5 - Strongly Agree / Excellent
Overall Satisfaction			
I would recommend Don Robins House to others in need of support.	5 - Strongly Agree / Excellent	1 - Disagree / Very Poor	5 - Strongly Agree / Excellent
My overall satisfaction with Don Robins House is high.	5 - Strongly Agree / Excellent	3 - Neutral / Average	5 - Strongly Agree / Excellent

Two Years to Independence: A Case Study of the Don Robin House Experience

	RESPONDENT - 07	RESPONDENT - 08	RESPONDENT - 09	RESPONDENT - 10
Safety and Security				
I feel safe in my accommodation.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The security measures in place (e.g., concierge, keyless entry) make me feel protected.	3 - Neutral / Average	4 - Agree / Good	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I feel safe interacting with other residents.	3 - Neutral / Average	4 - Agree / Good	4 - Agree / Good	5 - Strongly Agree / Excellent
I know what to do in case of an emergency	3 - Neutral / Average	3 - Neutral / Average	4 - Agree / Good	4 - Agree / Good
Support Staff & Availability				
The support staff are available when I need assistance.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The support staff are easy to approach.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The staff treat me with respect.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The staff are friendly and understanding.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I feel comfortable discussing my concerns with the staff.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The staff provide clear information about available services.	3 - Neutral / Average	4 - Agree / Good	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
Support Services & Accessibility				
The support services provided have helped me in my journey towards independent living.	3 - Neutral / Average	4 - Agree / Good	4 - Agree / Good	3 - Neutral / Average
I have been able to access mental health or addiction support if needed.	3 - Neutral / Average	3 - Neutral / Average	3 - Neutral / Average	3 - Neutral / Average
I am aware of the different services available to me at Don Robins House.	3 - Neutral / Average	4 - Agree / Good	4 - Agree / Good	4 - Agree / Good
I have received support in developing life skills (e.g., budgeting, cooking, tenancy management).	3 - Neutral / Average	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I have access to volunteering or training opportunities.	3 - Neutral / Average	4 - Agree / Good	5 - Strongly Agree / Excellent	3 - Neutral / Average
Facilities & Accommodation				
My accommodation is well-maintained.	4 - Agree / Good	5 - Strongly Agree / Excellent	1 - Disagree / Very Poor	2 - Disagree / Poor
I have access to all necessary facilities (kitchen, bathroom, laundry, etc.)	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The communal spaces are clean and well-kept.	3 - Neutral / Average	4 - Agree / Good	2 - Disagree / Poor	2 - Disagree / Poor
The furniture and appliances in my accommodation are in good condition.	3 - Neutral / Average	5 - Strongly Agree / Excellent	4 - Agree / Good	4 - Agree / Good
The outdoor spaces (if applicable) are safe and accessible.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
Community & Social Life				
I feel a sense of community with other residents.	3 - Neutral / Average	5 - Strongly Agree / Excellent	4 - Agree / Good	3 - Neutral / Average
I have made positive connections with people during my stay here.	3 - Neutral / Average	5 - Strongly Agree / Excellent	4 - Agree / Good	2 - Disagree / Poor
I feel comfortable participating in activities and social events.	3 - Neutral / Average	4 - Agree / Good	5 - Strongly Agree / Excellent	4 - Agree / Good
Equality, Diversity, and Inclusion (EDI)				
I feel respected regardless of my background, identity, or circumstances.	3 - Neutral / Average	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
Don Robins House provides an inclusive and welcoming environment for all residents.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I feel that my cultural, religious, or personal needs are acknowledged and respected.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I have not experienced discrimination from staff or other residents during my stay.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
If I had concerns about discrimination or exclusion, I would feel comfortable reporting them.	3 - Neutral / Average	4 - Agree / Good	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The staff ensure that all residents are treated fairly and with dignity.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The community at Don Robins House encourages mutual respect and understanding.	3 - Neutral / Average	4 - Agree / Good	4 - Agree / Good	3 - Neutral / Average
Future Planning & Independence				
I feel confident about moving into independent housing after my stay here	3 - Neutral / Average	2 - Disagree / Poor	4 - Agree / Good	4 - Agree / Good
I have received guidance on my next steps after leaving Don Robins House	3 - Neutral / Average	2 - Disagree / Poor	4 - Agree / Good	4 - Agree / Good
The support I have received has helped me feel more independent.	3 - Neutral / Average	2 - Disagree / Poor	5 - Strongly Agree / Excellent	4 - Agree / Good
I have learned valuable skills that will help me maintain a future tenancy.	3 - Neutral / Average	3 - Neutral / Average	4 - Agree / Good	4 - Agree / Good
General Experience				
The accommodation has met my expectations.	3 - Neutral / Average	4 - Agree / Good	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
I feel comfortable living in Don Robins House.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The location is convenient for accessing necessary services (shops, GP, public transport)	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
The living environment is quiet and comfortable.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
Overall Satisfaction				
I would recommend Don Robins House to others in need of support.	3 - Neutral / Average	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent
My overall satisfaction with Don Robins House is high.	3 - Neutral / Average	4 - Agree / Good	5 - Strongly Agree / Excellent	5 - Strongly Agree / Excellent