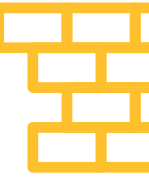
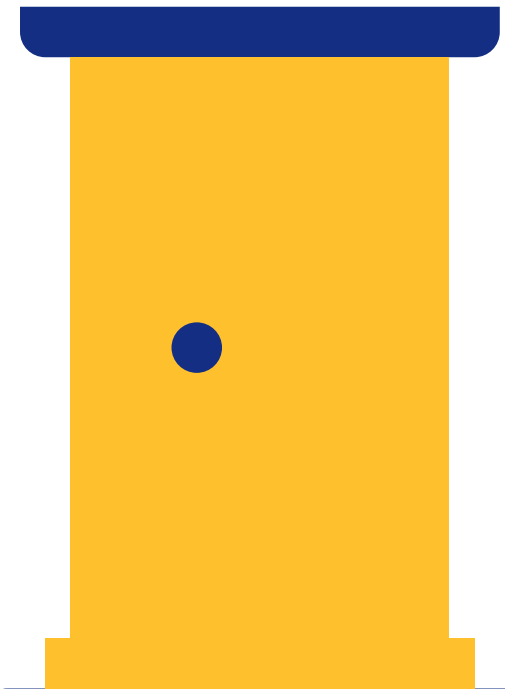
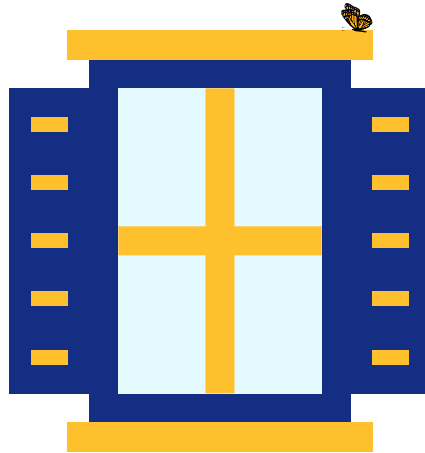
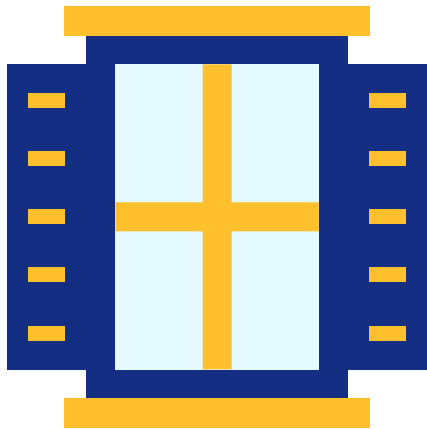


Quarter 2 report

July - September 2023



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From the CEO

Q2 saw another steady increase in our overall client numbers. I am very pleased to note that despite this increased volume of work we have been able to keep pace and maintain our target times. Our general promise is to respond within 6 weeks with a 24-hour turnaround for emergency homeless clients.

The engagement, comms and volunteering activity has grown exponentially, and the results will be seen in increased client numbers in future. A special “thank you” to Carolynn and Tessa who did some can rattling for us at a recent Rangers match. Giving up a Saturday is not something we take for granted!

During this period Jil went off on maternity leave and gave birth to a healthy baby girl at the beginning of September. Eve has taken on increased responsibilities in Jil’s absence and has recently announced her own pregnancy .

So, in summary, and at the risk of sounding cheesy, the entire HOS team is enthusiastic and supremely flexible and I am very grateful to all of them.



Moira Bayne

CEO, Housing Options Scotland



Casework

Numbers and updates

We have supported 267 new clients from across Scotland this quarter. We also closed 272 cases and begin Q2 with 221 open cases. This represents a slight increase on the previous quarter (vs 267 (Q1, 23-24)) and sets us up again for another record breaking year for HOS.

The figures show average numbers of clients across all services, with another small increase in the number of Making Moves clients in touch. Compared to the last quarter, we have seen a bump in Military Matters cases (27.3% of total clients (Q2) vs 22.4% of total clients (Q1)) but this represents roughly average for the service.

267 total new clients

which represents

+1.5% increase vs Q1 (23-24), +14.1% increase vs Q2 (22-23)



73 clients
27.3% of total clients



76 clients
28.5% of total clients



31 clients
11.6% of total clients



Olivia Lindsay

Depute CEO



I'm so grateful for how hard the team work to support our growing number of clients. This quarter everyone has chipped in with supporting clients across each service, so everyone is gaining new skills and experience.

This quarter, we've seen casework come in from 30/32 of Scotland's local authority areas.

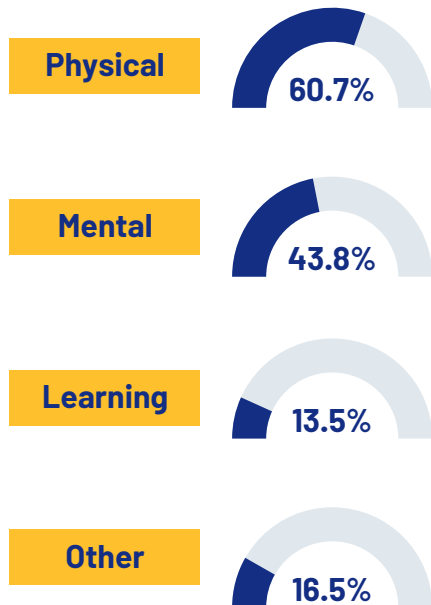
As usual, we see a significant proportion of referrals come from Edinburgh, Glasgow and surrounding local authorities but, this quarter, we had our first referrals for the year from East Ayrshire, Dumfries & Galloway and Orkney.



30/32

Local Authority areas

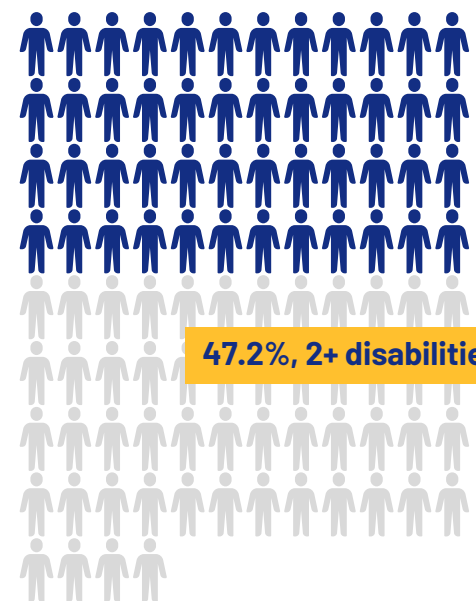
- 1 Edinburgh (47)
- 2 Glasgow (43)
- 3 Renfrewshire (16)



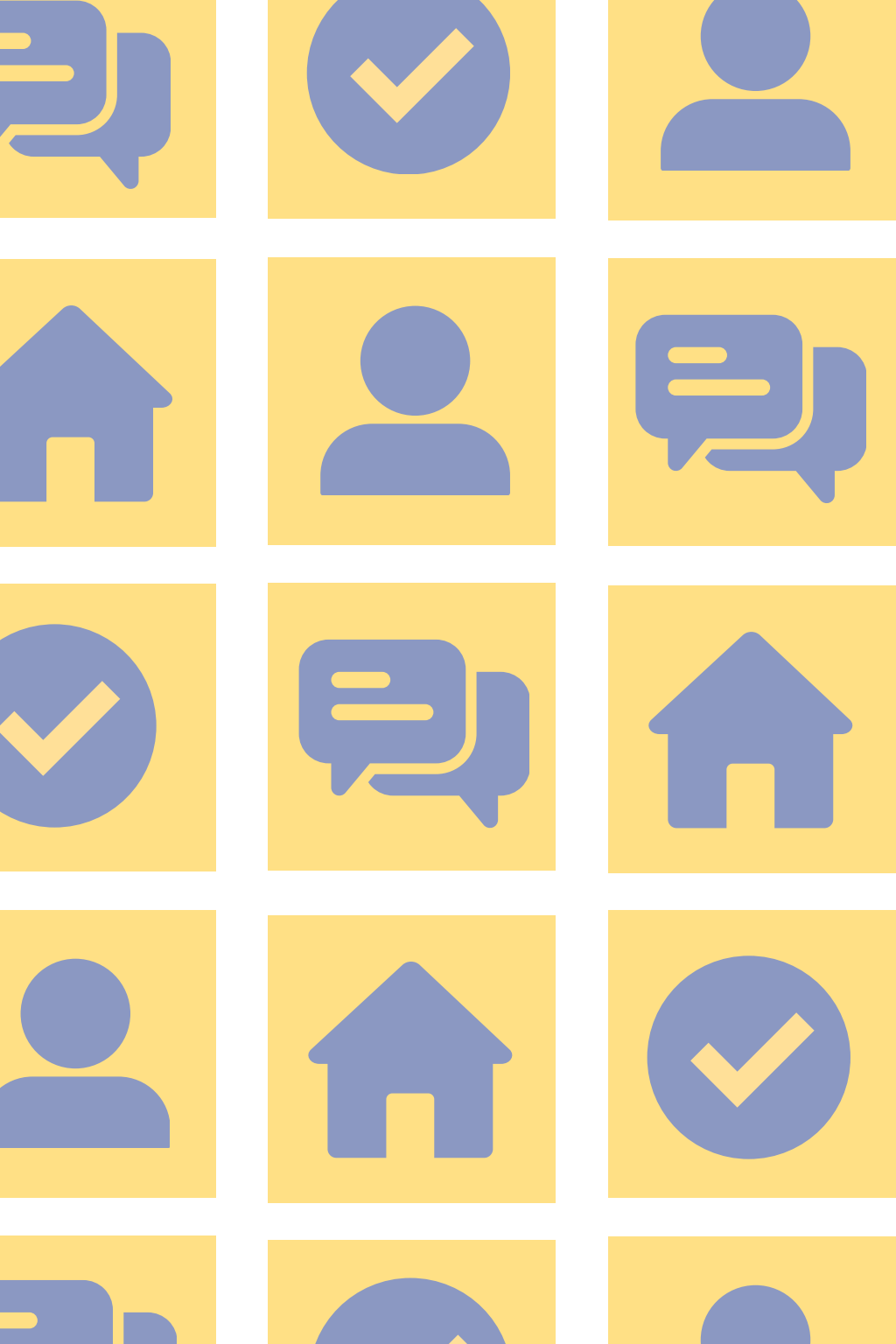
**% of total clients reporting this kind of disability*

In terms of **presenting disability**, figures are consistent with previous quarters. 12.7% 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** (47.2%), with a significant proportion of these (8.6%) reporting having 3+ disabilities, consistent with previous quarters.



47.2%, 2+ disabilities



Stories

from the clients



Tessa helped a vulnerable young person, who'd been discharged from the Armed Forces unexpectedly, find military specific transitional supported accommodation



Susan supported a single mother with two neurodiverse children to find the right home in the right place using the Access Ownership scheme.



Eve worked with an older client who had been served a notice to quit by their landlord - and was willing to move anywhere! - to find a sheltered property on the East coast.



Ryan advised a client who was sofa surfing about their rights to present as homeless to any Local Authority area in Scotland, and helped them navigate this process.

We cannot speak highly enough of the support. You had time to listen and were a tremendous help. My advisor helped me to feel at ease and I've now been able to speak to my family and agree our next steps.

The initial phone call and advice was enlightening and delivered with empathy. Thank you.

My broker took on my case with vigour and kept me informed of the actions she was going to take. I was offered a property from Highland Council and I do not think it would have happened without HOS.

We'd been trying desperately to get help from social services and housing services and were met with completely opposite attitudes to HOS who were so friendly and supportive.

The service was a very high standard and I felt 100% supported. My advisor communicated all of my options to me over the phone and followed up with an email containing the information after.

Highlights

from the quarter





 [Click to play](#)

Our [Equality in Housing podcast](#) goes from strength to strength as 3 new episodes were released this quarter:

- Ethnicity and Homelessness with the Coalition for Racial Equality and Rights
- Housing and Care Experienced People with Who Cares? Scotland
- Trauma Informed Practice in the Community with Sanctuary Scotland

We are also delighted that the podcast has been shortlisted for the inaugural Marion Gibbs Award for Equality in Housing at this year's CIH Scotland Housing awards.



Our Head of Engagement, Pedro, has also been busy out and about. He was pleased to represent HOS at the All in for Change group, and to meet the Housing Minister, Paul McLennan. We were also pleased to be joined by the Minister at our August board meeting where we presented our Annual Report.



Scottish Housing Day was on 13th September, and this year the theme was "Housing as a career". To celebrate, we interviewed new Housing Options broker, Ryan, about what inspired him to take up housing as a career. It turns out, it all started with a board game! [Read the blog post here.](#)



In July we celebrated becoming an "Engaged" member of the Carer Positive Employer Scotland scheme.



This quarter, our Senior Housing Options Broker, Jil, went on maternity leave. The staff team were pleased to give Jil a send off in true HOS style -- an afternoon tea!

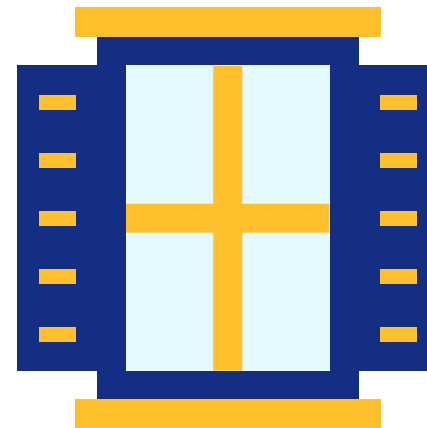
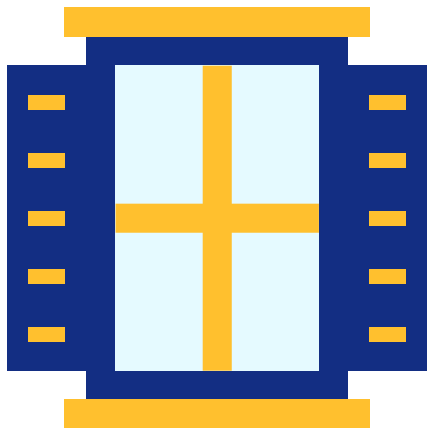
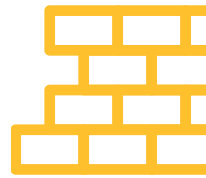


... and, of course, there have been plenty other staff meet ups this quarter too!



In September, our Military Matters service was announced as one of this year's beneficiaries of the Rangers Foundation's Armed Forces Fund. Some of our team and volunteers went along to the Armed Forces Day to help collect donations. Thank you to everyone involved.





Tel: 0131 510 1567
Web: housingoptionsscotland.org.uk
info@housingoptionsscotland.org.uk

Produced by Ben Parker for Housing Options Scotland.
Contact: ben@housingoptionsscotland.org.uk.

