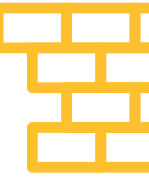
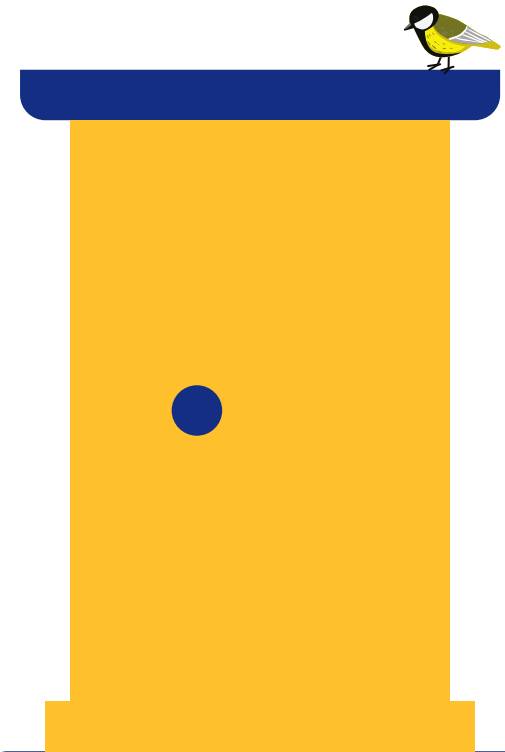
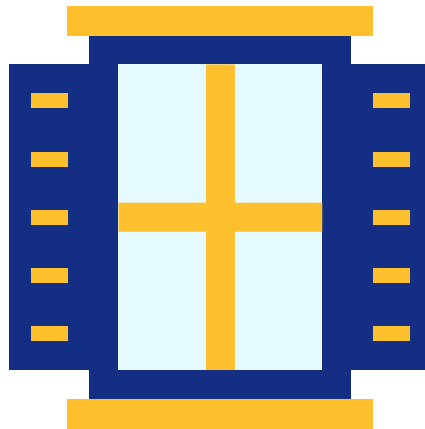
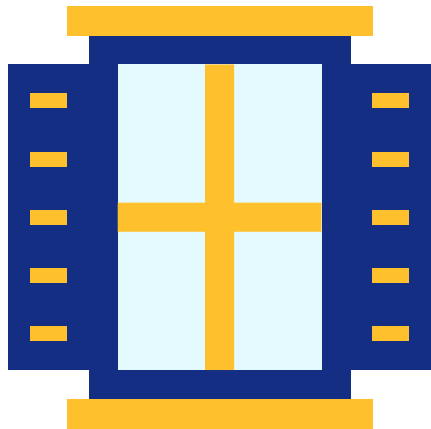


Quarter 1 report

April - June 2023



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From the CEO

The first quarter of the year saw us get off to a flying start. We had some very welcome funding news from the Veterans Foundation and the Agnes Hunter Trust. In such a difficult climate we are eternally grateful for their support for our work.

Talking of which -- June saw our busiest ever month for new clients. We had over 100 people coming to us for our help and support.

Life is busy at HOS, so I am happy to say we have also been able to make some changes internally to strengthen our engagement, our comms and our volunteering activity. All of this leads to more efficient and professional organisation and better outcomes for our clients.



Moira Bayne

CEO, Housing Options Scotland

From the casework

We have supported 263 new clients from across Scotland this quarter. We also closed 286 cases and begin Q2 with 236 open cases. This represents a slight increase on the previous quarter (vs 254 (Q4, 22-23)) but falls just shy of our record breaking quarter last year (vs Q1, 22-23 (279)).

The figures show a decrease in the number of Military Matters clients compared to the previous quarter (59 (Q1, 2023-2024) vs 81 (Q4, 2022-2023)), similar numbers of clients for Homeless Housing Options Scotland (75 (Q1, 2023-2024) vs 76 (Q4, 2022-2023)) and an increase in Making Moves clients (27 (Q1, 2023-2024) vs 18 (Q4, 2022-2023)).

263 total new clients

which represents

+3.5% increase vs Q4 (22-23), -5.7% decrease vs Q1 (22-23)



59 clients
22.4% of total clients



75 clients
28.5% of total clients



27 clients
10.3% of total clients



Olivia Lindsay

Depute CEO



It is particularly pleasing to see an increase in Making Moves clients this quarter. We have worked hard to publicise the service in the past year so it's good to see these efforts now come to fruition.

This quarter, we've seen casework come in from 28/32 of Scotland's local authority areas.

As usual, we see a significant proportion of referrals come from Edinburgh, Glasgow and surrounding local authorities. We have also seen 14 referrals from outside of Scotland this quarter, the majority of which are from the rest of the UK.



28/32

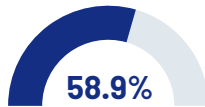
Local Authority areas

1 Glasgow (51)

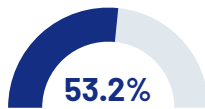
2 Edinburgh (49)

3 Falkirk (12)

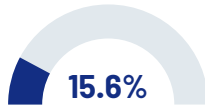
Physical



Mental



Learning



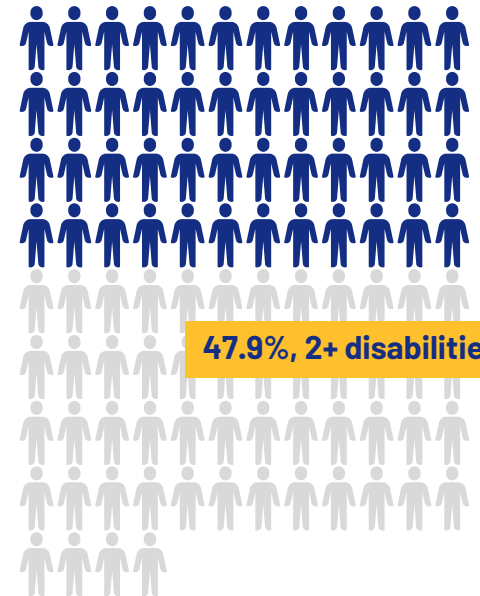
Other



**% of total clients reporting this kind of disability*

In terms of **presenting disability**, figures are consistent with previous quarters. 14.1% 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** (47.9%), with a significant proportion of these (8.0%) reporting having 3+ disabilities, consistent with previous quarters.



From the clients

aldine
Aida
Graeme


Annalise


Ali


Cassie


Phoebe


Lewis


Sheila


Gregor


Alec


Rick


Martin


Finlay


Chris


Madeleine


Jane


Malcolm


Alisdair


Katherine


Lesley and John


Maire


Irene


Angelica


Leanne


Danny


Pauline


Stuart

Susie's story

My son, Sean, is in his mid-20s. When we contacted Housing Options Scotland, we were looking for a way for him to live independently. Sean has learning difficulties so would need some help to live independently but we knew with the right home he'd be fine.

By the time we spoke to Jil we thought he'd never get moved. We had had a big disappointment about a year earlier where he was being considered for a flat but it went to someone else. We felt let down and nobody could give us any answers. We felt we were totally on our own. Nobody was coming forward to help.

We were in contact with a social worker who wanted us to look into shared living accommodation for Sean but we knew this wouldn't be right for him. Sean has coeliac disease which means checking ingredients and making sure food is prepared correctly is very important. We couldn't see how this would work well in a shared living arrangement. There were discussions about this being the best option as he currently lives with his family, and he would still have a family environment but we knew moving from a family environment was the step Sean needed to take to be independent and we knew he could do it.

We were open to anywhere within the city we live in but initial conversations, as we registered with housing associations, made it sound like an offer would be very unlikely.



We were in a situation that many parents face. We wanted our son to be able to move out of home and find some independence. We also wanted it to happen when we were at an age that we could help with this big change. We knew he couldn't live with us forever and we wanted to see him settled somewhere at a time that was right for him.





Luckily, a friend who knew of HOS told us to get in touch. We felt for the first time someone listened to what we were looking for. We had a planning meeting. There were two people from HOS there and we came along with Sean. We came out of that meeting feeling more positive, we didn't need to just wait. Finally, we could see that there were options that 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 to help us see what we could do.

We considered trying to buy somewhere but in the long run we felt it wouldn't offer the full independence that we wanted for our son. But we did find a home for Sean and I think we ended up in the best situation. It's a housing association rented flat. The reason we chose it is because it was exactly what we were looking for. It is core and cluster housing so there is support in the building but it's the right level of support, not too much and not too little. Sean has his own flat. He doesn't need to share with anyone but there's 24-hour support if he needs to speak to someone. The maintenance is done by the housing association. The flat itself is fantastic really, I can't believe it. The area is maybe not the best and that was a bit of a compromise but the people in the building and the flat itself are great.

Sean loves it. He liked the flat straight away and now it's been decorated and furnished he's very happy there. We had to build up to him being there alone and he still likes to come over to us at the weekend but when he goes back again, he just loves it. The housing association are excellent too.

If you are in the situation that we were in, you should go through all your options. Seek out anyone that can give you help. We couldn't find anyone that would see us through the whole process until we found HOS. You need to get a move on, don't leave it too late! It will just become harder for them and for you. We worried how he would manage because as a parent you think – how will anyone support my child as well as me – but it can be done, just in a different way. We're discovering now he can do much more by himself, just as we thought he could, but he's still getting help when he needs it.

From the world of HOS

Staff changes

There have been some staff changes at HOS this quarter as we have seen some new faces join the team, some staff members move on and others change role:

- Ryan Barclay joins the team as a Housing Broker
- Alice Airey joins the team as our Communications Manager
- Carolynn Malone joins the team as our new Volunteer Coordinator
- Olivia Lindsay has taken on the new role of Deputy CEO
- Pedro Cameron has taken on the new role of Head of Engagement

This quarter we also said goodbye to Karen Campbell who had worked at HOS for many years, taking on a number of different roles in her time with us. We want to wish Karen the very best for the future and to thank her for everything she has contributed to make HOS what it is today.



Ryan



Alice



Carolynn



Karen

Fundraising success

We are delighted to report some fundraising success in the first quarter of the year as we have received funding from the Veterans' Foundation, Agnes Hunter Trust and Albert Hunt Trust to support Military Matters, Making Moves and general core costs. Thank you to all of our funders for their support.

Carer positive employer

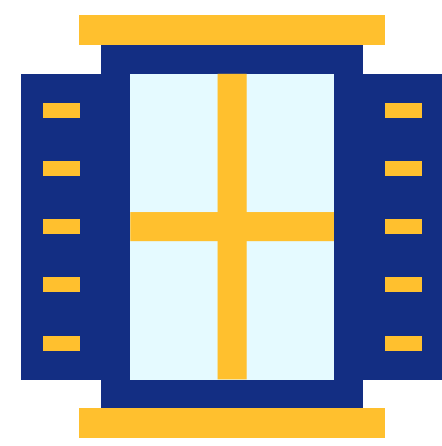
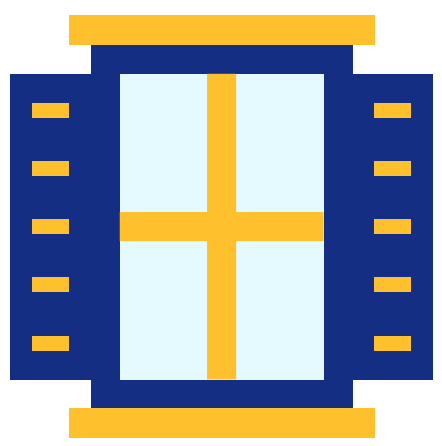
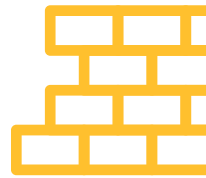
We were pleased to be recognised as a Carer Positive employer this quarter being awarded the "engaged" status with Carer Positive Scotland.



On the horizon



There are lots of exciting things coming up in the world of HOS! Our Homeless Housing Options Scotland work will continue with the development of further podcast episodes and we're excited to see the volunteer programme be given a kickstart as Carolynn settles into post.



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