

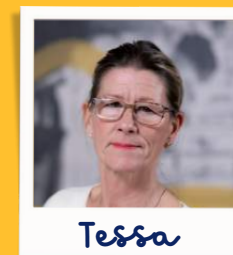
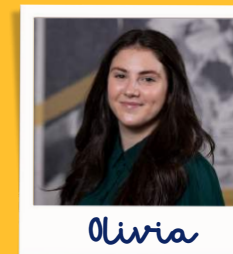


HOS team

2022-2023

We are Scotland's housing information and advice charity for disabled people, older adults and members of the Armed Forces community.

We believe that everyone should be empowered to make informed decisions about their housing.



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Introductions

for the report

- Margaret Follon, Chair
- Moira Bayne, CEO



Margaret Follon

Chair, Housing Options Scotland

As ever it is a real pleasure to write this introduction to this year's Annual Report. It's an opportunity to reflect on the huge and diverse amount of work that the HOS team have put into place this year and to realise just what a really positive impact that work has on very many individuals across Scotland.

As an organisation, we hosted two events which gave us the chance to highlight and celebrate that work with partners, clients (both past and present) and funders. The 25th Anniversary Event at the V&A in Dundee was a big success and was attended by the then Housing Minister Shona Robinson.

We also celebrated 10 years of our Military Matters earlier this year and were really pleased to welcome the Scottish Veterans Commissioner Susie Hamilton and hear a message from the then Minister Keith B Airey Horown. We also heard a really moving and inspiring account of the impact that HOS has had for his family from Walter which you can hear via the link later in the report, and I would thoroughly recommend a listen.

The board has also been working hard to develop as a group and ensure that HOS's development and growth are matched with trustees who are able to support the strategic journey of the organisation and are in a position to give the team the support they deserve. To that end, we had an away day after which we came away with a clearer idea of how we want to move forward.

This brief introduction has only scratched the surface of the work HOS undertakes and you will see and hopefully be impressed by the stories and reflections from clients, staff members, volunteers and partners that we have worked with over the year. Globally things have not changed a great deal over the last year and so the importance of having a decent safe and secure place to come home to remains really important and why the demand for the service continues to increase.

Enjoy reading this Annual Report for 2022-23.



Moira Bayne

CEO, Housing Options Scotland

I think this report speaks for itself. As you will see, 2022/23 was an exceptionally busy year with lots of challenges and lots of successes. I would like to offer you three thoughts:

- Firstly, I am astounded and humbled by the endless enthusiasm and commitment shown by everyone – staff, trustees, associates, and volunteers – who make up the HOS family.
- Secondly, we owe our clients a huge “thank you” for continuing to place their trust in us.
- And finally, we wouldn’t exist without our funders – in particular, the Scottish Government. We never take their support for granted and we hope to help many more people in the coming years.



Highlights

from the year

- Service updates
- Staff highlights





HOMELESS HOUSING OPTIONS

288 clients
29.9% of total clients

Our Homeless Housing Options Scotland (HHOS) project concluded its second year, and we are delighted to have secured additional funding for it to continue into 2023/2024. The service supported **288 clients** this past year, representing an **+34.6% increase vs 2022/2023**. The most clients have been in Glasgow (50), Edinburgh (43) and West Lothian (24).

The project has also delivered an extensive engagement programme. We have launched our **Equality in Housing podcast series** which has highlighted specific issues facing underrepresented groups within the housing sector and shared good practice happening across the whole of the UK. We have also been happy to **join the All In For Change group**, giving evidence in the Scottish Parliament and discussing our work and experience with decision makers.

We have also benefited from the work of HOS volunteer Paula who has completed an **evaluation of the service**, speaking to clients and local authority partners about their experience of working with HHOS. Feedback has been overwhelmingly positive with **100% of respondents reporting that they would recommend HHOS**.



Eve and Pedro, Homeless Housing Options Scotland team

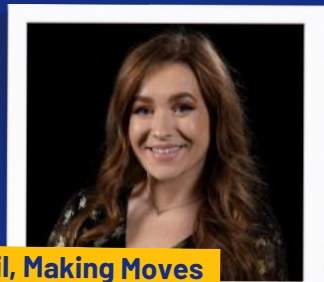
Making MOVES

66 clients
6.9% of total clients

This was the first full year of Making Moves after last year's "soft" launch and we are delighted to have seen the service go from strength to strength. We have helped **66 clients** this year, an **+144.4% increase vs 2021-2022**. We have **closed 57 Making Moves cases** this year and start 2023-2024 with **20 open cases**.

Jil Dyson-Fyffe, Making Moves founder and Senior Housing Options Broker said:

"It's been brilliant to help young people and their families to make plans for independent living. This year I've facilitated a number of planning meetings with clients and helped a large number of clients take those next steps."



Jil, Making Moves broker



[Click here to listen to the podcasts](#)



All In For Change event



Evaluation report



CaCHE podcast



Military Matters



271 clients
28.1% of total clients

Gina, Ryan and Tessa, Military Matters team



Military Matters has had another busy year. In 2022-2023, we helped **271 clients**, representing a **+30.9% increase vs 2021-2022**, and **+261.3% increase vs 5 years ago**. We also **closed 253 cases**. The trend of seeing a higher number of homeless cases amongst our Military Matters clients continues as **54.6% of Military Matters clients reported to us as homeless** in 22-23.

This year we also celebrated the **10 year anniversary** of the service at the Royal Scots Club. We had a video message from the then Veterans Minister Keith Brown and Scottish Veterans Commissioner Susie Hamilton joined as guest speaker.

We also conducted a number of speaking engagements in army bases across Scotland, and concluded our Veterans Volunteer project, managed by Gina.



Military Matters Anniversary Event



Thank you to all of our volunteers for their hard work and support this year.

- Our Housing Buddies have helped 18 clients this year. From supporting clients to complete application forms, gathering further information from clients on behalf of brokers and checking in with clients over the phone, all of this support has been invaluable to the team
- Paula completed an excellent evaluation of the Homeless Housing Options Scotland project which has been invaluable as we make plans for its 3rd year
- Our Veteran Volunteers project concluded this year. Thank you to Gina for leading the project for 2 years, and our volunteers who produced our Armed Forces Directory Guide.

We are excited to have secured funding for the volunteer programme next year -- exciting things to come!

Staff highlights



"Our new Equality in Housing podcast in collaboration with CaCHE has been very well received, and it's been interesting meeting lots of different people who are keen to contribute."

"Hosting another cohort of Occupational Therapy students from Queen Margaret University - it was great to benefit from Gulmira and Katie's expertise!"

"It was exciting to have Kyomi join us from Oregon, USA as part of their student placement - we haven't hosted an American student since pre-COVID"

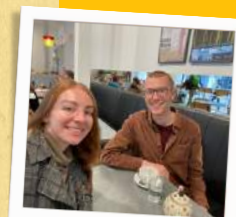
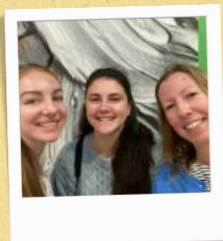
"The 10th Anniversary event for Military Matters was brilliant - and especially great to have Susie Hamilton, Scottish Veterans Commissioner present."



"The 25th Year Anniversary event was extra special, and amazing to hear from so many inspirational speakers, including clients past and present!"

"The new iHOS client database and system has saved us lots of time over the year, and has been really important as HOS continues to grow!"

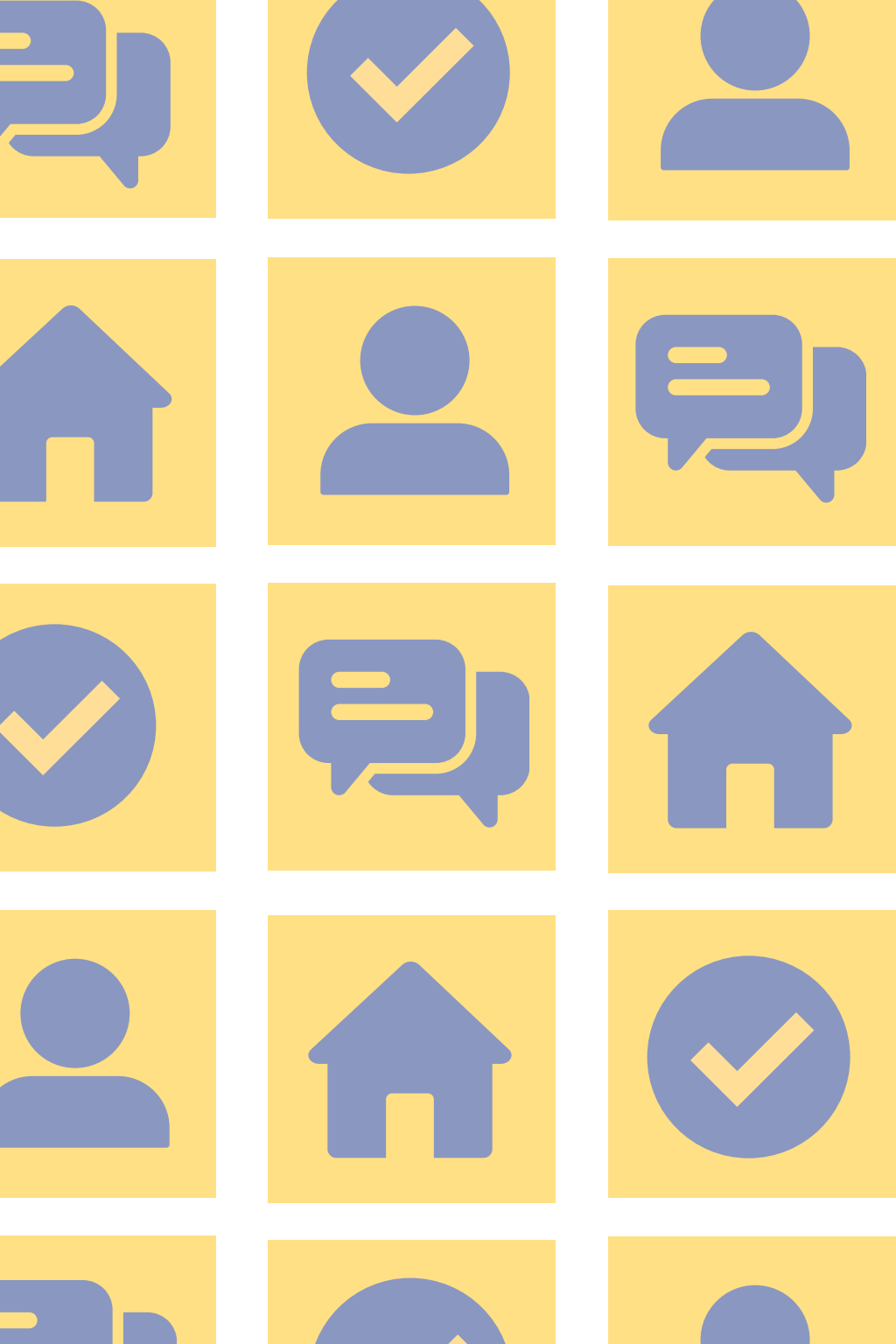
"We have developed our working relationship with Psychotherapist Sue Wallace who has been helping us to embed a trauma informed approach in our work - that's been excellent."



Stories

from the clients

- Dylan's story
- Walter's story
- Susie's story
- Ciaran's story



Dylan's story



I was living in student, wheelchair accessible housing. Every single year when my contract ended I tried to find other housing but it made me feel very anxious and like there was no hope. For a good couple of years, I signed up for a Summer college course just so I could ensure that I could stay in accessible accommodation.

I wanted to be able to manage in a property independently so I contacted HOS. From the first moment, it felt like I was an actual client, not just a number.

The Council told me I would be put somewhere temporary like a hostel, and that made me very worried. But Moira reassured me that if we found that a hostel wasn't going to be suitable for me then she would fight my corner for me, and see that I get placed in a suitable environment.



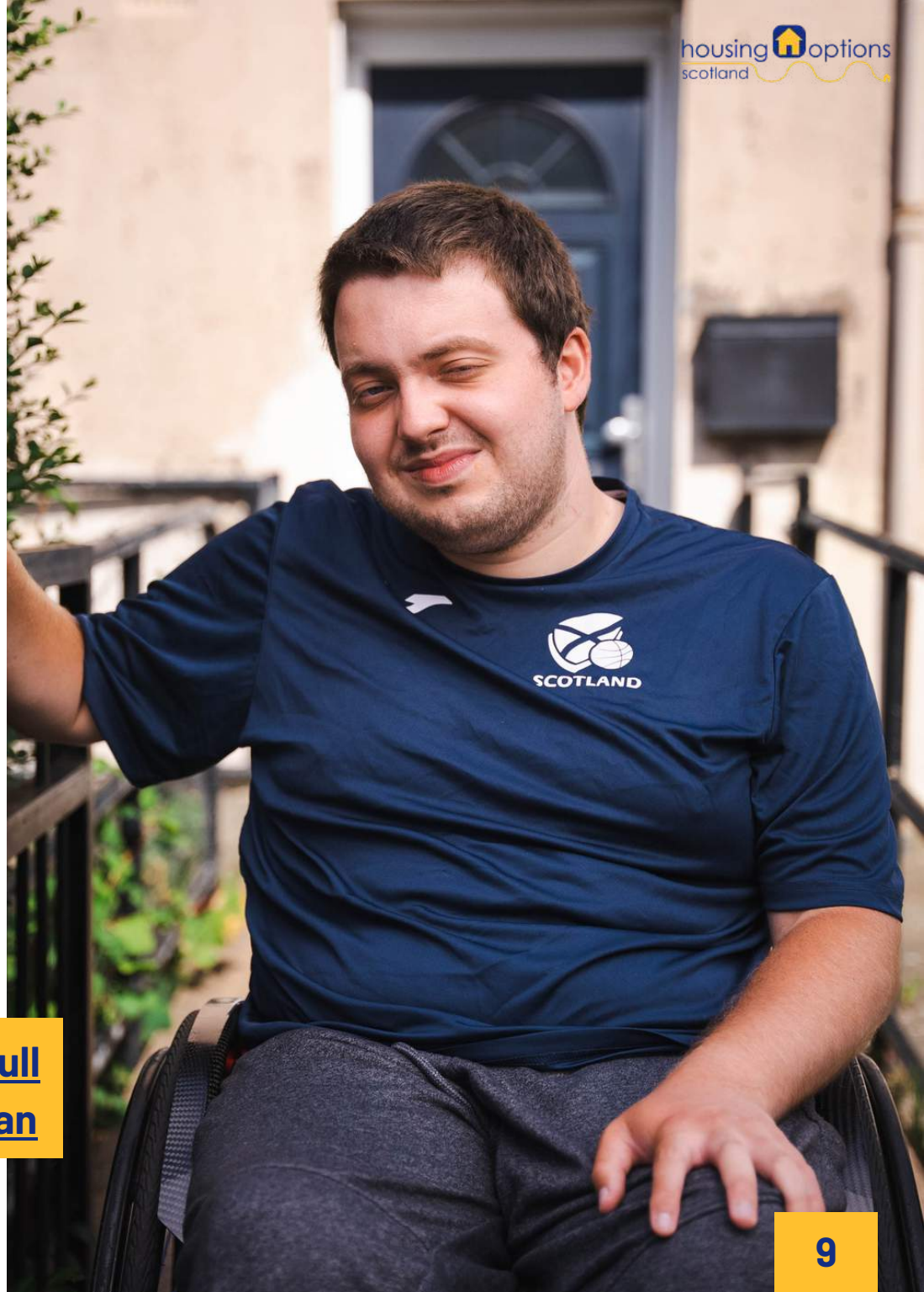
The Council found a ground floor flat for me and made out that I had to accept it - if I didn't, there would be no other option. I spoke to Moira who told me not to worry, and that HOS would send somebody to go with me to look at it. Moira sent Tessa who is a lovely lady. Tessa was very friendly and reassuring.

The flat was great so I'm really glad to be in my new home now. It's affordable for me and there's a lot more space. My pal can stay with me, or my family. I'm in a nice neighbourhood where it's quiet.

I'm so glad that everything has worked out and I'm so grateful for Housing Options Scotland. You've all been so helpful.



[Click here to watch the full video interview with Dylan](#)



Other stories

"I had no idea where to start looking for housing, and then HOS came in and took charge. From there, everything went in a positive direction. I wouldn't have known where to go, all the processes, I had no idea how to do it all, and you guys stepped in and made it so much easier for me." [Click for Walter's story](#)



"We felt for the first time someone listened to what we were looking for. We came out of the first meeting feeling more positive, knowing there were options we hadn't considered. HOS knew about all that was available. When we'd been speaking to different housing providers, they might have the housing, but they couldn't give a full range of options. We couldn't find anyone who would see us through the whole process until we found you." [Click for Susie's story](#)



"My broker rocks! She is just a powerhouse. She knew her stuff, she knew where to go, she knew where to signpost. She has transformed everything and given me the info to alter my future path. She wasn't patronising and she didn't judge." [Click for Ciaran's story](#)

**HOMELESS
HOUSING OPTIONS**



Casework

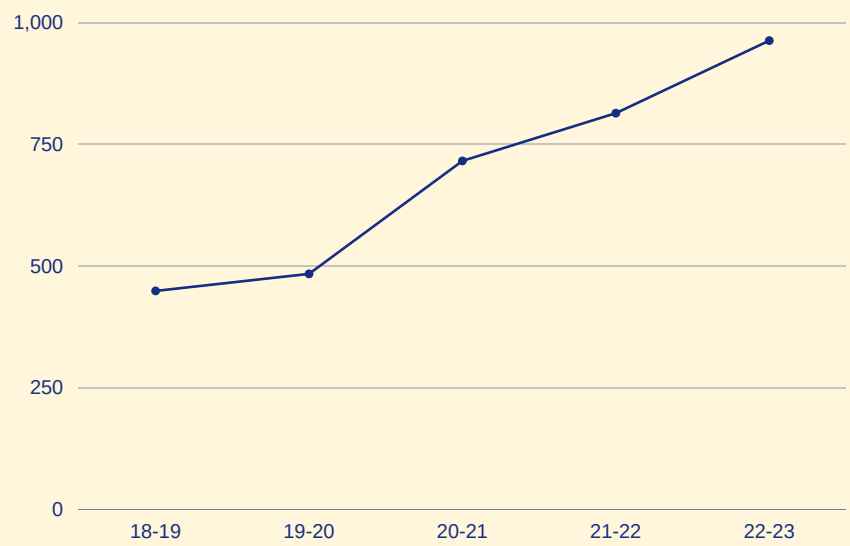
Numbers and updates

- Data and trends
- Demographics

Casework data and trends

It's been another exceptionally busy year for the service and, for the fifth year in a row, we have seen a **record number of clients** get in touch asking for help.

Annual client numbers (2018-2023)



963 total new clients
which represents
+18.3% increase vs 21-22; +114.5% increase vs 18-19

This year we have had **963 new clients** contact us, which is more than double the number of clients who were in touch 5 years ago (+114.5%). We have also **closed 875 cases** and start 2023-2024 with **222 open cases**.

28.1% of our clients fall under our **Military Matters service**, and a further **29.9%** under our **Homeless Housing Options service**. A smaller percentage of clients make up our **Making Moves service (6.9%)** but this is more than double the percentage equivalent of last year (3.3% 21-22).



271 clients
28.1% of total clients



288 clients
29.9% of total clients



66 clients
6.9% of total clients



The Annual Report is always a good time to reflect on just how far we've come as an organisation in recent years. I'm very proud of how the whole team have worked to support clients, and the continued rise in client numbers and plenty of positive feedback shows we must be doing something right!



Olivia Lindsay
Head of Casework Services

Demographics



This year, we have seen clients get in touch from every local authority in Scotland. Predictably, we see the highest levels of client numbers in the central belt.

We have seen particular increases in clients from Dumfries & Galloway, Dundee, East Lothian, East Renfrewshire and Midlothian - areas where we have targeted some of our engagement work.

32/32

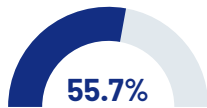
Local Authority areas

1 Glasgow (177)

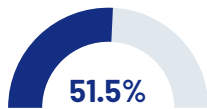
2 Edinburgh (155)

3 West Lothian (54)

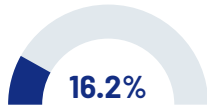
Physical



Mental



Learning



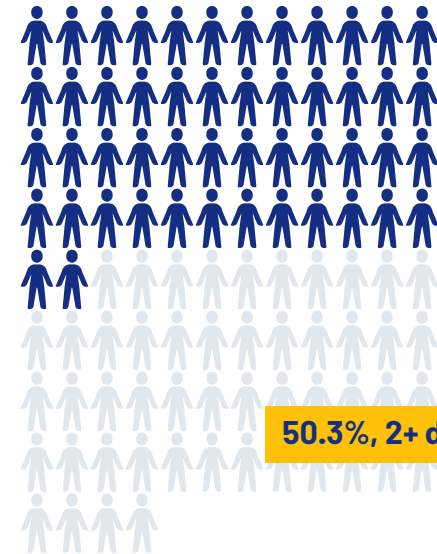
Other



*% of total clients reporting this kind of disability

In terms of **presenting disability**, we see clients reporting having a physical disability most often, followed by a mental disability. A smaller proportion of clients report having a learning disability, but this represents an increase on last year and this can be attributed to the general increase in Making Moves clients. The figures are broadly consistent with the previous year.

For the first time, a majority of clients report having multiple disabilities (50.3%). A small, but significant number of clients (9.0%) report having 3+ disabilities - this is an increase compared to last year (4.4%, 22-23).



*% of total clients reporting having multiple disabilities (2 disabilities, 41.3%; 3+ disabilities, 9.0%)

Acknowledgements

We would not be able to do the work we do without our funders who have supported us over the past year. We would like to take this opportunity to thank the Scottish Government, Veterans' Foundation, Robertson Trust, Albert Hunt Trust and Arnold Clark Community Fund for their support, as well as the many other organisations and groups who we work with. Finally, a thank you to our board, staff team and volunteers for all they do to help our clients find the Right Home in the Right Place.



