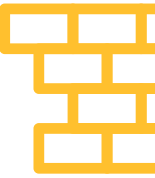
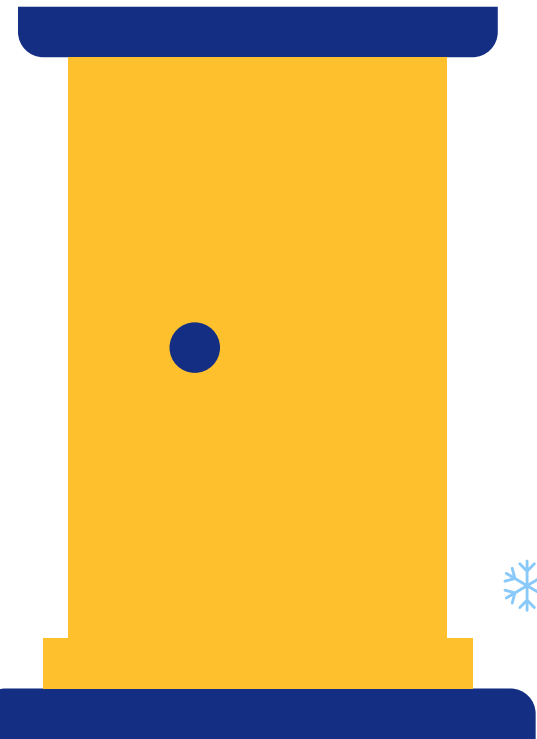
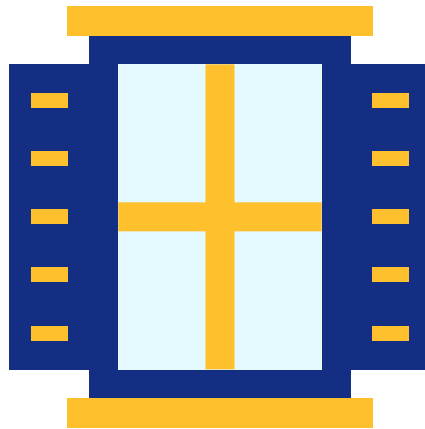
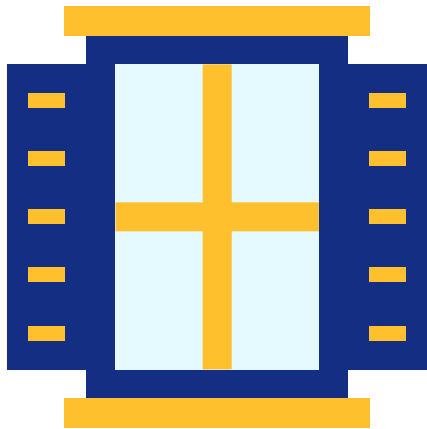


# Quarter 4 report

January - March 2024



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Another busy quarter at HOS with over 300 clients needing our expert and empathetic help.

We had a lot of activity around professionalism in the housing sector with particular emphasis on EDI, something which is very close to our HOS hearts.

We also got out and about in lovely East Lothian accompanied by our knowledgeable and enthusiastic volunteers.

The end of the financial year always brings with it uncertainties for small organisations such as ourselves, so I would like to say a huge thank you to everyone who makes up the HOS family.



**Moira Bayne**

CEO, Housing Options Scotland



# Casework

Numbers and updates

This has been our busiest quarter yet. We supported 309 new clients from across Scotland. This represents an increase on the previous quarter (309 vs 260 in Q3, 23-24). We also closed 278 cases and begin the new financial year with 285 open cases. This is a slightly higher than average number.

## 309 total new clients

which represents

+18.8% increase vs Q3 (23-24), +21.6% increase vs Q4 (23-24)

The figures show a slight increase in clients presenting as homeless this quarter (32.5% vs 31.9% in Q3, 23-23).



100 clients  
32.4% of total clients

Following a dip last quarter, the number of Making Moves clients has jumped back up to almost 10% of cases this quarter (vs 5.0% in Q3, 23-24).



29 clients  
9.4% of total clients

Our Military Matters service continues at a steady pace.



70 clients  
22.7% of total clients



**Olivia Lindsay**

Depute CEO



I appreciate the hard work and contributions from each and every staff member at HOS. Our shared vision of helping our clients to make informed decisions about their housing guides us as a team.

This quarter, we've seen people get in touch with us from 29 of Scotland's 32 local authority areas.

As usual, we see a significant proportion of referrals come from Glasgow, Edinburgh and surrounding local authorities.

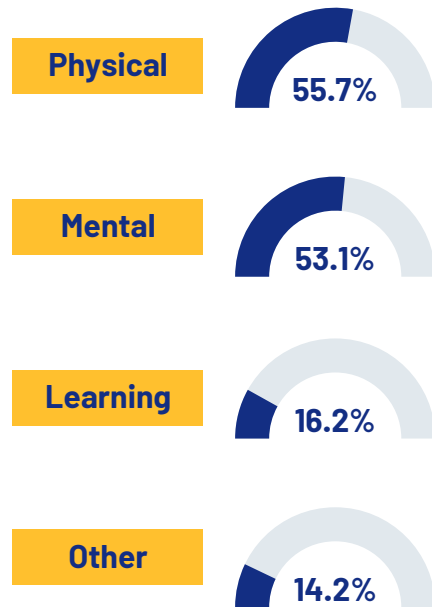
This quarter we saw particular increases in clients from Aberdeenshire (1 in Q3 vs 10 in Q4) and Fife (10 in Q3 vs 20 in Q4).



## 29/32

Local Authority areas

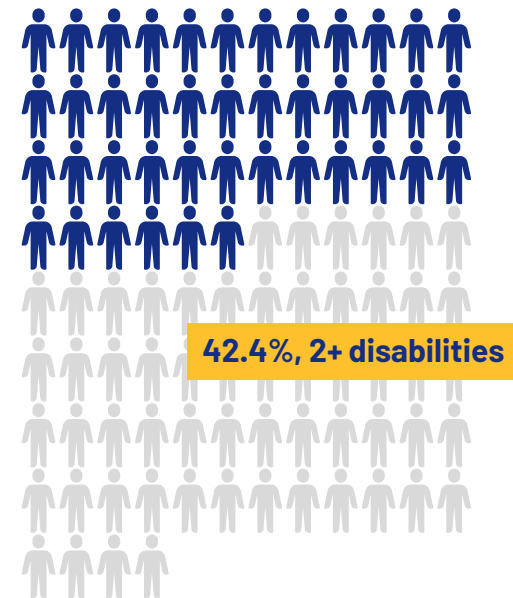
- 1 Glasgow (68)
- 2 Edinburgh (43)
- 3 South Lanarkshire (20)
- Fife (20)

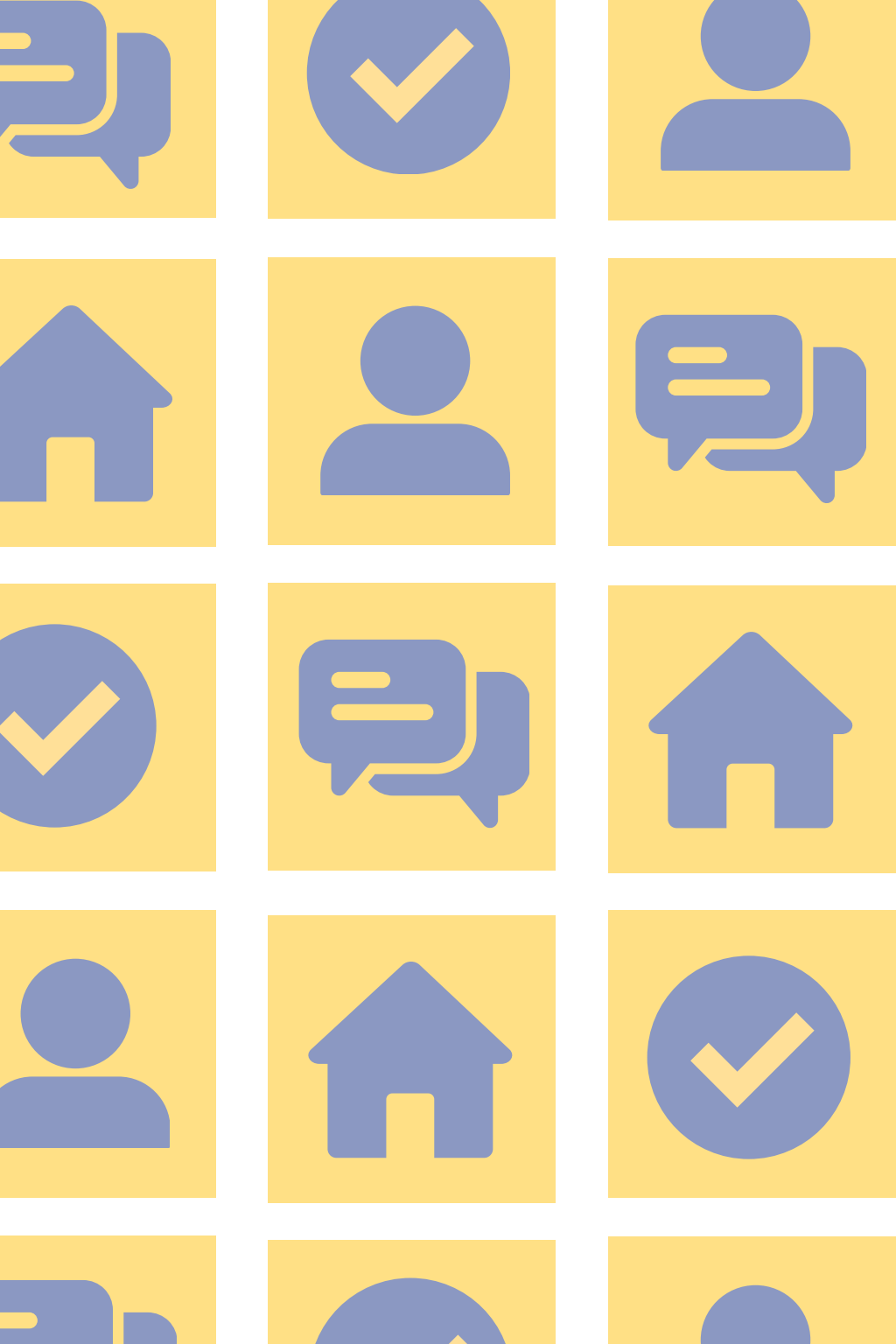


\*% of total clients reporting this kind of disability

In terms of **presenting disability**, figures are consistent with previous quarters, with a slight increase in clients reporting a learning disability. This likely corresponds with the higher number of Making Moves clients. 12.9% 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** (42.4%), with a small proportion of these (9.4%) reporting having 3+ disabilities.






# Stories

from the brokers

# From the broker's diary



"I helped a client living in a council property with their partner and two children. Both children were unable to live independently and my client wanted to move to better support them. I helped them explore the option of home ownership and the family were able to secure a mortgage in principle. They recently put an offer in on a house!"



Erin



Tessa

"I supported a client in their 70s who wanted to move to somewhere more suitable for their medical needs. I helped them with applications and chased up social landlords on their behalf. The client recently viewed and accepted a flat in their local area. I was very happy to support them in finding this housing solution."



From the client:  
"I would like to thank you for all your hard work in getting me this place"





"I helped a veteran who had been privately renting but had been served a notice to quit and wanted to move back to Glasgow with his young family after a relationship breakdown. I explained about the eviction ban which took some of the pressure off."



Eve

From the client:  
"That's lifted a huge weight off my shoulders!"



Ryan

"I supported a veteran who had recently been discharged from the Army. They were living with their parents but had been told they needed to move out. I sent them advice on homelessness and social housing. I also referred them to Citizens Advice Scotland for a benefits check. They then decided to apply social housing."

**THANK YOU!**

HOS's work with veterans would not be possible without the generous support of the Veterans' Foundation, the Rangers Charity Foundation and the Worshipful Company of Grocers.



# Highlights

from the quarter



## Scotland's Housing Festival

At the beginning of March, our Head of Engagement, Pedro, and two of our Housing Options Brokers, Ryan and Greg, attended CIH Scotland's Housing Festival in Glasgow.

The Festival brought together housing professionals from across Scotland. This allowed Greg to catch up with old acquaintances - and meet new ones!

On the first day, Pedro and Ryan spoke as part of the 'How diverse is it anyway?' campfire-style session. Then, on the second day, Pedro hosted a live recording of the Equality in Housing podcast.

“ It was encouraging to be in the same space with so many passionate, talented professionals and policy makers.

**Pedro Cameron**  
Head of Engagement



Pedro, Greg and Ryan



Live podcast recording

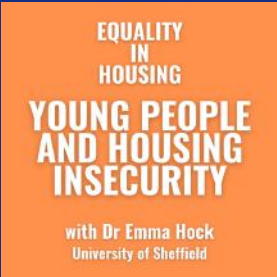
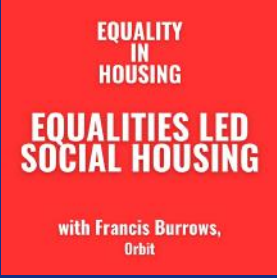
# EQUALITY IN HOUSING

**WINNER**  
The Marion Gibbs Award for Equality in Housing 2023

We released two episodes of our award-winning podcast this quarter. For our first episode of 2024, HOS's Pedro and CaCHE's Dr Gareth Young chatted to Orbit's Francis Burrows about equalities led social housing. Our second episode of the year featured Dr Emma Hock from the University of Sheffield, who shared her work on the impacts of housing insecurity on young people.

We also recorded our second episode with a live audience - to be released in April!

[You can find all the podcast episodes here.](#)



Play

# Highlights from Q3

## Team updates

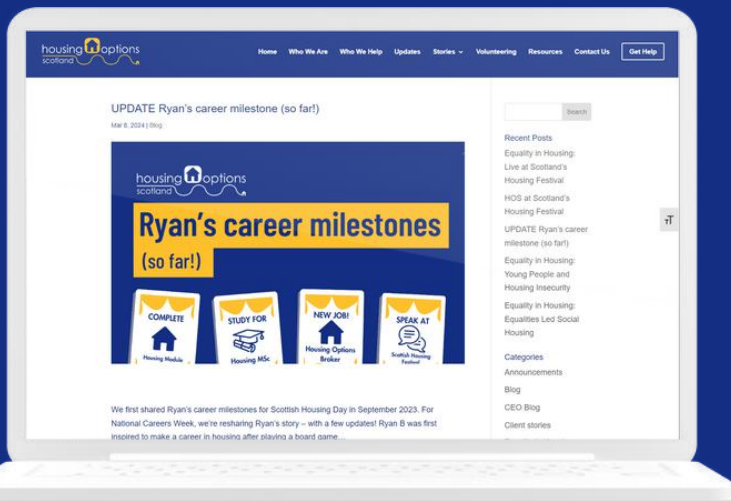


Eve, our Senior Broker, is now on maternity leave. Our Resources Manager, Sarah, is looking after our brokerage team until Jil, another of our Senior Brokers, returns from her maternity leave.

Our Head of Engagement, Pedro Cameron, attended various events this quarter, including the Veterans Scotland housing pillar. He also hosted a workshop on the accessibility of common housing registers.



## National Careers Week 2024



In March, we marked National Careers Week by sharing some new milestones in our broker Ryan's housing career!

You can read the [full article](#) on our website.

## Volunteer updates



HOS's volunteer programme continued to progress well in Q4. Several volunteers have been helping Pedro to map key contacts in the different sectors HOS works across. This will help HOS build partnerships beyond the housing world and reach more people who need housing advice.

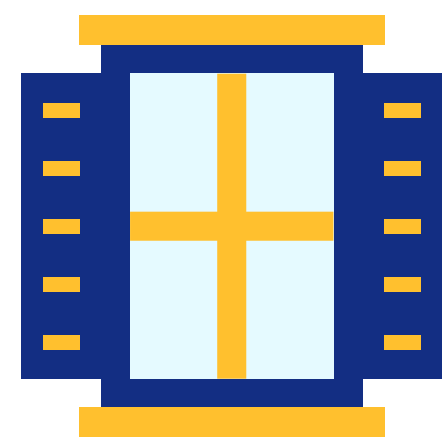
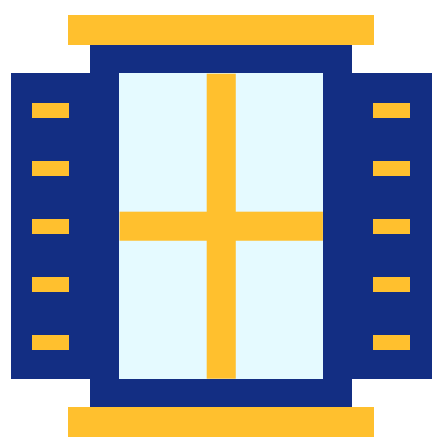
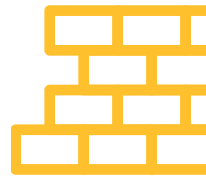


We held a volunteers catch up in Edinburgh at the end of March!

In March, two of our volunteers - Tessa and Fiona - attended an Independent Living information event in North Berwick. They trialed our Later Life Planning leaflet, a tool (still in development!) to encourage older adults to think about their future housing.



Tessa and Fiona



housing  options  
scotland

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