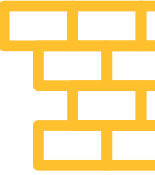
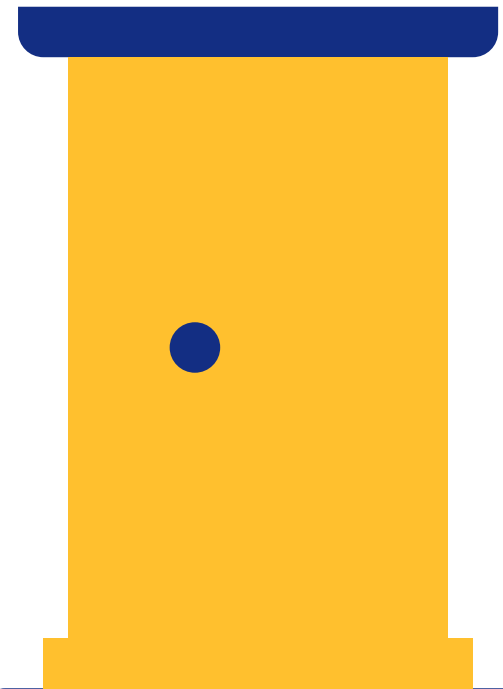
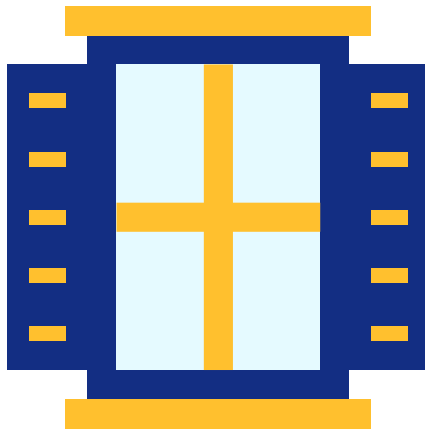
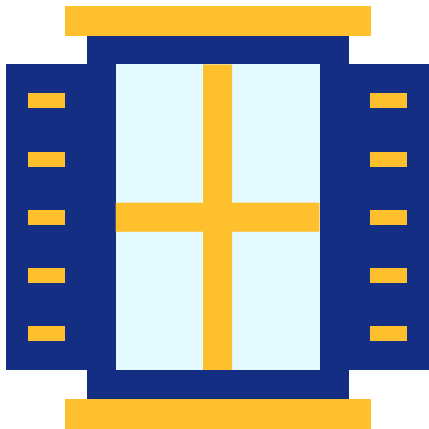


Quarter 1 report

April - June 2021



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The start of the new financial year is like New Year's Day for us at HOS. We can put the old financial year to bed, following some reflection on what worked well (and what didn't). We can make the equivalent of our New Year's resolutions and by the end of Q1 we can begin to measure our progress.

The first quarter of 2021-2022 has seen a lot of positive developments at HOS. From HOS Helps and Homeless Housing Options to our new Military Matters volunteer project, there is lots going on in the team - and the team is growing too!

This report contains masses of information on what we have achieved so far. I hope you enjoy reading it.



Moira Bayne

CEO, Housing Options Scotland

From the casework

This has been another busy quarter! Though a slight decrease (-5.4%) in figures compared to the previous quarter (Q4, 20-21), the casework is still +75.2% on the equivalent quarter last year (Q1, 20-21). If the casework continues at this rate over the year, we are set to have an even busier year than last (+18.4%). In total, we helped 212 new clients, closed 215 cases and start Q2 with 283 open cases.

Looking at our Military Matters clients specifically, this quarter has been significantly quieter than the last (-41.9% vs Q4 20-21) but still much busier than the equivalent quarter of last year (+45.9%). We had 54 new clients, closed 84 cases and start the Q2 with 75 open cases. This quarter we had 45 new homeless clients, of which 22 were from the Armed Forces community. This represents 21.2% of total new cases.



+75.2% new clients

vs Q1 2020-2021

212 total new clients

constituted by

53.3% general, 25.5% Military Matters, 21.2% homeless



Eve Young

Housing Options Broker



We are continuing to be really busy with a huge variety of clients looking for advice and information, especially as COVID restrictions change. For example, we have seen many people come forward for help that have been given a Notice to Quit (NTQ) from a private landlord. It's been really important for us all to keep up to date with the latest legislation, to be able to check if this is valid or not. It's a busy and challenging time for the casework team, but this is a challenge which we are all relishing!

We continue to have clients getting in touch from right across Scotland. This quarter, we've seen casework come in from 26/32 of Scotland's local authority areas which is a slight decrease on what we have seen in recent reports.

As usual, we see high numbers of clients get in touch from Glasgow and Edinburgh, but there are healthy numbers from Perth & Kinross, Highland and Fife too.



26/32

Local Authority areas

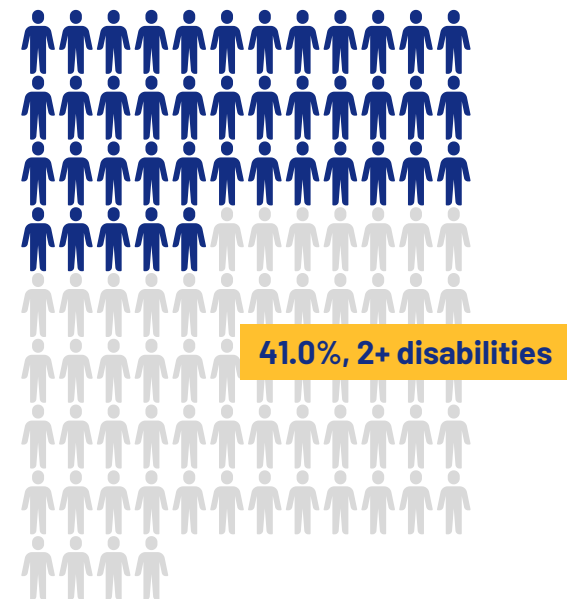
- 1** Glasgow (38)
- 2** Edinburgh (34)
- 3** Perth & Kinross (12)



*% of total clients reporting this kind of disability

In terms of presenting disability, figures are consistent with previous quarters. We have seen a slight drop in clients reporting having a mental or learning disability, but nothing significant. 9.9% of clients do not report having a disability at all.

A significant number of our clients report having multiple disabilities (41.0%), with a small proportion of these (3.8%) reporting having 3+ disabilities. This is a slight drop compared to previous quarters.



From our clients

Alan's story: homelessness to veteran housing

[Read the full story here](#)

Alan became homeless on the back of what he describes as “quite a traumatic 2-3 years”. His experience of the homelessness accommodation he was staying in was very negative. He said: “You go from living quite comfortably in a family home to being in a shared space with people who have a complex array of issues. I was faced with the prospect of being stuck there for 3 years because the housing shortage is chronic, and that in turn had a significant impact on my mental health”

Thankfully, Alan got put in touch with Housing Options Scotland via his local Citizens' Advice Bureau: “It was Olivia who got back in touch with me and she was great. Straight away she started sending me links to properties, one was in Bellrock Close that had become available through one charity. She also put me in touch with Erskine who had a number of one-room apartments that were due to become available this year and then she also sent me a list of houses with Veteran's Housing Scotland (VHS) which was brilliant.”

Alan applied to all 3 places and was in luck when he was offered a property with VHS. Finding a home has made a big difference to Alan's life: “It's life-changing, you know. For me, it was absolutely huge to have a front door you can actually lock, because in the homelessness accommodation there's no security at all. I'm absolutely delighted to have a roof over my head and a front door again.



Olivia's support has been absolutely tremendous; I would've been absolutely lost without it. I had no idea where to turn, but she was an absolute wealth of information and support and checked in with me regularly which was great. It was great knowing that if I had any questions, I could phone her. It really was first class.

In the world of HOS



The HOS Helps service is going from strength to strength! We have been joined by Tessa who is supporting Heather with her casework. It has been a particularly exciting quarter as the team have managed to get out and about meeting clients face-to-face for the first time since the service began.



Heather and Tessa



This quarter, we have begun a pilot for Making Moves - a casework service for younger disabled people wanting to live independently for the first time. Jil is heading up the project, and, as well as supporting clients, she is working with Paula, one of our volunteers, to evaluate how the service is being delivered so far.



Homeless Housing Options

Following funding received from the Scottish Government, we launched our new Homeless Housing Options service in June. This funding is to spotlight the provision in place for our homeless clients. As well as supporting clients through the casework, we will be working with them to amplify their voices across the sector and ensure that the lived experience of homeless people informs the practice we see elsewhere. Watch this space!

Changes in the team

There have been a few changes to the staff team this quarter. Sarah has joined us as our new Resources Manager and Pedro and Gina have both started new roles in the organisation - as our Homeless Housing Options Engagement Coordinator and Military Matters Volunteer Development worker. Tessa has also joined us as our HOS Helps support worker. [Read more about the staff team on the website here.](#)



Sarah, Pedro, Gina and Tessa



Gina and Ben

Military Matters volunteering

After receiving funding from the Armed Forces Covenant Fund, we have been delighted to begin work developing a new arm to our volunteer programme, specifically geared towards veterans.

Gina Wilson has joined the team as our Military Matters Volunteer Development worker and has been working away to develop the role, consulting with other Armed Forces organisations, clients and staff members along the way. Over the next quarter we will be moving into the recruitment / launch stage of the project and we are excited to get new volunteers involved. Read more about Gina's new role on the website [here](#).

From our volunteers

This quarter we have recruited new volunteers and launched new projects. We also managed to meet many of our volunteers in person for the first time since the pandemic. It has been lovely to catch up with everyone!

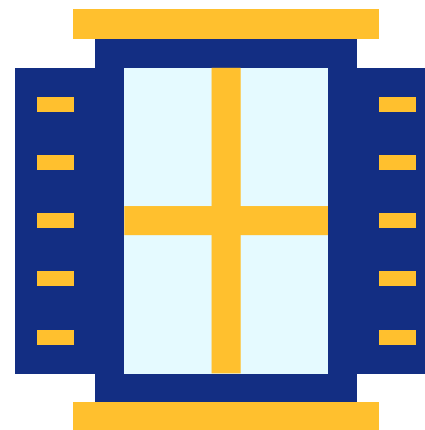
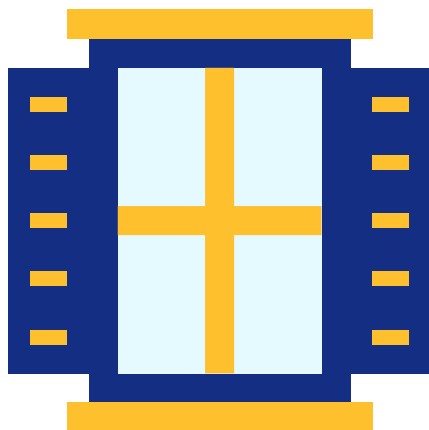
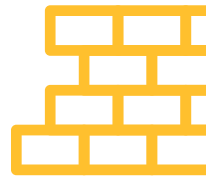
Our Housing Buddies have been busy supporting clients and the team met virtually to exchange tips about the role too. Our Online Researchers have been busy producing more Your Area guides and we now have 12 in total. The researchers will meet soon to review the guides we have so far together, and reflect on how to improve them.

Elsewhere, we have volunteers working on 2 separate research projects as well as an extensive evaluation of the HOS Helps service. Finally, we have volunteers supporting us with writing articles for the HOS website and writing case studies. Thank you to all our volunteers for their hard work!



Volunteers Week

was 1st-7th June - read more about this by [reading this article](#) by our volunteer Robbie



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