

# Broadway's Research and Evaluation Service



Broadway's Research Team provides research and evaluation consultancy services for local and central government, local policymakers and voluntary organisations. We use a range of methods from large scale quantitative analysis to depth interviews and workshops. The team offers extensive experience of research and evaluation with vulnerable groups. We are committed to producing findings which are useful and relevant to policy and service delivery. People with experience of homelessness regularly contribute to our projects as interviewers, facilitators and advisors.

## Our Approach to research and evaluation

- **Expertise in working with 'hard to reach' groups:** recent examples include research to tight timescales with very vulnerable street-based sex workers and with rough sleepers.
- **Commitment to providing independent and rigorous analysis:** we often work in partnership with academics. Researchers invest time in developing and piloting research tools. We are trusted to provide a balanced, evidenced-based view.
- **Access to reliable information about the street population:** Broadway's information is regularly used by Communities and Local Government (CLG) and other experts; our Street to Home reports are the best available sources of information about rough sleeping in London.
- **Strong links with other agencies:** Broadway's management of the CHAIN system, and our work providing accommodation and outreach services, mean that we have excellent access to a wide range of services working with homeless and vulnerable adults across London.
- **Emphasis on giving a voice to participants and client involvement:** clients are involved in research as interviewers, facilitators and reviewers, and we always feed back to research participants.
- **Use of innovative, accessible research methods:** for example using creative methods in workshops, undertaking research in community languages, having a flexible approach to interviewing e.g. undertaking on-street interviews.
- **Award winning research:** Broadway won first place in the 2008 British Educational Research Association (BERA) award for Research Into Practice (16+ learners category).

## Our What our customers and partners say about us

*"A well-focused piece of research, carried out in a collaboration that demonstrated both flair and efficiency. It has **contributed much-needed direction** to an under-researched field of practice".*  
- Mary Hamilton, Professor of Adult Learning and Literacy at Lancaster University

*"...found this report really helpful for future developments of the services. It reads as very real and the **voices of the women [sex workers] come through loud and clear!**"*  
- Denise Chandy, Head of Service, Lambeth Substance Misuse Team

*"...very good at establishing responsibilities and working to a demanding schedule. A high standard of work - **they did more than deliver** on the Reaching Out project." - Jackie Smith, Head of Research, Shelter*



## The team

### **Becky Rice, Research and Information Manager**

Following an MSc in Social Science Research Methods, Becky has over eight years experience delivering research and evaluation projects in the not for profit sector. She has extensive experience delivering quantitative data analysis and qualitative interviewing and facilitating. Fieldwork undertaken includes research with vulnerable groups, for example people with mental health problems, people with substance misuse problems, rough sleepers and street-based sex working women. Prior to working at Broadway, Becky worked as Shelter's Senior Research Officer and as a Research Fellow at the University of East London.

### **Juliette Hough, Research Officer**

Juliette joined Broadway in September 2007 to work on a consultation with over 100 rough sleepers and to lead the fieldwork for the London Borough of Lambeth's review of services for sex working women. Prior to this Juliette was Policy and Research Officer at Alcohol Concern, where she managed and conducted research with people with alcohol, drug and mental health problems. Her experience also includes conducting research for a Christian Aid-funded NGO in Bangalore, India on slum-based sex work, stigma and discrimination. Juliette has a postgraduate diploma in Social Research Methods.

## Our Example projects

**Review of services for sex workers in Lambeth (2008), commissioned by London Borough of Lambeth.** A review of services for street-based women sex workers who use drugs and alcohol in Lambeth. The project involved qualitative interviews with 29 women who were currently sex working or had exited sex work, as well as observations, group discussions and interviews with project staff and commissioners. Alice Sampson from the University of East London acted as the senior advisor to the project. We developed a plan of recommended actions based on our findings which is informing the development of Lambeth's new prostitution strategy.

**Keeping Homes (2008), internal research.** We developed a methodology for contacting clients several years after resettlement to measure longer term outcomes, with a qualitative and quantitative survey. This enabled us to identify the longer term impact we had on clients' lives, identify areas of unmet need and improve support. The evidence of successes we gathered were motivational to staff and clients and demonstrated quality to funders. We offer support to other organisations to conduct similar research.

**CHAIN research project (2008), funded by CLG.** A large scale, longitudinal analysis of CHAIN and related data about services for rough sleepers. Broadway is working with statisticians from the National Centre for Social Research to deliver this project.

**Reaching Out (2007), commissioned by Shelter.** Broadway worked in partnership with Shelter to deliver this consultation with rough sleepers. Broadway conducted 100 quantitative interviews, provided ten qualitative case study interviews, analysed data from over 200 interviews and presented findings in a national research report.

## Our Contact the team

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Download our research reports at [www.broadwaylondon.org](http://www.broadwaylondon.org).

