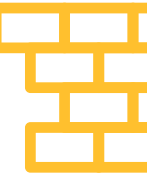
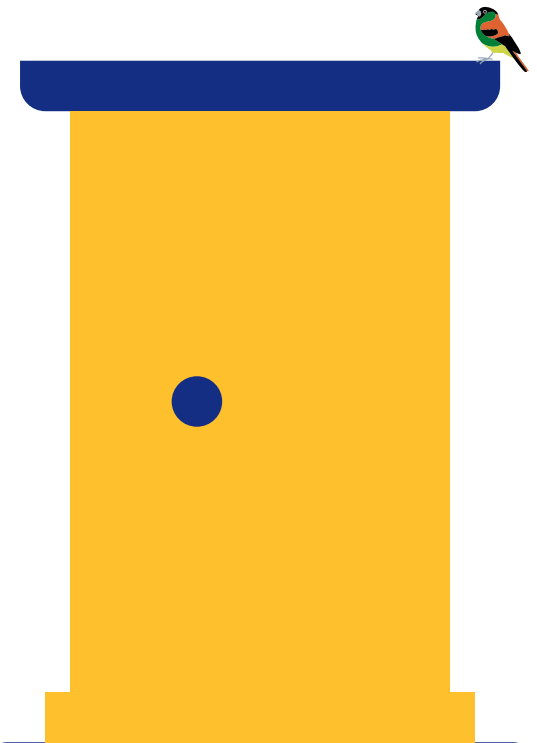
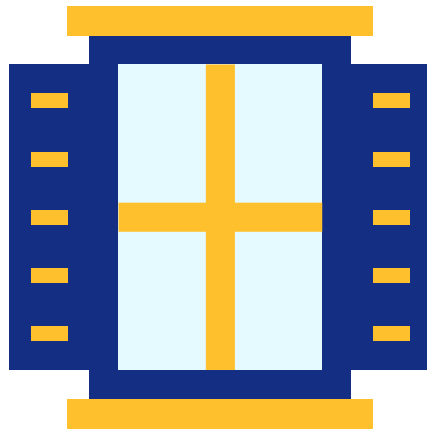
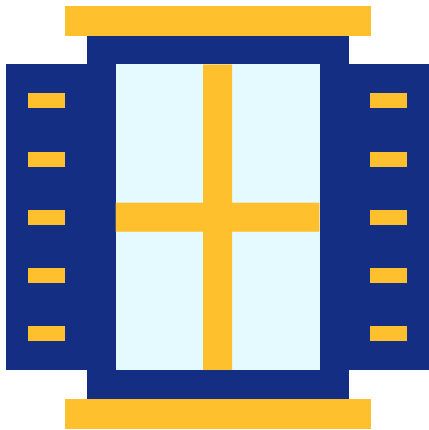


# Quarter 2 report

July - September 2021



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The highlight of Quarter 2 was definitely our full team, in person meeting. It was lovely to meet properly and share ideas and experiences - especially after not being able to do so for so long through the pandemic.

Sadly, we are finding life is increasingly hard for many of our clients. Housing solutions are difficult to come by at the moment as we move into the post-pandemic era. Both social and private rents can be very difficult to secure for clients, and waiting times are at never before seen levels.

We pride ourselves on the support we offer and on the accuracy of our advice but it would be naive to think that there aren't hard times ahead for our clients. Still, none of this deters us from continuing to provide the high level of service our clients deserve and expect, and we will do our all to support them to find the Right Home in the Right Place.



**Moira Bayne**

CEO, Housing Options Scotland

# From casework

In Q2, casework was up by +3.8% on Q1 and +8.4% on Q2 (2020-2021). In total, we helped 220 new clients, closed 193 cases and start Q2 with 314 open cases.

The Military Matters service saw an equal number clients as the previous quarter, though this represents a drop compared to the equivalent quarter last year (-21.7% vs Q2 20-21). We had 54 new clients, closed 43 cases and start Q3 with 82 open cases.

We also had 63 new homeless clients, which represents 28.6% of the total casework - this is a slight increase on the previous quarter. Interestingly, 1/3 of our homeless clients were from the Armed Forces community. This quarter we also supported 10 Making Moves clients, making a total of 19 for the year to date.

## 220 total new clients

which represents

+3.8% increase vs Q1, +8.4% increase vs Q2 (20-21)



54 clients  
24.5% of total clients



63 clients  
28.6% of total clients



10 clients  
4.5% of total clients



**Olivia Lindsay**

Head of Casework Services



*We continue to support an ever increasing number of clients who are facing a range of housing issues. In the last quarter Homeless Housing Options has really taken off, and having a dedicated broker in Eve is proving to be very effective, already resulting in a number of success stories.*

This quarter, we've seen casework come in from 27/32 of Scotland's local authority areas which is about average for the service.

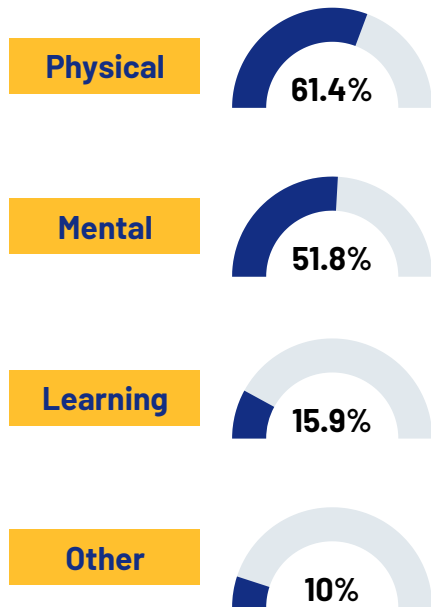
As usual, we see a significant proportion of referrals come from Glasgow, Edinburgh and surrounding local authorities. We have seen slightly less referrals from clients outside of Scotland this quarter but all other figures are pretty stable.



## 27/32

Local Authority areas

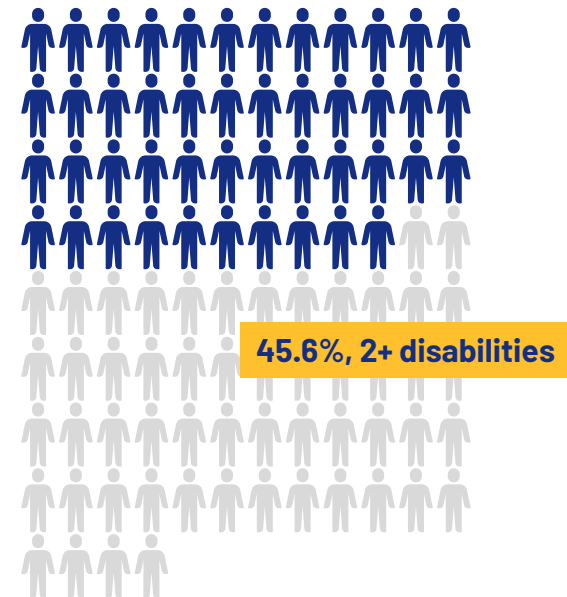
- 1** Glasgow (47)
- 2** Edinburgh (40)
- 3** West Lothian (20)



\*% of total clients reporting this kind of disability

In terms of presenting disability, figures are consistent with previous quarters, with a slight increase in clients reporting having a learning disability. 11.4% of clients do not consider themselves disabled, or choose not to disclose this information to us.

A significant number of our clients report having multiple disabilities (45.6%), with a small proportion of these (4.1%) reporting having 3+ disabilities. This is a slight increase on the previous quarter.



## Adam's story

Adam's father's mortgage had come to term and he was told he had to sell the family home of 27 years. Given his poor health and attachment to the property, this was very difficult. HOS supported the family to remortgage and secure the family home. [Read the full story here.](#)

“ *My Dad is over the moon that he gets to stay in East Lothian and Mum is so happy because it means the family home is going to be saved. We can't thank everyone enough for all of your support.*

## Alan's story

Alan became homeless following a relationship breakdown. After being put in touch with HOS via the Armed Forces representative at his local Citizens Advice Bureau, he was supported to apply for a home with Veterans Housing Scotland, where he is now settled. [Read the full story here.](#)

“ *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.*

## Andrew's story

Andrew was suffering from mental health issues and his parents were unsupportive and intolerant of his sexuality. Andrew was supported to register as homeless with the local authority and is now settled in his new home in Glasgow. [Read the full story here.](#)

“ *I feel like having a home where I feel safe, means I can deal with my mental health. I put my music on now and dance about the flat. I get a lot of emotion out being able to do that. I want to hear on the news in ten years' time that a million other people have been able to do what I've done.*

# In the world of HOS



Homeless Housing Options is going from strength to strength and we have made big steps forward with the engagement side of the project.

Pedro and Eve (right) are working with councils and other stakeholders in the sector to promote collaboration and co-operation between front line services, as well as running an outreach programme for a variety of charities raising awareness around the different forms of homelessness and what help is available.

We are also excited to have one of our volunteers, Hilary, undertake a research project reviewing the links between health and homelessness as part of the project.

[Read more about the project here.](#)



Sandra, HHO client

The volunteer programme at HOS is as busy as ever. This quarter our Housing Buddies have supported 12 clients with a host of tasks, including meeting in person for the first time since lockdown. We have seen further research work completed for our Area Guides, and other research and evaluation projects too - including starting two new projects looking at choice based lettings and the relationship between health and homelessness.



Thanks to funding from the Armed Forces Covenant fund, our Veteran Volunteers project also launched this quarter. Led by Gina Wilson - an ex-client and REME veteran - the programme is set to recruit up to 6 veterans who can volunteer to support our Military Matters clients with a host of tasks. [Read more about the project here.](#)



Gina, Veteran Volunteers

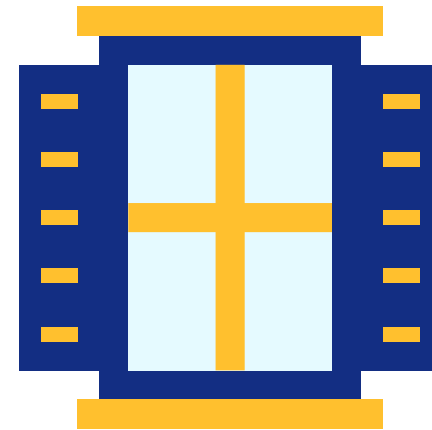
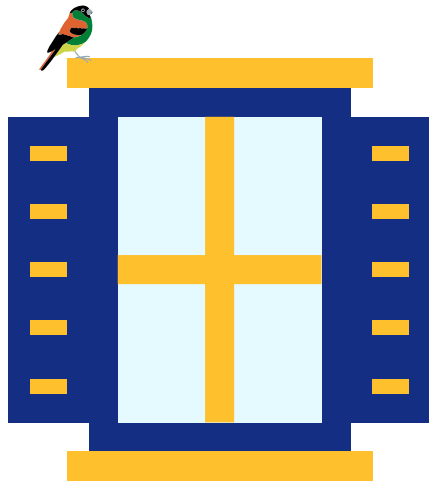


Our HOS Helps service has now supported 124 tenants at Almond Housing Association with a host of problems - from debt advice to occupational therapy support.

In September, we were proud to highlight some of the work done by Heather and HOS Helps as part of Scottish Housing Day. [Read this article by Robbie, one of our volunteers, about how we have worked to support tenants lower their energy bills.](#)



Heather and Tessa



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