

No one should live this way.

ON HOMELESSNESS

A Methodological Study on Homelessness in Singapore

HA2023
RESEARCH METHODOLOGIES IN SOCIAL SCIENCES

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INTRODUCTION TO RESEARCH STUDY

Homelessness is a reality that society often overlooks in a prosperous nation like Singapore. Homelessness is defined as the lack of stable, safe, and adequate housing. A street count was conducted by Dr Ng Kok Hoe for the first time in Singapore to assess the scale of homelessness. He determined that rough sleepers number between 921 and 1,050 (Ng, 2019). The purpose of this research paper is to supplement the literature on homelessness in Singapore by examining its extent and attitudes toward rough sleepers.

DATA COLLECTION - SURVEY

Support for the homeless community is generally lacking in Singapore society due to limited knowledge (Ng, 2020). Therefore, a structured survey was conducted to examine the relationship between youth awareness of rough sleepers and their actions to include and help them. The independent variable (IV) was the youth's background knowledge about the rough sleepers in Singapore, and the dependent variable (DV) was the interaction with the homeless community. A cross-sectional research was conducted on Google Forms to generate a self-administered web survey for surveyees and has its unit of analysis as individuals. The funnelling technique was also employed to encourage surveyees to answer and complete the survey to the best of their ability. A mix of open-ended and closed-ended questions were used in the survey to ensure the standardisation of answers while allowing surveyees to elaborate qualitatively (See **Appendix A**). To reach the greatest number of people within the shortest time frame, convenience sampling was employed through social media platforms like Instagram and Telegram. The survey was conducted on 40 respondents, primarily youth (see **Appendix A**).

SURVEY RESULTS AND ANALYSIS

Overall, 70% of respondents are familiar with rough sleeping communities, while 30% have no idea what it means. Even with background knowledge, 60% of participants underestimated the severity of Singapore's rough sleeping problem. 12.5% of the participants had interacted with the rough sleeping community before, while 52.5% felt apprehensive about approaching them. Generally, respondents indicated two main concerns when asked to elaborate on feelings of apprehension: (1) uncertainty about approaching homeless people (38.09%) and (2) safety concerns (28.57%). 42.5 percent of respondents remained on the fence when asked if they were ready to interact with rough sleepers. In addition, 62.5% of Singaporean youth respondents judged the homeless community negatively.

DATA COLLECTION - EXPERIMENT

Due to the government's perceived competence in providing public housing and the lack of public awareness of homeless individuals, the public is inclined to blame rough sleepers for their hardships (Forbes-Mewett & Tan, 2018). Hence, the hypothesis of this experiment was that increased contact with rough sleepers would change youth's attitudes towards the homeless community. The IV represents the number of rough sleepers contacted, while the DV represents attitudes toward the homeless community. The attitude was conceptualized here as a psychological characteristic expressing a degree of favor or disfavor towards a particular entity. The IV and the DV were conceptualised as the interaction between the public and rough sleepers and improvement in impression/perception of the rough sleeping community, respectively. The IV was manipulated by having participants engage in an interaction with rough sleepers hosted by Homeless Hearts of Singapore (HHOS). Both participants and non-participants of the interactions were then asked to complete a pre- and post-test survey to gauge change in attitudes.

Due to HHOS limitation of five participants per session, we utilised a modified pretest-posttest control group design (see **Appendix B**). To accommodate 10 participants, three treatment groups were used instead of one. Control and treatment groups were selected from people who expressed interest in participating in the field trip during the pre-test survey. A coin flip was also used to assign participants to control and treatment groups to ensure randomisation. The treatment group was then asked to attend an interaction, while the control group was asked to complete a post-test survey 2.5 hours after completing the initial pre-test survey. This was done to limit extraneous factors that could affect the experiment results.

EXPERIMENT RESULTS

Results from the experiment substantiated the experiment's hypothesis. It revealed that increased contact with rough sleepers does improve youth's attitudes toward the homeless community (See **Appendix B**). Both the treatment and control groups were asked if they were apprehensive when approaching the homeless community in both the pre-test and post-test surveys. In the pre-test survey, about 52.5% of participants were apprehensive. After treatment, the number of participants from the treatment group who felt apprehensive decreased to 20%. For the control group, however, the number remained similar to the results from the pre-test survey at around 60%. 70% of treatment group participants reported changing their initial view of the homeless community, whereas none of the control group participants did.

LIMITATIONS AND RECOMMENDATIONS

Three limitations were identified in this experiment. Firstly, obtaining a representative sample of the population was difficult in a short period of time. It was also difficult to determine participants' attitudes toward rough sleepers after only one interaction session. Future research should allocate more time to study both the homeless community and youth population together

to draw a more rigorous conclusion. There were also limitations due to the constancy of conditions and demand characteristics. Due to headcount limitations, maintaining constant conditions was challenging with all ten participants. Participants could also be influenced by demand characteristics since data was generated through self-reports of participants via survey. However, to reduce demand characteristics, minimal verbal instructions were given intentionally.

DATA COLLECTION - FIELD RESEARCH

A field research was conducted to gain an insider's perspective of rough sleepers' attitudes toward their own homelessness situation. The intent is to supplement existing literature to provide a comprehensive understanding due to a lack of social awareness and literature. We observed and interviewed 10 rough sleepers in their dwelling areas for field observation during three engagement sessions conducted by HHOS in Chinatown, Bras Basah and Bugis. In recent years, HHOS has identified rough sleepers in their weekly befriending sessions. They have developed a rapport and trust through their interactions. As such, site selection was not a concern given that most rough sleepers actually reside in Downtown Singapore (see **Appendix C**). Due to our field research not significantly conflicting with HHOS's activities, we also did not reveal our identity or intent. Each session lasted approximately 3 hours on average and were all conducted in the form of structured participant observation where observers actively engaged and conversed with rough sleepers. There were times when observers were silently observing and listening to their struggles while there were other times when observers were involved and followed up with questions to gain more insights. Additionally, volunteers were matched 4:1 with rough sleepers so that they wouldn't feel overwhelmed and uncomfortable sharing their experiences.

FIELD RESEARCH RESULTS

Through the interactions, insights were gained into the structural and personal factors that lead to rough sleeping (see **Appendix C**). Most of the respondents (N=7) expressed sadness towards their situation and wished that rough sleeping would only be a temporary solution. We observed that the living conditions they had were also not optimal; with cardboard pieces often being used as a mattress. The remaining 3 participants viewed their situation positively. Due to the freedom they enjoy and the good network of homeless friends and community support, rough sleeping is a lifestyle choice they pursue.

LIMITATIONS AND RECOMMENDATIONS

This sample may not represent the entire rough sleeping community in Singapore as the extensive community support provided by religious organizations in the area may also have contributed to the 10 rough sleepers' less negative attitudes. To better understand rough sleeper attitudes, future research should interact with rough sleepers in different areas of Singapore.

CONCLUSION

This research work was conducted in hopes to understand the most effective way to change people's negative attitudes towards rough sleepers in Singapore. It is the researchers' hope that this research work raises awareness of the issue of homelessness in Singapore and exposes interested individuals to various befriending opportunities available for them to challenge their stereotypes and preconceived notions. In the course of conducting the experiment and field research, it is noteworthy that increased social awareness may not necessarily be beneficial to the rough sleeping community. Ironically, as people attempt to create awareness for the community, some also unintentionally cause inconveniences to the community. As much as the researchers would like to alleviate this issue of homelessness in Singapore, it should also be done in a delicate manner to ensure maximum benefit to the community.

REFERENCES

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APPENDIX A

Plight of Rough Sleepers in Singapore

Hello! We are a group of Y2 Public Policy and Global Affairs Undergraduates from Nanyang Technological University. In this survey, we examine how the impact of visibility can influence social actions provided to rough sleepers for our HA2023 Module on Research Methodologies in Social Sciences. Your insights are extremely important to us, and we appreciate you taking out time to fill this form up!

Disclaimer: The data collected from this survey will solely be used for our research writing on this matter.

Figure 1: Introduction of project to respondents and declaration of disclaimers

The image shows a screenshot of a survey form. At the top, it says "Plight of Rough Sleepers in Singapore". Below that is a paragraph of text about the survey's purpose and data use. Then there are three questions with input fields:

- Q1: What is your name?** (Required)
- Q2: What is your contact number? *** (Required)
- Q3: What is your course of study/line of work? *** (Required)

Each question has a "Short answer" input field and a "Required" toggle switch. There are also icons for a camera and a list, and a more options menu at the bottom right of each question area.

Figure 2: Collecting data from respondents

Q5: What are some thoughts felt upon seeing this photo? *



Long answer text

Figure 3: Open-ended questions asked to respondents

Q6: What are some words that come to mind when you hear the term 'rough sleeper'?
Long answer text

Q7: How many rough sleepers do you think there are in Singapore? *



- Less than 300
- Somewhere between 301 - 600
- Somewhere between 601 - 900
- Somewhere between 901 - 1200
- More than 1200

Q8: Do you think homelessness is a choice? *

- Yes
- No

Figure 4: Mix of open and close-ended questions asked

Q9: Would you feel apprehensive when approaching/interacting with the homeless community? *

Yes

No

Q10: If you indicated yes to the previous question (Question being: would you feel apprehensive when approaching/interacting with the homeless community?), please elaborate on why you feel this way. (Type in "n/a" if not applicable.)

Long answer text

Q11: How ready are you to interact with the members of the rough sleepers community? *

1 2 3 4 5

Least Ready Most Ready

Q12: Do you have any prior interactions with the rough sleeping community? *

Yes

No

Figure 5: Mix of open and close-ended questions asked

Q13: If you have answered no for Q12 (Question being: do you have any prior interactions with the rough sleeping community), would you be interested in our befriending engagements with the rough sleepers?

Yes

No

Q14: To what extent do you think Singaporeans view the homeless community positively? *

1 2 3 4 5

Not Positively Very Positively

Q15: I hereby consent to be contacted should any follow-ups and clarifications be required of me. *

Yes

No

Figure 6: Seeking consent from respondents

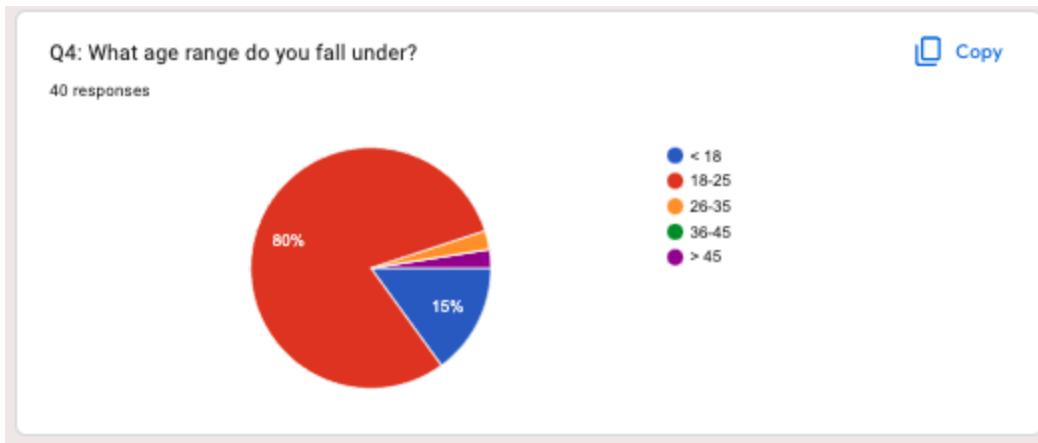


Figure 7: Age Distribution

Q5: What are some thoughts felt upon seeing this photo?

I feel bad for them that they don't have a proper roof over their heads and they can't sleep comfortably. Sleep is essential to health and such living conditions are only making their lives worse

sad

Cold, uncomfortable, dirty environment. A unfortunate sight to see.

Poor thing

Its uncomfortable

I think it must be very difficult to sleep on a cardboard sheet that does not look very comfortable. Along with that, it must be very hard to fall asleep at ease knowing that your belongings (which I realised are really very minimal) can be stolen easily.

Sad & Heartbroken

I think that homelessness is not discussed enough in Singapore because it is not the usual version of Singapore that many are used to. Ultimately, homelessness is a very real thing and in Singapore specifically, we struggle to see different sides of our city or avoid and deny the reality. Without more coverage and awareness on such groups, there is little that can be done in a sustainable manner.

Homeless, isolated from the community

poor soul to be sleeping on hard concrete without proper housing

Indifference

Loneliness, homelessness

Homelessness? Tired during work

poor living conditions, dirty environment, cold

Sad because this is the reality of SG often unseen as people tend to not think about the income inequality

I would think of what happened to this particular person's life which might caused him to be homeless

A homeless man

Weather would be an issue for him? Rain, wind affecting rest.

It's quite sad

sad and feel something should be done to help this people

Sad

Empathy, outraged at their plight, frustrated that I can't really help

Depressing

Homeless sleeping on the streets

reminds me of construction workers, feelings of pity, poor living conditions, lack of resources

upsetting that the man has to rest outside the comfort of a home

Sympathy

I felt that is very poor thing, and makes me feel heart broken when I saw this photo.

Empathy, will wonder the reason behind this person sleeping there. However, more often than not, I will walk away from the venue if I saw such scenes, as not to disturb.

A poor man that has to sleep outside in a dirty environment

Loneliness and perhaps a reason behind why the person is doing this

Wondering what led them to this circumstances, how they live with such conditions and how uncomfortable it must be.

Sad

Sad that these people have no place to sleep in , we need to learn to be grateful for the things that we have

Homeless, facing financial difficulty, unhygienic

Sad

I feel abit sad i guess?

Sympathy

The person is sad and uncomfortable. Seems to be in pain. Probably homeless/ in poverty.

looks uncomfortable

Figure 8: Responses for Survey Question 5

Q6: What are some words that come to mind when you hear the term 'rough sleeper'?

Homeless
a difficult life
Someone going through a tough time, sounds abit like when you can't sleep at night because you have a lot of anxieties or worries
Sleeping in uncomfortable situations
cant sleep well or sleeping in uncomfortable environments

Someone who sleeps outside because they do not have a shelter to seek or someone who is homeless as a whole with no place to even keep their belongings.
People who are homeless

instability, uncertainty and uncomfortable
Like literally someone who sleeps in a rough manner

homeless, uncomfortable, helpless
A person that did not sleep well
Homeless
Cannot sleep properly. Easy to wake up
homelessness, poverty, unease
public amenities that are not easily accessible to people who are homeless, making it hard for them to have shelter.
Homeless, no money, jobless
A person who lives on the streets
Sleeping anywhere that's possible, outside comforts of a home/shelter
Struggle and
they didn't have a nice sleep and suffering in their everyday lives
Jungle
Homeless, tough, unemployed
Pitiful, worried, concerned

Dirty, poor, hardship
poor sleep quality
tossing, turning, uncomfortable
Homeless, poor, tough
Feeling cold at night and don't have a warm place to live.
People whose sleeping environment is rough
bad sleep, uncomfortable sleep
Homeless, lonely, suffering
Homelessness, Improper living conditions
Trouble sleeping, environment
Homeless, empathy, no shelter
Homeless, poor
Sad
I thought it meant a person having a tough time sleeping
Tough
Cannot fall asleep. Not comfortable and less than 8 hours of sleep.
people who are not able to sleep, tossing and turning, headaches

Figure 9: Responses for Survey Question 6

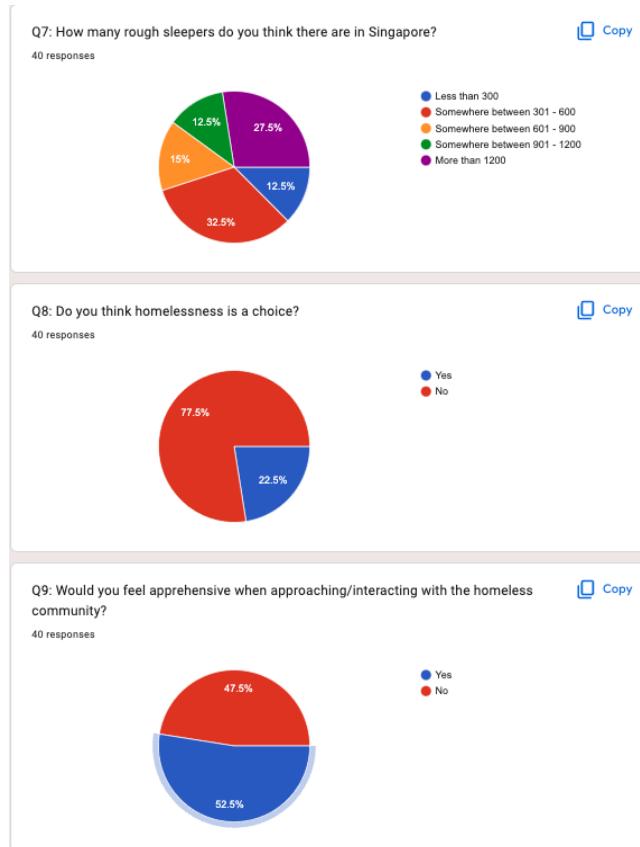


Figure 10: Data charts on Survey Responses

Q10: If you indicated yes to the previous question (Question being: would you feel apprehensive when approaching/interacting with the homeless community?), please elaborate on why you feel this way. (Type in "nil" if not applicable.)	
NA	
I'm generally wary of strangers	
My apprehension comes from the fact I'm not sure what I can do to help these people. I'm always happy to have a conversation, but what happens next?	
NIL	
nil	
Nil	
Nil	
I think that while it is easy to just say that we want to help people out, there are many things to consider before actually taking action. Firstly, when reaching out to the homeless community we have to consider if our actions are seen as a form of pity in their eyes. We also need to consider the sustainability of our help, while we can give them blankets or a temporary shelter at most, it is ultimately not enough. Without considerations for following up on our actions, it may result in even more damage perhaps psychologically or spiritually when they are unable to sustain the help they got. I think that we need to understand that homelessness and poverty is a structural issue that is complex to tackle for various reasons.	
I would feel apprehensive because I am unsure of how I should approach and communicate with them because of the difference in circumstance and whether they are receptive to me initiating or wanting to help	
It is inevitable to feel apprehensive towards them due to how different our lives are. When faced with the underprivileged, though the people of common and or above statuses will initially feel sympathy, we will never approach or interact with them solely because we know what its like to live with a roof over our head, to have food on the table etc. To want to talk to them would indirectly mean we are stooping to that level of privilege, which although you can always convince yourself its possible, your mind will not accept it. There will always be some form of sympathy felt but there will never be a course of action because why do we need to. They are the ones who do not have a roof, not us, which is why most of us are more likely to not approach/interact with them.	
On top of that, we grew up with the idea of 'stranger danger'. We associate the idea of unfamiliarity with danger no matter how untrue it may be. So we would never approach/interact with a stranger, let alone a homeless person, unless its of utmost importance to our own benefit.	
I lack the courage and the knowledge to approach the homeless, I do not know what is the best course of action after establishing interaction.	
Nil	
Not sure how to approach them. How can I actly help them?	
If I were to see them at night, I would hesitate to approach and talk to them. But this applies to most people and not just the rough sleepers. In general, I think screens are just distant and would not approach unless necessary	
Since young, my parents will direct me away when we see members of the homeless community. I'm careful to not impose into their spaces. Sometimes, they will ask for money or yell at us so I get worried at times	
Afraid that they might be defensive or violent. Not sure how they will react when we approach them	
Nil	
Nil	
-	
As there's a limit to how you can help them and you feel bad just leaving them behind even though their lives depend on you	
Scared they attack me	
Nil	
Nil	
Nil	
sense of distrust, perhaps due to the negative portrayal of homeless people in the news and media	
unsure of their intentions and whether they have reached a point of despair that they would do anything to get out of it.	
Nil	
Help the poor people by donate food and others?	
Nil	
nil	
I feel that I am unsure how to approach them and if I need to be extra intentional in terms of my words	
Nil	
Perhaps them being excluded from society makes me a little wary of them and scared to interact with them	
Not comfortable to talk to strangers	
Having a certain confirmation bias that homelessness is a choice, I feel that I am unable to understand their pov and thought process	
Nil	
nil	
They may be aggressive or offended	
nil	
feels unsafe to approach them on my own.	

Figure 11: Survey Responses for Question 10

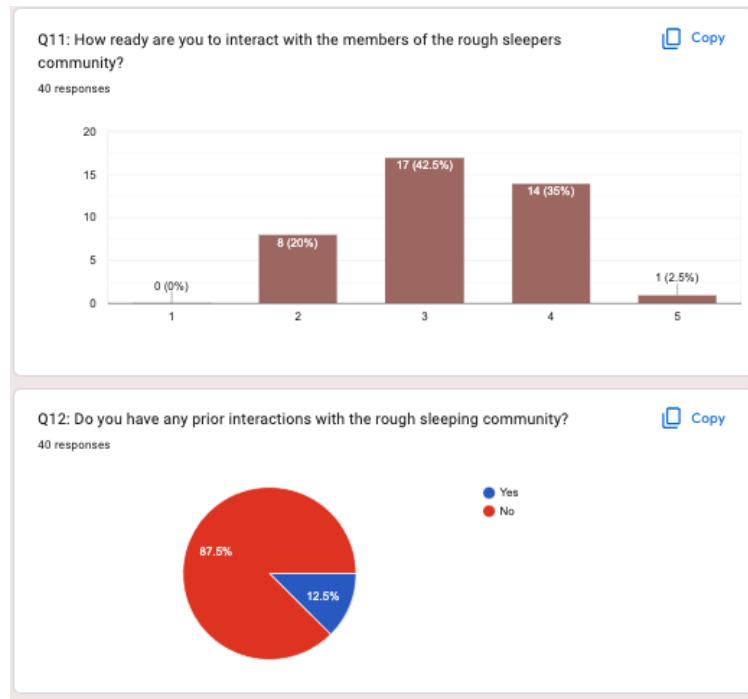


Figure 12: Data Charts on Survey Responses

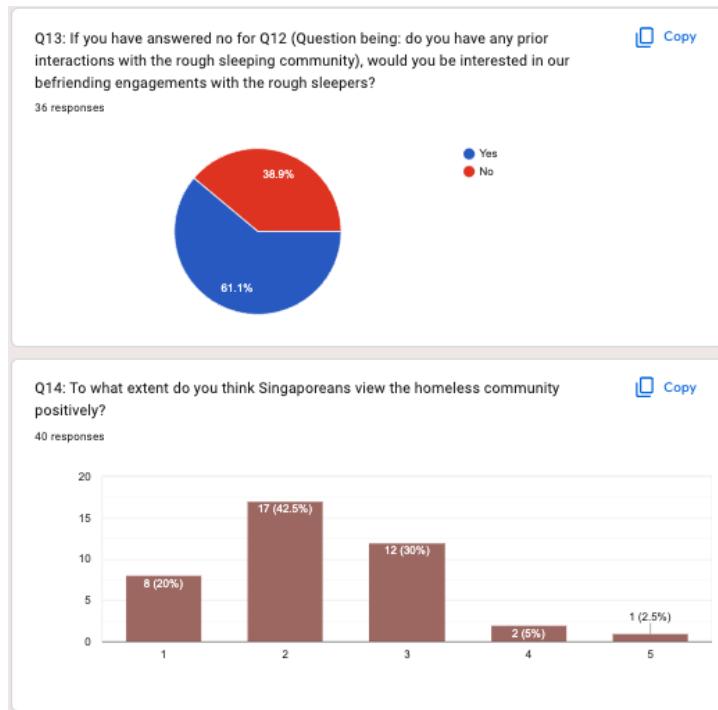
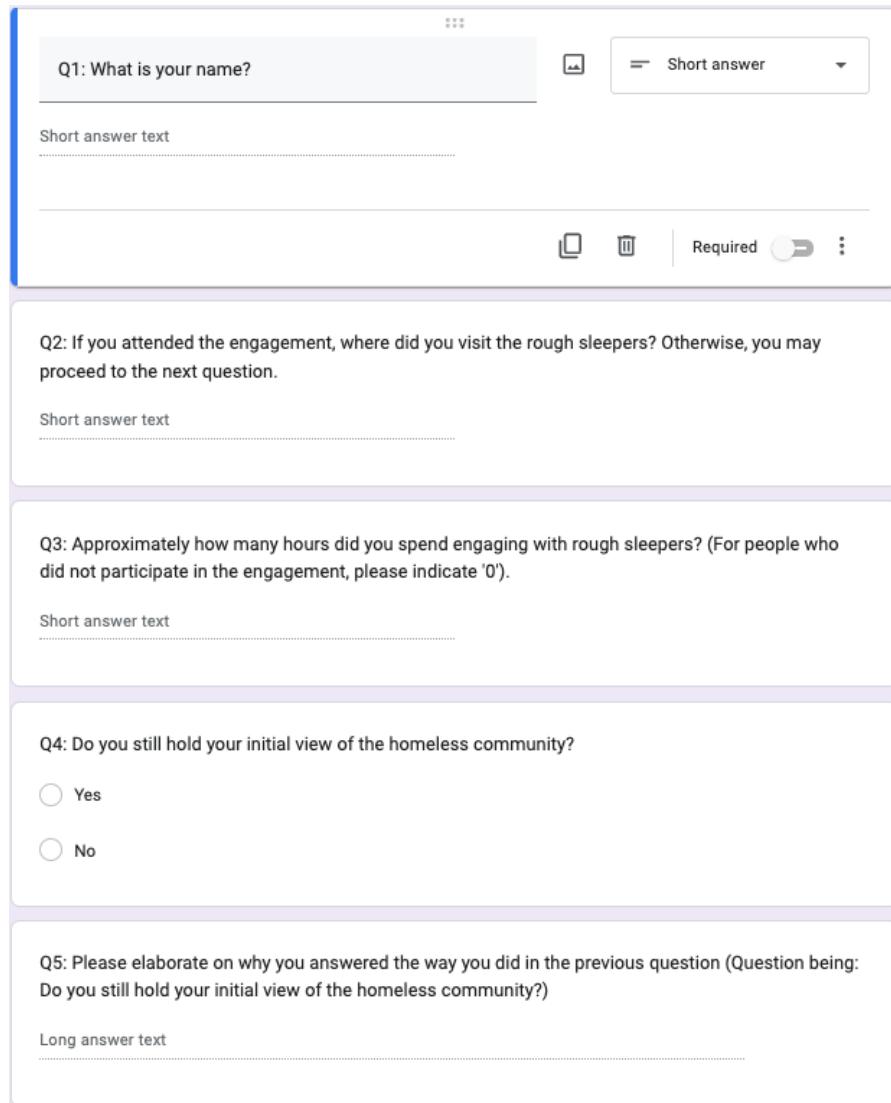


Figure 13: Data Charts on Survey Responses

Appendix B:

R O₁ X O₂
O₃ X O₄
O₅ X O₆
O₇ X O₈

Figure 14: Modified Pre-test and Post-test Control Group Design



The figure displays a survey questionnaire design with five questions:

- Q1: What is your name?** (Short answer text input field)
- Q2: If you attended the engagement, where did you visit the rough sleepers? Otherwise, you may proceed to the next question.** (Short answer text input field)
- Q3: Approximately how many hours did you spend engaging with rough sleepers? (For people who did not participate in the engagement, please indicate '0').** (Short answer text input field)
- Q4: Do you still hold your initial view of the homeless community?** (Radio button options: Yes or No)
- Q5: Please elaborate on why you answered the way you did in the previous question (Question being: Do you still hold your initial view of the homeless community?)** (Long answer text input field)

Figure 15: Post-Test Survey Questionnaire Design

Q6: What was one thing you learnt from the interaction that struck you? For people who did not participate in the engagement, please proceed to the next question.

Long answer text

Q7: Would you feel apprehensive when approaching/interacting with the homeless community now?

Yes

No

Q8: Are you still interested in finding out about the rough sleepers?

Yes

No

Q9: Would you agree that increasing one's exposure to rough sleepers can help to increase awareness about them?

Yes

No

Q10: Would you encourage your friends to learn more about the rough sleepers in Singapore?

Yes

No

Q11: Do you have any other insights you would like to share? If so, please write them below.

Long answer text

Figure 16: Post-Test Survey Questionnaire Design



Figure 17: Control Group Responses for Post-Test Survey

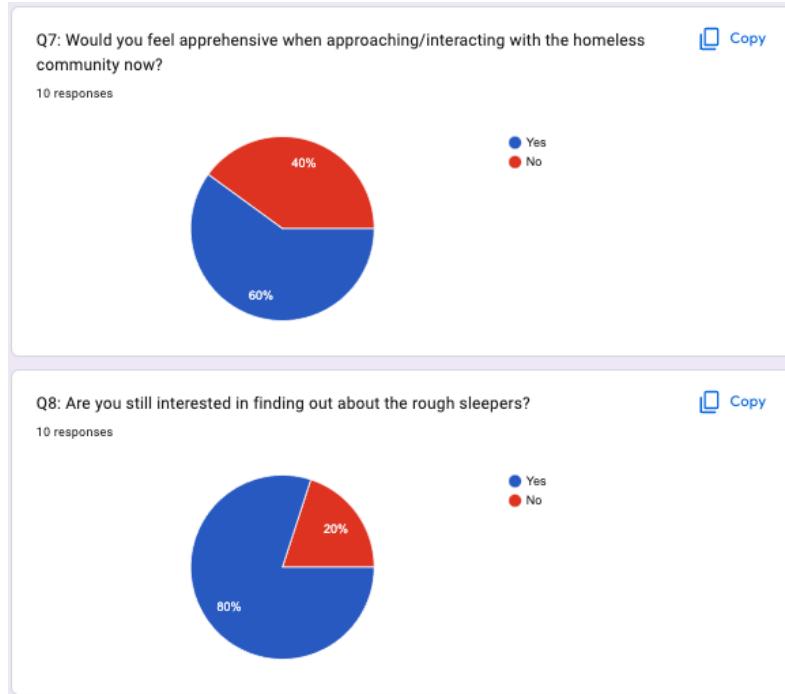


Figure 18: Control Group Responses for Post Test Survey

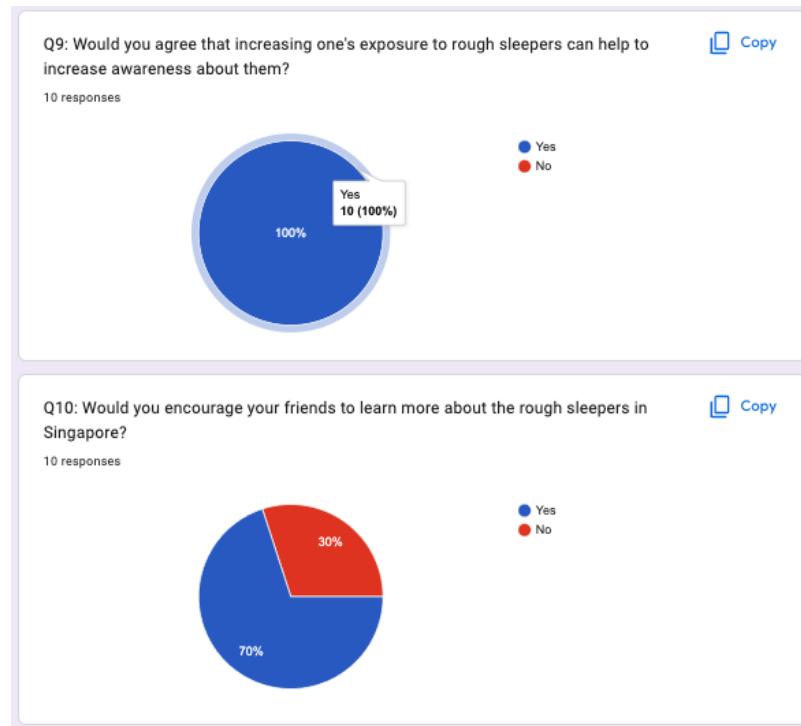


Figure 19: Control Group Responses for Post Test Survey

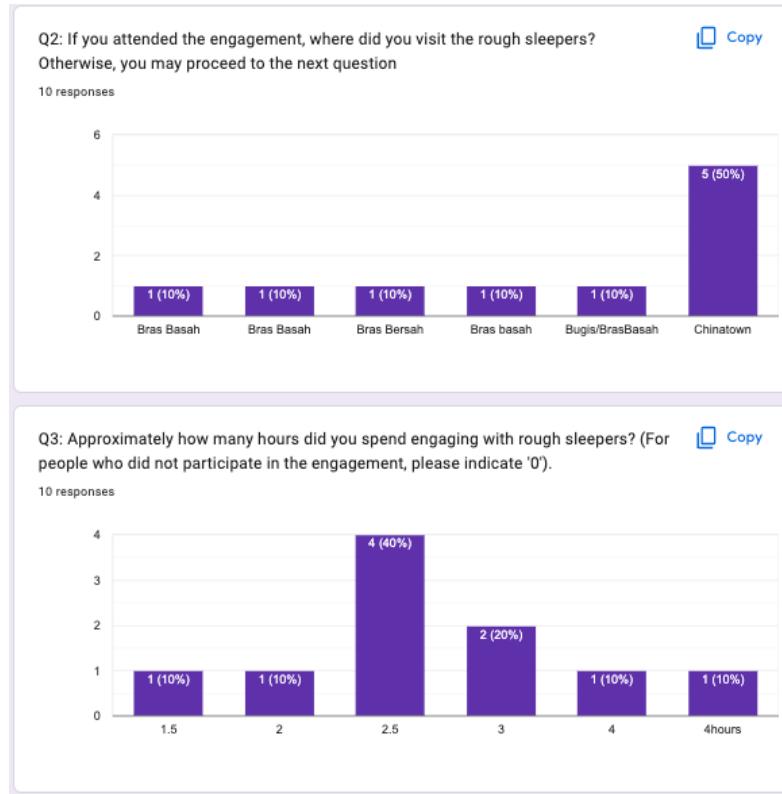


Figure 20: Treatment Group Responses for Post Test Survey

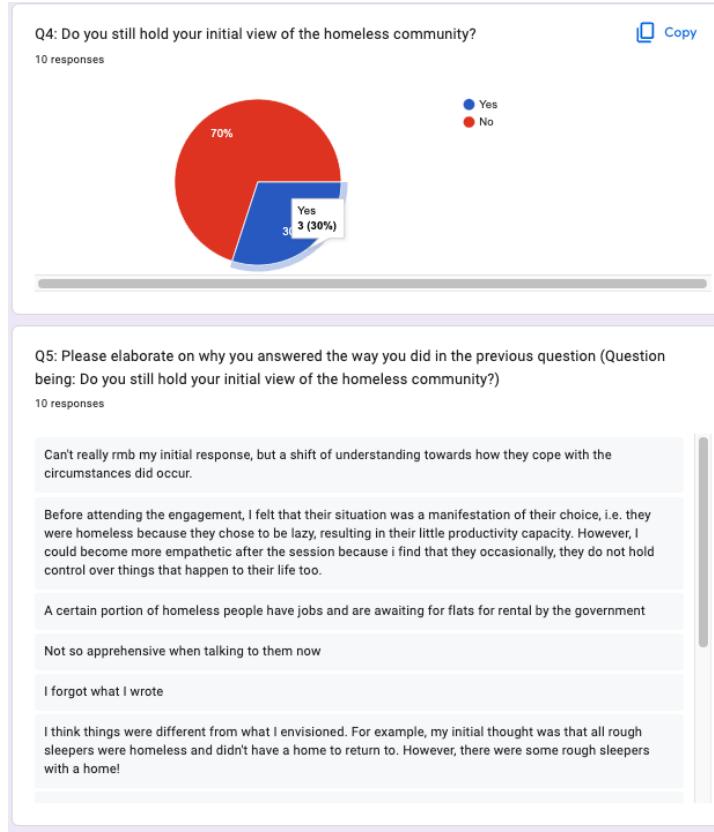


Figure 21: Treatment Group Responses for Post Test Survey

Q5: Please elaborate on why you answered the way you did in the previous question (Question being: Do you still hold your initial view of the homeless community?)

10 responses

I forgot what I wrote

I think things were different from what I envisioned. For example, my initial thought was that all rough sleepers were homeless and didn't have a home to return to. However, there were some rough sleepers with a home!

while some people go genuinely needed help to get a place for them to stay, there are others who chose to that lifestyle and sleep outside of their homes for a variety of reasons

I felt that if we are providing materials for the rough sleepers, it might be empowering them to continue what they are currently doing instead of finding a solution to their issues. As most of them has a house of their own but became a rough sleeper of their own accord.

I didn't think I had a bad impression of them and understood that they have their own reasons and issues behind why they are homeless - but I do have newer insights of them but largely have not changed the way that I perceive them as another person.

While I might still think they are a little dirty, I have more motivations to want to help them especially since I got to know that many of them do not have a choice

Figure 22: Continued Responses by Treatment Group for Question 5

Q6: What was one thing you learnt from the interaction that struck you? For people who did not participate in the engagement, please proceed to the next question.

10 responses

They still strive towards getting out of the situation as best as possible

We visited some rough sleepers on the link bridge to People's Park Complex. Some of them stayed there because they did not have anyone who is taking care of them and they no longer have a house.

There are a few that are homeless by choice

The lives of homeless people can be starkly contrasting, even when compared to each other.

The reason of being homeless, is by choice

I think that rough sleepers all have their own circumstances such as potential family issues etc.. I think for some rough sleepers they really want to be stable and find a place to settle down but due to COVID-19 and other factors it's hard to do so.

the circumstances that led to the rough sleepers in their situation

They are very candid in their interaction and was not afraid to share with others what is going in their life

Figure 23: Treatment Group Responses for Post Test Survey

Q6: What was one thing you learnt from the interaction that struck you? For people who did not participate in the engagement, please proceed to the next question.

10 responses

The reason of being homeless, is by choice

I think that rough sleepers all have their own circumstances such as potential family issues etc.. I think for some rough sleepers they really want to be stable and find a place to settle down but due to COVID-19 and other factors it's hard to do so.

the circumstances that led to the rough sleepers in their situation

They are very candid in their interaction and was not afraid to share with others what is going in their life and their experience

That many of them are eloquent and educated. They are not elusive or evasive and are open to talking with us for extended period of time. They were grateful and one even tried to give what little he had to us as gratitude.

I managed to have a good talk with the homeless and felt that they are not in control of their circumstances. I feel that they should be helped by the society more.

Figure 24: Continued Responses by Treatment Group for Question 6

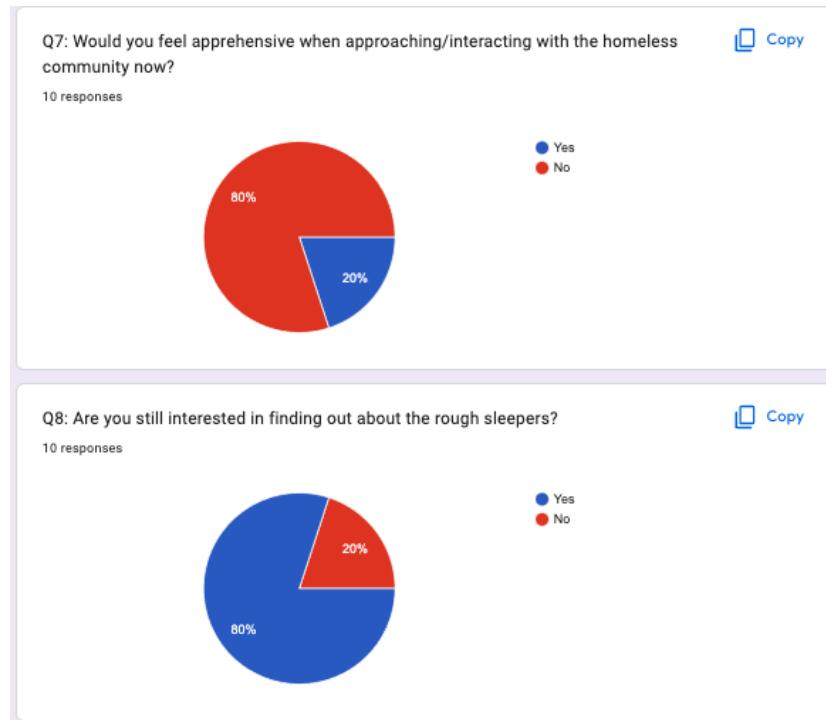


Figure 25: Treatment Group Responses for Post Test Survey

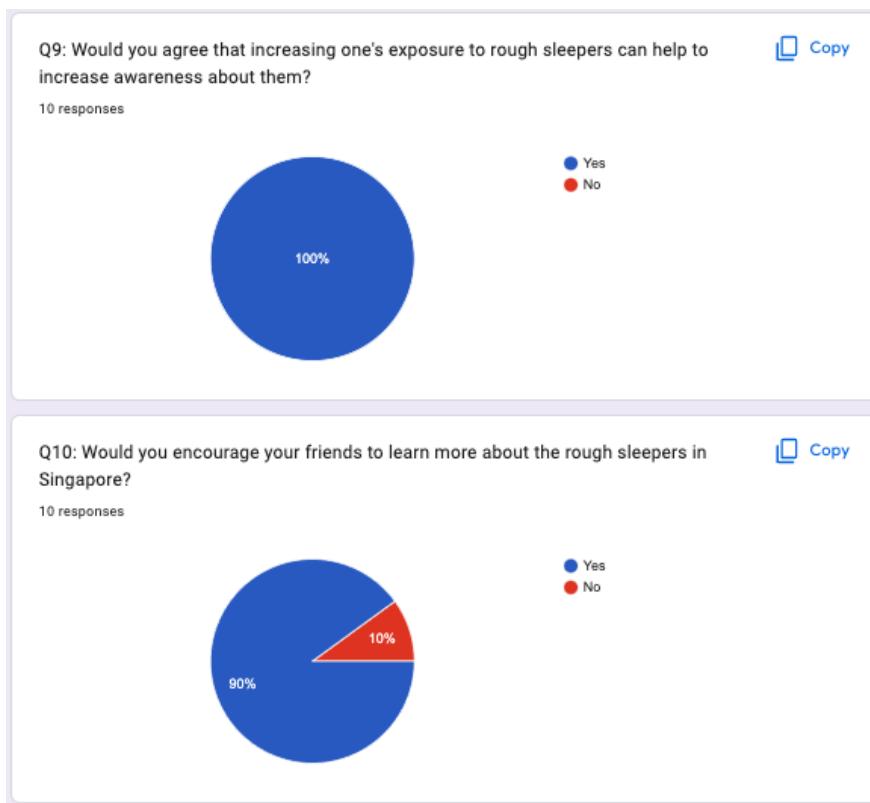


Figure 26: Treatment Group Responses for Post Test Survey

Appendix C

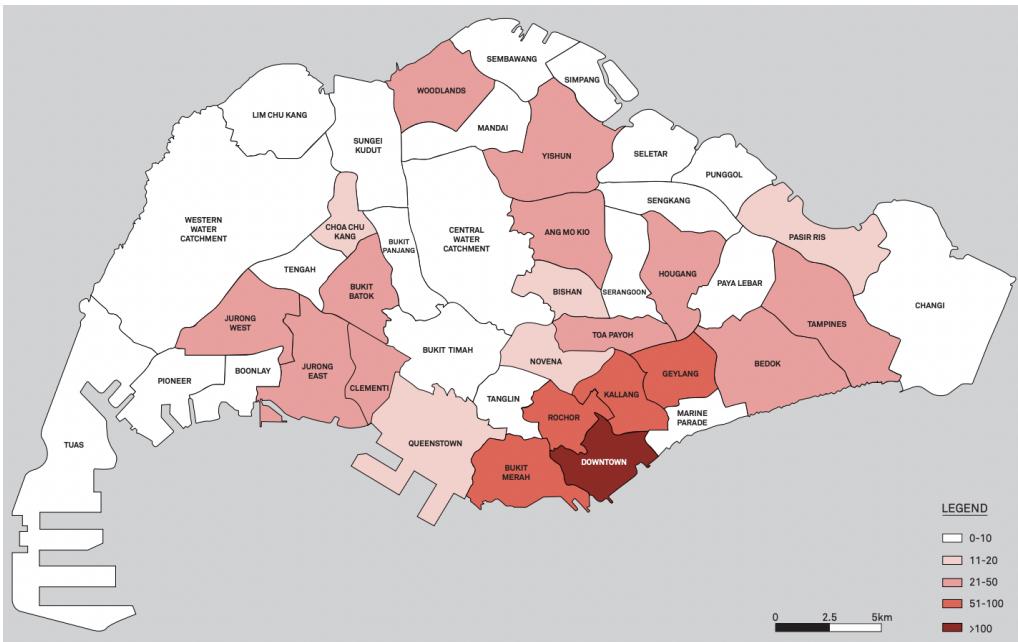


Figure 27: Distribution of rough sleepers in Singapore

Questions	Responses	General Sensing
How do you feel about this situation that you are in?	<p>Rough Sleeper 1</p> <ul style="list-style-type: none"> ❖ <u>Verbal response</u>: 'I feel very sad and embarrassed for you to see me like this. I hope to have a house soon.' ❖ <u>Body language</u>: Sitting up, looking as if he is about to cry 	
	<p>Rough Sleeper 2</p> <ul style="list-style-type: none"> ❖ <u>Verbal response</u>: 'Not happy lah. I mean, who would be? People look at me as if I'm some criminal to be worried about' ❖ <u>Body language</u>: Sitting on his electric wheelchair, slightly aggressive and frustrated with this reality 	

<p>Rough Sleeper 3</p> <ul style="list-style-type: none"> ❖ <u>Verbal response</u>: ‘I hope my application for the rental housing gets approved soon. It is uncomfortable sleeping outside because of the insects that crawl on me’ ❖ <u>Body language</u>: Sitting up, leaning against the staircase wall, scratching his arms as he is speaking 	
<p>Rough Sleeper 4</p> <ul style="list-style-type: none"> ❖ <u>Verbal response</u>: ‘Ok lah, I’m used to this already. I have been homeless for 30 years plus already and I’m still surviving. This is a lifestyle I chose and I like it’ ❖ <u>Body language</u>: Sitting on the bench, charging his phone at the easily accessible plug as he is talking to us 	
<p>Rough Sleeper 5</p> <ul style="list-style-type: none"> ❖ <u>Verbal response</u>: ‘I am obviously not happy with this. But what to do? No money so no choice. Need to suck thumb and just continue working hard’ ❖ <u>Body language</u>: Sitting up leaning against the wall, looks slightly agitated and frustrated with his circumstance 	
<p>Rough Sleeper 6</p> <ul style="list-style-type: none"> ❖ <u>Verbal response</u>: ‘Aiya, this is actually okay. Here got so many food choices, and religious organisations that can hand out free things. You are taken care of.’ ❖ <u>Body language</u>: Looking proud that he is able to find such ways to save money. Smiling happily as he talks about the free things he gets. 	

<p>Rough Sleeper 7</p> <ul style="list-style-type: none"> ❖ <u>Verbal response</u>: ‘I have a house but I cannot get along with my flatmate. I think he has dementia and he can get agitated very easily. So I prefer to stay outside. Plus, I have some friends I can talk to when I sleep outside so it is okay.’ ❖ <u>Body language</u>: Looking quite satisfied with his response, nodding as he speaks 	
<p>Rough Sleeper 8</p> <ul style="list-style-type: none"> ❖ <u>Verbal response</u>: ‘I miss having a soft bed to sleep on because my back is hurting from laying on the hard floor. But no choice, my brother filed a Personal Protection Order against me so I cannot go home. I miss being able to sleep in peace and not worry about officers coming up to me.’ ❖ <u>Body language</u>: Looking emotional and almost on the verge of crying. He was avoiding eye contact and looked down. 	
<p>Rough Sleeper 9</p> <ul style="list-style-type: none"> ❖ <u>Verbal response</u>: ‘I am not happy but what choice do I have? I need to work hard and earn enough money so that I can move into a rental house.’ ❖ <u>Body language</u>: Looking defeated, Able to hold eye contact and from his gaze, he looks very resilient. 	
<p>Rough Sleeper 10</p> <ul style="list-style-type: none"> ❖ <u>Verbal response</u>: ‘I wish I can turn back time. A lot of regrets and I just wish I could control time.’ ❖ <u>Body language</u>: Looking regretful and upset with the situation 	

Figure 28: Field Observations finding