



Homeless Housing Options

Scotland (HHOS) Project

Evaluation

Final Report

June 2021 - March 2023

by Paula Cleary



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Foreword

In 2021, when Homeless Housing Options Scotland (HHOS) began, we essentially were looking at a blank slate. We had asked ourselves as an organisation:

“How can we offer our model of person-centred housing advice to disabled people, older people, and members of the armed forces community who are homeless or at risk?”

Our answer to that question was Homeless Housing Options Scotland. Thanks to our funding from the Corra Foundation, by way of the Third Sector Homelessness Fund, we have been pleased to support over 400 households with homelessness advice and support since it began in June 2021.

Two years of working in the homelessness sector has taught us a great deal. Homelessness is a significant challenge in every part of Scotland, and even more of a challenge for the groups of people we work with. The challenges vary wildly from place to place, and from person to person. Each person’s experience is totally different.

We’ve also learned that the understanding of what homelessness actually means, and who is actually affected by it, is not widespread. The fact that homelessness primarily exists beyond rough sleeping needs to be better communicated.

We asked our volunteer Paula Cleary, who has a wealth of experience in evaluating services at local authority level, to evaluate HHOS at the midway point, and at the end of our funding period.

Her findings are heartening. We have worked hard to deliver the service to as many households as possible, and to ensure that we engage with the sector as far and wide as we can.

There are points of improvement, and we have approached the service users who didn’t feel that our service met their needs to make sure that we are delivering comprehensive brokerage, and that our clients feel heard.

We are delighted that the Scottish Government have seen the value of our work and that we are able to move forward with the project as part of Housing Options Scotland’s status as a strategic partner with them. We will continue to evaluate our service for as long as it continues to exist.

Pedro Cameron

Head of Engagement



Introduction

This is the **Final Evaluation Report** of the **Homeless Housing Options Scotland (HHOS)** project. The Interim Evaluation Report was produced in June 2022 and covered the first ten months of the project – 1 June 2021 to 31 March 2022.

This Final Report recaps on the findings of the Interim Report, and provides information about the second year of the project, covering 1 April 2022 to 31 March 2023.

Additional data for this report are drawn from the following sources:

- Interviews with six members of staff
- An emailed satisfaction survey of homeless clients
- An analysis of HHOS survey forms, completed by clients categorising themselves as homeless

Background



The HHOS project was funded for two years by the Scottish Government's Third Sector Homelessness Fund through the Corra Foundation and run by staff from Housing Options Scotland (HOS). The HHOS project aims to support older adults, disabled people and veterans who are homeless or in danger of becoming homeless.



There are two main strands to the project - casework, where households facing homelessness are taken on as clients; and engagement, which is about raising the profile of the project, and building partnerships with other organisations with an interest in homelessness and related issues.



Like the mainstream work of HOS, the HHOS project is person-centred. Staff act as a broker between households and organisations that provide solutions for homelessness. The person-centred approach means that no one meeting the criteria for the HHOS project is turned away, and support is provided on a one-to-one basis, for as long as the client requires it.



Homeless clients are identified in two main ways - firstly, by clients ticking a box on the online Get Help form and self-identifying as 'homeless'; secondly, through telephone or email contact by a Housing Options Broker, which subsequently establishes that, in fact, the person needs help with homelessness, even if they failed to self-identify as homeless when completing the Get Help form themselves.

An evaluation of the aims and objectives of HHOS

The bid for the project identifies **four clear objectives**:

- 1** To prevent homelessness occurring to older adults, disabled people, and veterans
- 2** To ensure early intervention when homelessness occurs
- 3** To engage with all sectors on the specific needs of older adults, disabled people, and veterans in the context of their homelessness
- 4** To change perspectives about homelessness, to include those who are not necessarily rough sleeping or roofless, but who may be, for example, 'sofa surfing' or homeless in some other capacity

In addition, a strong ambition within the project team is to share examples of the lived experience of their clients to illustrate the depth and variety of homelessness.

Findings from the Interim Report

The key findings from the Interim Report were as follows:

The HHOS project had succeeded in meeting all its targets within the first 10 months – numbers of clients dealt with in that time exceeded expectations more than two-fold.



The HHOS project had succeeded in meeting the majority of aims and objectives outlined in the original bid. During the second year, work continued on efforts to change perspectives about homelessness, which is an ongoing process.



The project team was successful in providing examples of the lived experience of homeless clients, by producing a client gallery which summarised the lives of anonymous individuals experiencing homelessness.



The person-centred approach adopted by staff at HOS and HHOS was successful in ensuring that high standards of service were provided, as evidenced by client surveys and feedback.



The HHOS Project – Year 2

(1 April 2022–31 March 2023)



Changes

A number of changes occurred in the HHOS project in its second year. Firstly, there was one change in personnel; the Engagement Coordinator's line manager left HOS employment (but remains an Associate of the organisation) and was replaced by another member of HOS staff.

Secondly, due mainly to the increased demand for the HHOS service, casework is no longer dealt with by only two individuals; instead, the original staff members continue to deal with cases, but casework is additionally done by two of the mainstream brokers at HOS. This means that HHOS work is distributed more widely across HOS staff, thereby extending homelessness responsibilities.

“ The alternatives we have is to leave people waiting longer, which we didn't want to do, so the decision to kind of spread out the workload was a pragmatic one, just because we had more demand, and we had the capacity to deal with it elsewhere ... we shared them out a bit better ...

In addition, homeless clients who are veterans were now dealt with mainly by HOS Military Matters staff, again extending homelessness responsibilities across the HOS team. This change means that homeless veterans were dealt with by staff who have insight into the additional, and particular, needs of veterans and who have knowledge of the range of veteran charities and other organisations, and their personnel. (Note: since April 2023, all homeless clients are dealt with by all members of the brokerage team).

A final change is that the role of the HHOS Engagement Co-ordinator has evolved and broadened into a more strategic role, marked by the different levels at which engagement now takes place.

What is clear from these changes is that the HHOS project has evolved to become more integrated and embedded into HOS as an organisation. In this sense, more members of staff have gained expertise on homelessness matters, and this is likely to be to the benefit of clients who seek help.



Casework

There continues to be a main caseworker for the HHOS project, but this post is now backed up not only by the CEO (as in the first ten months), but also by two Military Matters (veterans) staff, and two mainstream HOS brokers.

The CEO plays a crucial role in receiving and filtering all the Get Help online forms which indicate that someone is homeless. The forms are read through every morning (including weekends) to identify any cases which need emergency action. These cases are prioritised for a HHOS response within 24 hours. The CEO will either deal with emergency cases herself, or allocate the case(s) to another member of staff; veteran cases are usually passed on to Military Matters staff. Either way, they are marked for action within the first 24 hours of receipt.

Most often, action will be in the form of a phone call to the client to ascertain more details about their circumstances and the nature/extent of the emergency. These calls ensure that urgent and emergency cases of actual or potential homelessness are identified immediately. In some

cases, clients have described themselves living in a caravan, or in a car or truck, desperate to find housing. In other cases, circumstances dictate that a situation has become more urgent – perhaps the need to accommodate children in the context of a broken relationship, or the threat of being asked to leave a parental home that becomes imminent.

“ We can respond very quickly, ... we can definitely do it within 24 hours, ... We don't really get many people who are out on the streets”

Cases which are less/non-urgent are set aside and dealt with at a triage event which takes place every six weeks. At this triage, cases can be discussed, and are allocated either to the main caseworker (in the majority of cases), or to Military Matters staff (veterans cases), or to the two mainstream broker staff. The actual allocation depends very much on the capacity of individual members of staff at the time.

In the second year of the HHOS project (between April 2022 and the end of March 2023), a total of 268 homeless clients were logged onto the HOS database after completing an online Get Help form. Of these 268 clients, exactly half the number – 134 clients – were veterans. By April 2023, 257 of these cases had been closed, with 50 cases remaining 'active'.

As a reminder, in the first ten months of the project (June 2021-March 2022), a total of 137 homeless clients were logged. This means that in less than a full two-year period, the HHOS project has helped over 400 households. This figure far exceeds the 120 expressed as an aim in the original bid (by almost 3.5 times).



“ *I think the numbers are higher than we anticipated, but I don't feel it's unmanageable, ... with more resources we could see people even more quickly, but at the moment I think we're doing pretty well ...*

The nature of assistance given to clients varies, and depends very directly on the individual's exact circumstances. This is the essence of the person-centred approach. In some cases, it is sufficient to give out advice and information to the client to follow up themselves. In other cases, more intensive assistance is given, to actually help the client find accommodation before homelessness becomes a reality.

“ Quite often we get people that are coming through and they are really equipped with the life skills to go and do what they need to do, it's just the housing knowledge that they need, ... so, in those circumstances it might just be pointing them in the direction of the local authority and giving them the tools for that ... we've got the 'Your Area' leaflet, ... it gives them contact details for the homelessness team, ... The more involved ones are maybe those who struggle with form-filling, ... speaking with housing providers, speaking with local authorities, and putting their message across can be something that's really difficult, ...

The level and amount of assistance required therefore often depends on the capacity of the client to follow up on information and advice, or whether they need greater support. Some clients simply do not have the capacity to make what might be several phone calls a day, speaking to multiple different people in official positions, telling and re-telling personal stories that may, in some cases, be quite traumatic.

This difficulty is compounded for clients who suffer particular anxieties, or who have some form of disability, or often in the case of veterans, suffer from post-traumatic stress disorder (PTSD).

With these types of clients, support often involves staff making personal contact with homelessness teams, or housing providers on behalf of the client. The actual level of assistance is shaped by the direct needs and capacities of the client - the essence of a person-centred approach. Although higher levels of support are more labour-intensive and time-consuming, they are usually more effective, because they can be given by HHOS staff without client emotions (arising from re-living anxieties or trauma) hampering communication.

“ ... for a client themselves to try and put that across whilst they're emotionally heightened is never going to go down well, whereas for us as a third party, we don't have the emotion attached to that, so we can explain it in real terms, ...


Several staff interviewed were clear that HHOS casework is not always easy.

Firstly, clients themselves come to the HHOS team:


 ... with a whole host of issues going on in their lives....

This means that the HHOS staff member often has to sift through a lot of (sometimes very emotional) information to identify the core of the homelessness problem, and communicate this appropriately to local authority homelessness team (or other organisation) personnel.

Secondly, communication with some local authorities was found to be better than others. Staff were clearly able to identify which local authority homelessness teams were easier to deal with, and which were consistently difficult to deal with. In this respect, it should be noted here that staff commented on the impact of the engagement work in its success in opening doors to them and identifying clear paths of contact for many of the local authorities. It is clear that the engagement work in the first ten months carried out with local authorities had paid dividends by the second year of the project. Speaking about the engagement side of the project, one member of staff commented:

 It's improving the relationships we've got with local authorities, so we've got much more named contacts to go to for certain areas as well, ... because of [Engagement Coordinator's] links with [named local authority] at that time we were able to bring in the head of homelessness for [named local authority] into the meeting with us, which was incredible, really, really good, ... so there's the knowledge now that if we're struggling for one reason or another we've got [Engagement Coordinator's] contacts and his links to link in with as well, which is really useful, ...

A third difficulty facing staff is the attempt to secure a quick local authority housing assessment for a client. Staff commented that because of housing demands, it was currently much more difficult to get an early assessment, and clients might have to wait weeks for the first opportunity, unless their homelessness was given greater priority.

 *That used to be really easy ... it used to be that you would give them (i.e., the client) the number and they would get that interview that day on the phone, whereas now it's making an appointment in three weeks' time, ...*



In the face of such difficulties, it might be expected that HHOS staff would feel disheartened and disillusioned. Nothing could be further from the truth.

In all cases, HHOS staff expressed their determination and commitment to secure the best outcome for the client. In part, such commitment comes from a confidence in individual staff knowledge and expertise which has been built up over time. The levels of expertise on homelessness has undoubtedly grown within the HHOS team. The HHOS caseworker now has two years' experience, has attended training events, and is seen very much as an information resource within the team.

The CEO has many years' experience in housing and has considerable knowledge and numerous contacts within the sector. One of the Military Matters staff was recruited to HOS (and the HHOS project) in May 2022, coming from a lifetime career working with homeless clients and has also added to that expertise. Other members of staff have now been working on the HHOS project for several months and there was a distinct feeling that they know their way around the systems and networks. Undoubtedly, that knowledge is based too on the groundwork done in the first ten months by the Engagement Coordinator.

In respect of the casework, it can be safely said that the HHOS project continues to meet objectives which relate to supporting clients who are older, disabled, and/or veterans to avoid homelessness. By providing an emergency, 24-hour service, the HHOS project also ensures early intervention if and when homelessness occurs or can be prevented.

The following objectives are clearly being met:

-  To prevent homelessness occurring to older adults, disabled people, and veterans
-  To ensure early intervention when homelessness occurs



Engagement

In the second year of the HHOS project, engagement continued with 28 local authorities who actively responded to approaches, and with 20 organisations other than local authorities. In addition, what is significant is the nature of this engagement.

In the first ten months of the project, engagement focused on breaking through communication barriers with some local authorities and establishing known contacts within the housing homelessness teams. This impacted directly on the casework, because it means that each broker is able to reach named contacts to discuss housing applications and assessments, cutting through red tape and bureaucracy. This groundwork was essential for facilitating communication between local authorities and HHOS staff. Engagement with third sector organisations focused on charities concerned with housing and homelessness and was about building partnerships, raising awareness of HHOS as a service, and raising the profile of HOS itself.

Reflecting on this, it is clear that HOS as an organisation now has a profile and status within the housing homelessness sector which perhaps it did not have before. This is evidenced, for example, by the fact that referral pathways to HHOS indicate that a good proportion of clients are approaching other organisations and charities and then being passed on to HHOS (15.3% of all referrals). In the case of other referrals, 29.9% are from a military charity/organisation, indicating a high proportion of veterans in the homelessness clientele.

In the second year, engagement has been much more strategic, and concentrated on different networks related to local authorities. For example, there has been engagement with COSLA (Convention Of Scottish Local Authorities), the governing body for all 32 local authorities in Scotland, and with ALACHO (Association for Local Authority Chief Housing Officers), the representing body for council housing officers in Scotland. In both instances, the level and breadth of engagement is different to that of the first ten months.

“ ...[Engagement Coordinator’s] engagement role was really a blank sheet of paper at the beginning for him to do what he could with it, ... [now] he’s engaging with very, very, senior, and influential people at local authority level and that’s all paid dividends in terms of the casework because people who know about us will remember us and refer on to us, ... we’re now getting local authorities referring clients to us rather than the other way round, so what we’re doing in effect is working in partnership with local authorities, and we’ve got Housing Associations coming to us and saying, ‘We’ve got this list of housing that’s vacant. Do you have anybody that might be interested?’ So previously they would have sent it directly to the local authority but now they’re including us as well, so that’s just fantastic ... with HHOS we’re very much seen as part of the overall housing landscape, ...

Similarly, engagement with third sector organisations in the second year has broadened beyond housing and homeless charities, to include Citizens Advice Bureaux in a number of areas, the Downs Syndrome Association, Kairos+, the UK Collaborative Centre for Housing Evidence (CaCHE - a research institute led by the University of Glasgow), CLAO (the Civil Legal Assistance Office), and LGBT Youth Scotland. The intention in widening the net, is to extend the scope for changing perceptions of homelessness amongst those who might have an interest in it, and to widen the number of contacts who might prove useful to the brokers carrying out casework.



Finally, the HHOS Engagement Coordinator has begun considering wider diversity issues within homelessness and the additional barriers faced by those with protected characteristics as a factor in experiences of homelessness. For example, at least one HHOS case study describes the experience of a young man who came out as gay, who was rejected by his parents, was subsequently banned from the family home, and who became homeless as a result.

In evaluative terms, the engagement activity in the HHOS project in the second year has been consciously extended and expanded. More emphasis has been placed on adopting a strategic role, explaining the purpose and complexities of the HHOS project, to illustrate the wider parameters of who can be categorised as 'homeless', and the extent of 'hidden homelessness'.

One of the Military Matters staff was able to report his unique insight into the engagement work.

“ ... I'm sure I'll be unique here, ... the post I was in before I came to HOS was with [named Armed Forces charity] and I had [Engagement Coordinator] come in to give one of his homeless housing options first-aid sessions ..., so I can say it as an outsider as well as an insider that ... it's made a big difference, ...

The member of staff described how a young intern sitting in on the session and hearing about hidden homelessness suddenly realised that his own father could be classified as homeless and could get help from the local authority because of his circumstances. That is just one example of how the engagement strategy has been working.



At another level, the Engagement Coordinator has joined in partnership with an academic research organisation (CaCHE) and together the organisations have begun to produce a series of podcasts about housing, homelessness, and related issues. These podcasts are hosted on their respective websites, as well as on Spotify. This work extends the reach of the HHOS project

potentially to a much wider audience and establishes a potentially very important partnership in the area of evidence-based research.

It is clear from the evidence of both statistics and interviews that engagement for the HHOS project has evolved into the second year by consolidating work done in the first ten months, and building on that ground work to strengthen networks and partnerships which bolster the casework and facilitate the direct work with clients.

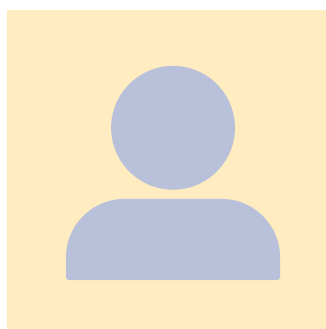
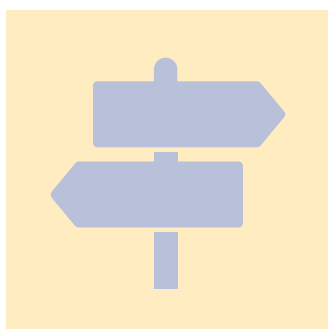
“ ... there are literally more doors open ... [Engagement Coordinator's] developed all these contacts, ... it's very, very, helpful from a brokerage point of view because he knows the person to talk to at [named local authority] whereas previously, we would have been [saying] 'Who do we speak to? ...

It is clear, that both the engagement work and client casework reinforce each other by consolidating knowledge about the systems, networks, and contacts, that have to be negotiated in order to produce a positive outcome for clients.

Overall, the second year's engagement work – much like the client casework – has gone from strength to strength. This is further evidenced by the range of referral pathways now operating for the project – referrals are being made to HHOS by other charities/ organisations, through social media, by health and social care professionals, by military charities/organisations, by Scottish Government, and not least of all, by word of mouth.

Engagement in the second year has been extended to new organisations, new levels, and new audiences. It can therefore be safely concluded that the following two objectives are being met, and will continue to be met:

- To engage with all sectors on the specific needs of older adults, disabled people, and veterans in the context of their homelessness.
- To change perspectives about homelessness, to include those who are not necessarily rough sleeping or roofless, but who may be, for example, 'sofa surfing' or homeless in some other capacity



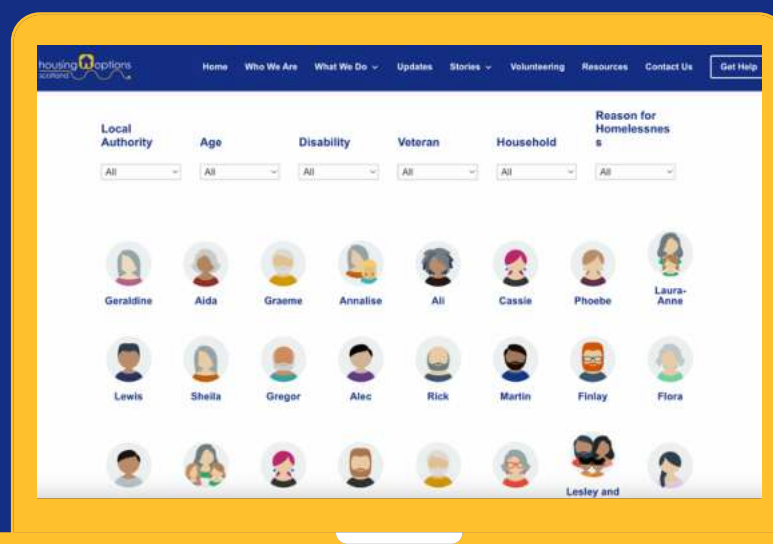


The client gallery

The original purpose of the client gallery was to display actual case studies in an anonymous way to illustrate the lived experience of homelessness and the extent of hidden homelessness. In the first year, more than 140 cases of homelessness were covered.

In the second year, work on the client gallery has been discontinued. There are two main reasons for this. Firstly, it was felt that in the first year of the HHOS project telling the life stories of anonymised clients as lived experience was a priority, to explain the complexities of homelessness, and to show that solutions are available. In the second year, it was felt that this job had been completed. The client gallery is already a good illustration of homelessness as it affects older people, people with different disabilities, and veterans.

The second reason is to do with the way in which the HHOS project has evolved. Previously, the Engagement Coordinator held the main responsibility for the client gallery, but in the second year of the project, the whole engagement strategy was pitched at a higher level. The client gallery became something which could be pointed to as a good illustration of the range of homelessness contexts and examples of hidden homelessness, something completed, and something to be promoted as a means to understand the lived experience. At least one organisation outside of HOS has indicated that it would like to copy the idea for its own purposes. In this respect, the client gallery continues to serve an important purpose.





HHOS Homeless Client Surveys

As part of the HHOS project, homeless clients are asked to complete a survey about their satisfaction with the service. Not everyone responds. However, out of 34 surveys distributed, 18 were completed (52.9% response rate).

Of the 18 surveys returned, 8 respondents (44.4%) wanted direct help with homelessness and 12 respondents (66.6%) had made contact as a result of accessing the website (the online Get Help form) or using email.

Asked how easy the service was to use, 17 out of 18 (94.4%) said it was easy or very easy, and 14 out of 18 (77.8%) were either happy or very happy with the outcome of their experience with HHOS.

Feedback comments were very positive:

“Great service, thank you ...”

“... It was clear and easy to follow ...”

"Just keep doing what you're doing. Amazing service"

“... even though sometimes it took me weeks on end to respond, [staff name] still had the patience with and didn't abandon me, which has been amazing! ...”

“It was very helpful that you were happy to communicate exclusively via email, and that you offered options in this regard to meet accessibility needs, ...”

“... the support was amazing ...”

" [Staff name] was absolutely brilliant and I couldn't have asked for anything more ..."

“... the email conversations were effective and worked very well, ...”

“Great communication ...”

“... amazing service ...”

“ ... as for Housing Options/Military Matters, they have done more for me in five minutes than ... any other charity has done that provides housing assistance...

“ [staff name] has been absolutely amazing, patient, understanding and very much so supportive! I could not have been any luckier to have [staff name] supporting me through my housing journey as he is so knowledgeable and goes out his way to help in every possible way he can, ...

“ [staff name] was very supportive and helpful, I felt she really advocated for me when I was getting no response from my caseworker and also gave me links to look for private lets. I don't believe I would have been offered a house yet had [staff name] not spoke up on my behalf ...

“ Sadly, the Housing Allocations Department in [named local authority] is very unorganised. I don't blame your advisor, it is the system...

“ ... Thank you for all the support...



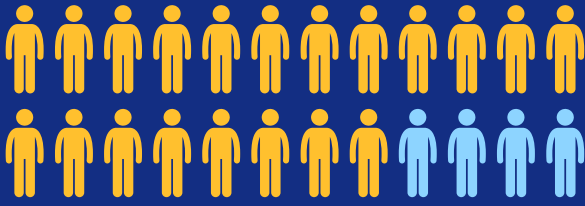
Email survey conducted for this evaluation

As part of this evaluation, it was decided to determine satisfaction levels expressed by clients. In each case, an email survey was sent out with a set of questions, asking for responses. A £10 gift card was offered as an incentive to respond.

Client survey

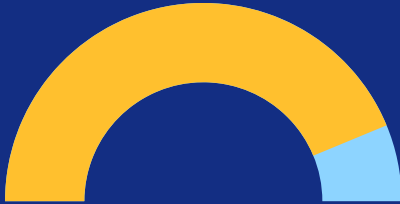
A total of 46 clients were contacted at the time of the survey, of which 43 (93.5%) successfully reached the recipient – 3 emails bounced back (6.5%). Out of those successfully reaching the recipient, 24 responses were received, and all responded to the questions. This gives a response rate of 56%. Clients were also asked if they wanted to add any comments or make suggestions to improve the service.

Of the 24 people who answered questions:



20 (83.3%) said their housing situation had improved since contact with HHOS.

4 respondents said their situation had not improved.



21 (87.5%) said the HHOS service was easy to use.
3 said it was not.

100% said they would recommend the HHOS service to others



15 people (62.5%) marked the HHOS service 10 out of 10 (1 client added 'outstanding', another said '10 plus').

2 respondents (8.3%) gave the service 8/10

1 respondent (4.2%) gave the service 7/10

2 respondents (8.3%) gave the service 6/10

1 respondent (4.2%) gave the service 4/10

The lowest score given for the service was 3 out of 10 (2 respondents - 8.3%).

Some of the comments and feedback were as follows:

"Lovely service. Gave loads of advice."

"My specific thanks to [staff name], who took the time to understand a complex situation, which is much appreciated."

"Housing Options Scotland has been a great help to me at a time when I could no longer live in those conditions. Now I am happy and thank you very much for your help. What a great job you do!!! I remember [staff name] a lot and, on this occasion, I send her a big hug and all my love."

I have no complaints about the service. [staff name] was lovely to deal with and the ability to correspond via text was incredibly helpful."

"[staff name] and Housing Options have completely changed my life and I couldn't be any happier with the home I now have. I was continuously given updates, even if they weren't the news I was hoping for but [staff name] always gave me hope that something would come up. I will never be able to thank [staff name] or Housing Options enough for the help and support I received, and I am eternally grateful."

"brilliant service and advice and I am currently on the path to be in a much better position due to it."

"I did not find the service helpful at all unfortunately and it did not provide any real help with my housing situation at the time; therefore, we were left in a vulnerable situation where we were living in a caravan effectively homeless. There was no real help getting pointed in the right direction as to how to change my situation. I do know that the service does provide valuable help to others, and that hopefully I was just an exception to the case."

"the help that [staff name] gave us was the best that I could have asked for as well as the rest of your staff. It is hard to put into words what HOS has done for us."

"I was so glad to find out that HOS really exists. The information I had from [staff name] was so handy in finding a home and settle so quickly. I followed all her advice, and she was never tired of my calls and emails. I will say it was [due to][staff name] and HOS [that] I was able to secure an accommodation. I will recommend the service to anyone I come across in a similar situation [to the one] I was in."

"[staff name] was an amazing help - so thoughtful, and full of the right knowledge."

"HOS provide a high quality service at a very high standard. All bases have been covered very well."

Conclusions

Both the client casework and engagement work have strengthened during the second year of the HHOS project, as evidenced by the number of clients being helped out of homelessness, and by the range and more senior levels of engagement taking place. The knowledge base for both strands is very firm, and staff are working from a position of confidence within the sector. More staff within HOS have been recruited to work on HHOS, which illustrates, not only the increased demand for the service, but also that the HHOS work has become embedded in the broader work for clients that HOS undertakes. **The funding provided by the Corra Foundation and the Scottish Government is directly responsible for this.**

The objective to change perceptions about homelessness is one which is ongoing, and one which will remain a concern for as long as the work continues.

What the project has demonstrated beyond question is:

- The need for a service of this kind – over 400 households in less than two years have benefited
- The complex nature of ‘homelessness’ and, in particular, the importance of ‘hidden homelessness’
- The importance of an engagement strategy, which provides the groundwork for effective casework and promotes knowledge and awareness of the service itself

Appendix: Evaluation Methodology

The final evaluation report is based on:

- An analysis of six interview transcripts with HHOS staff – the CEO of HOS; the casework supervisor; the HHOS caseworker; two Military Matters/HHOS staff members; and the HHOS Engagement Coordinator. Quotes from the transcripts are anonymised appropriately.
- 18 survey responses from homeless clients who were asked by the HHOS team a series of questions describing and evaluating their experience of HHOS.
- Information provided by the HHOS Engagement Coordinator on organisations engaged with in the second year of the HHOS project.
- Statistics gleaned from the iHOS database on numbers of homeless clients in a given period; numbers of veterans/non-veterans in that group; numbers and types of disability within that group; tenure patterns within that group; referral pathways from within that group; and local authority areas represented from within that group.
- An email survey administered by the evaluator specifically for the purpose of the report to ascertain levels of satisfaction with the HHOS service.



The Melting Pot, 15 Calton Road,
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www.housingoptionsscotland.org.uk

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