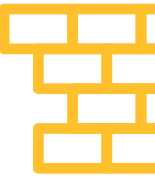
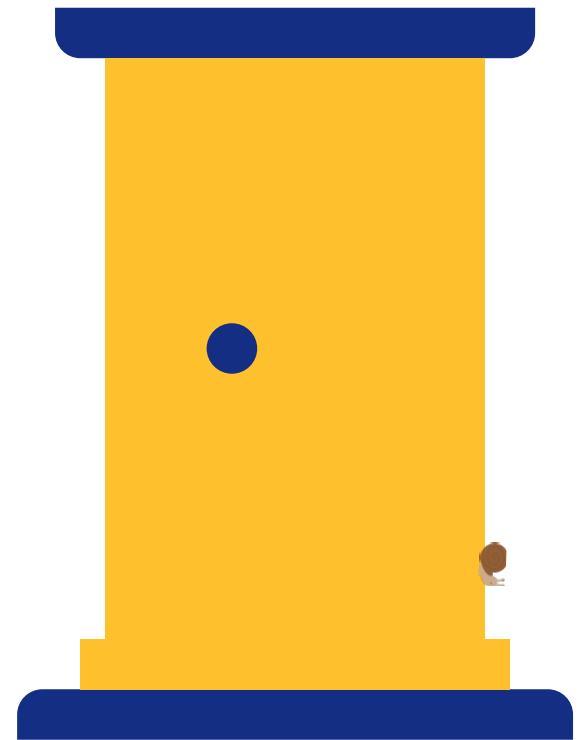
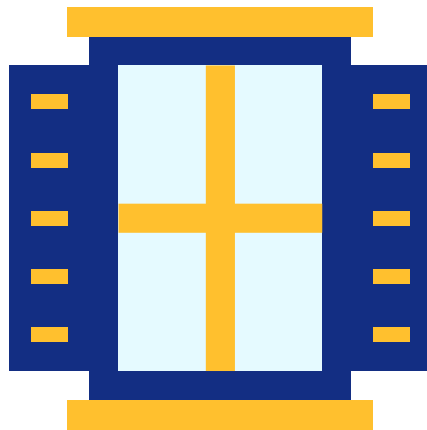
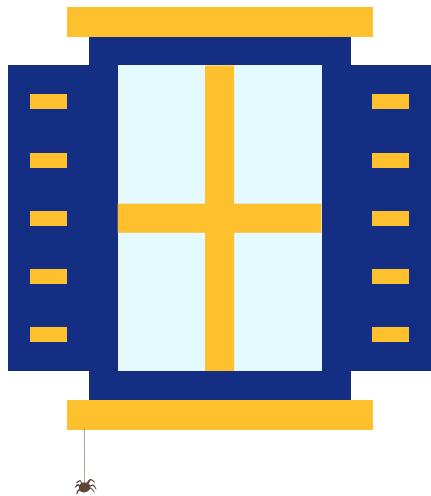


Quarter 3 report

October - December 2021



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The third quarter of the year is often atypical. No more so than in yet another pandemic year. Many of our clients and stakeholders took time off for a proper break in this period, and we noticed a slowing down in the pace of new referrals.

I am pleased to report that the HOS team had some enjoyable activities (within safe parameters, where possible) and we were able to once more host our famous festive afternoon tea.

Already there are signs of the pace of work accelerating once more as Q4 gets underway. We are all geared up to working with an increasing number of new clients in 2022 and beyond.



Moira Bayne

CEO, Housing Options Scotland

From casework

Casework wise, this has been a quieter quarter than last. Figures are -31.4% vs Q2 (21-22) and -10.1% vs Q3 (20-21). Though this shows a drop in clients, we are still set to exceed last year's record casework total, if referrals keep up at the same rate. As last year was unprecedented in terms of demand for the service, it is worth comparing figures to the year previous too – vs Q3 19-20, the casework is +51%. So, despite a seeming dip in casework this quarter, client numbers are still significantly up on previous years.

This quarter, the decrease in casework is relatively proportional across all different services, with each casework stream accounting for a similar % of total referrals as in previous quarters.

151 total new clients

which represents

-31.4% decrease vs Q2, -10.1% decrease vs Q3 (20-21)



43 clients
28.5% of total clients



42 clients
27.8% of total clients



1 client
0.6% of total clients



Olivia Lindsay

Head of Casework Services



The strength and adaptability of the brokerage team is paramount to coping with the ever changing demand for our service. We are continually working to improve our process to ensure we can best meet the needs of our clients.

This quarter, we've seen casework come in from 29/32 of Scotland's local authority areas, including this year's first referral from Shetland.

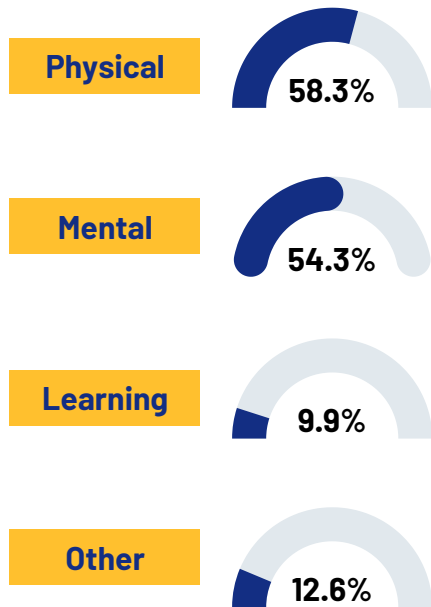
As usual, we see a significant proportion of referrals come from Glasgow, Edinburgh and surrounding local authorities. Following the decrease in casework numbers generally, no area has seen a disproportionate drop in referrals.



29/32

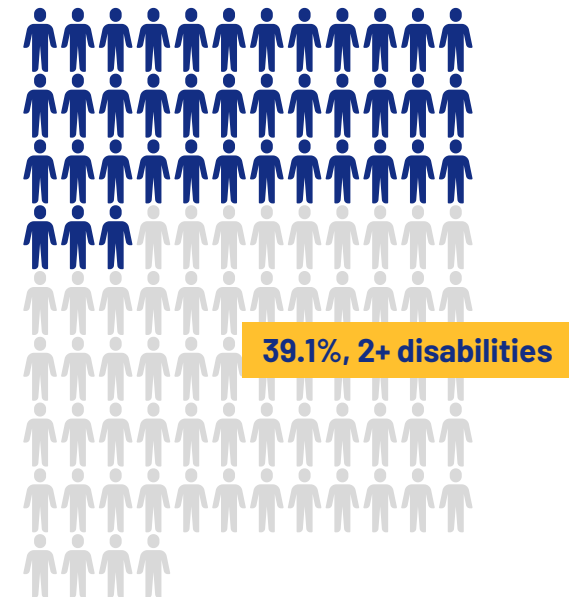
Local Authority areas

- 1 Glasgow (32)
- 2 Edinburgh (25)
- 3 North Lanarkshire (9)



In terms of presenting disability, figures are consistent with previous quarters, with a slight increase in clients reporting having a mental disability. 9.3% 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 (39.1%), with a small number of these (5.3%) reporting having 3+ disabilities. These figures are largely in line with previous quarters.



*% of total clients reporting this kind of disability

Client stories

Alexander's story

Alexander had been sofa surfing for 13 years after leaving the Armed Forces. Because of strict rules about using his phone at work, he was unable to contact his local authority for help, and he couldn't afford the costs of emergency accommodation. With support from HOS, Alexander secured a tenancy with Veteran Housing Scotland. [Read the full story here.](#)

“ *Not having to worry anymore about where I'm going to be staying next week, having that security, has really turned things around for me. I'll always be thankful to Housing Options Scotland.* ”



Sandra's story

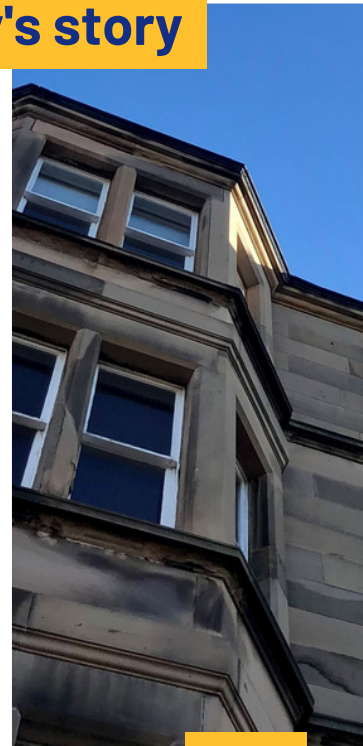
After Sandra's husband passed away, she fell into financial difficulty, including mortgage arrears. Her home was at risk of being repossessed and she was stressed and upset. With the long-term support of HOS staff and volunteers, Sandra was able to secure a tenancy with Hanover housing association, and she is now settled in her new home. [Read the full story here.](#)

“ *As soon as I moved in it felt like home. Housing Options Scotland have really been brilliant. I would recommend them to anyone. If it hadn't been for Eve, Moira and the team, I don't know where I would have ended up.* ”

Robert and Shirley's story

After problems with a neighbour, Robert and Shirley felt unsafe in their home. Following a referral from Age Scotland, the couple were put in touch with housing options broker, Karen, who supported them to secure their new home in the city, including navigating the council's online bidding system. [Read the full story here.](#)

“ *Karen was a very nice woman to talk to - she could appreciate where we were coming from. Our experience has just been positive and we will always be grateful for you guys.* ”



In the world of HOS

Housing team of the year



HOS team at the awards ceremony

After an exceptionally busy year, with record breaking numbers of clients getting in touch, and the launch of several new projects and programmes, we were delighted to be shortlisted at the CIH Scotland awards for “Housing Team of the Year”. Though we didn’t win the award, it was an honour to be nominated and have our efforts recognised by the CIH in a very competitive field. As a shortlisted nominee, we are featured in the CIH’s “Good Practice Compendium” which you can read here. An excellent way to end the year!



Read me!

Making Moves launch

Making Moves – our service to support younger disabled people to live independently – has launched. Jil Dyson-Fyffe, Housing Broker, said: "Being disabled shouldn't be a barrier for living independently. We want disabled young people to truly know what their options are and not be afraid to explore them. Making Moves is about trying to get young clients to think beyond the bricks and mortar, instead about bus links, hobbies, and where they can live happily." [Read more about Making Moves here.](#)

Making
MOVES



Jil, Making Moves broker

Changes with HOS Helps

This quarter, [Tessa has rejoined the HOS Helps team](#) replacing Heather, and we have now supported over 130 tenants at Almond Housing Association with all kinds of issues and concerns. To find out more about HOS Helps, [read this interview with Moira Bayne, HOS CEO.](#)



Tessa, collecting furniture for a client

HOS
helps



Volunteering updates

Our volunteer programme continues to grow and develop. This quarter we have recruited our first 3 Veteran Volunteers as part of our Military Matters volunteering project; redeveloped our Area Guides, and recruited new volunteers for the project, as well as hosted an in person planning and training session for our Housing Buddies. In addition, our project volunteers have written several articles for the website and completed research and evaluation work. [Read more about volunteering at HOS here.](#)

Housing Buddies



October catch up meeting

Veteran Volunteers



Meet Andy!
new volunteer



Meet Pam!
new volunteer

Homelessness project

Our Homeless Housing Options project is going strong! Since April, we have supported over 100 homeless clients and we are beginning to do more outreach work with different organisations, including local authority homelessness departments. Through our outreach work we are encouraging more partnership working, and building relationships with others in the sector. [Read more about what we have been up to here.](#)



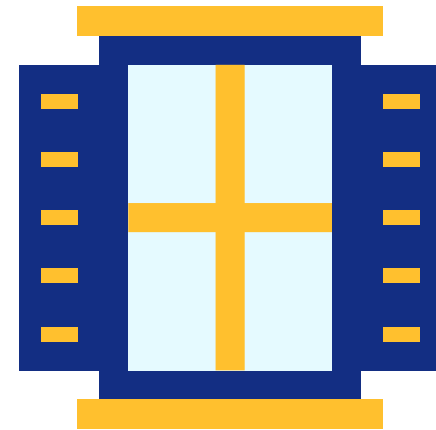
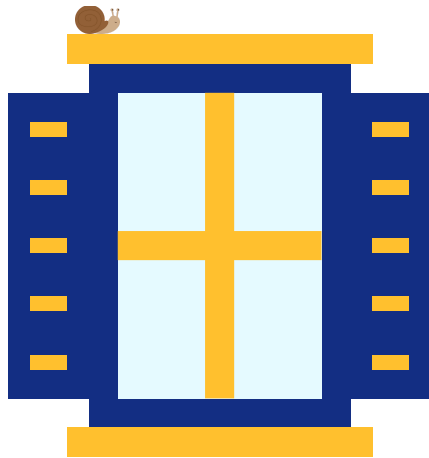
Homeless Housing Options team



Veterans' Foundation support

We are excited to announce that we have received two Veterans' Foundation grants for our Military Matters housing brokerage service and Military Matters volunteering programme, respectively. We are very grateful to the Veterans' Foundation for their support and extend our thanks to trustees who chose to fund our projects. [Read more here.](#)





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