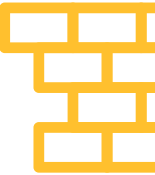
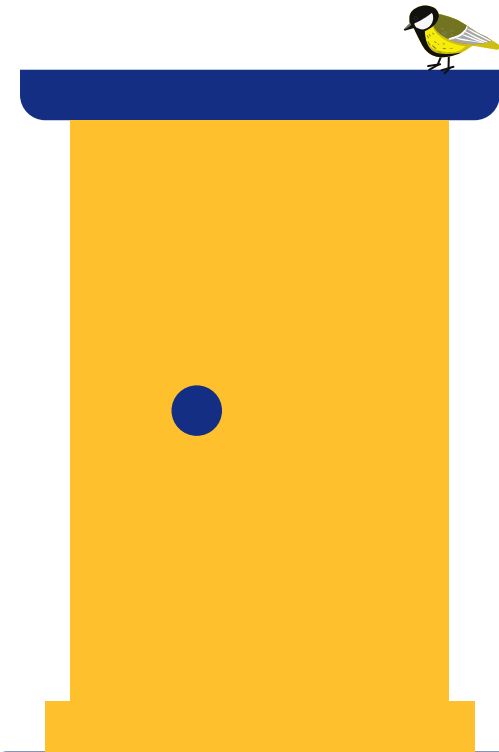
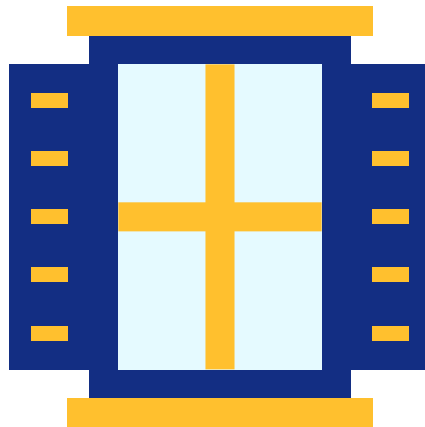
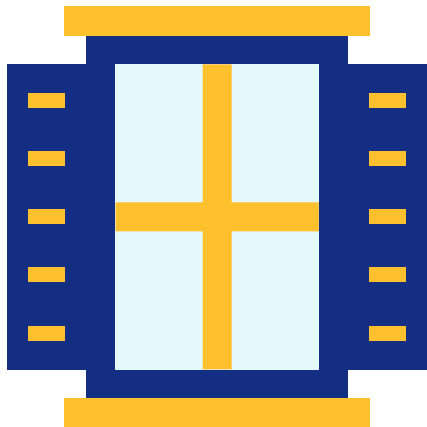


# Quarter 1 report



April - June 2024



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

**Our purpose is to help people make informed decisions about their housing.**

housing  options  
scotland 



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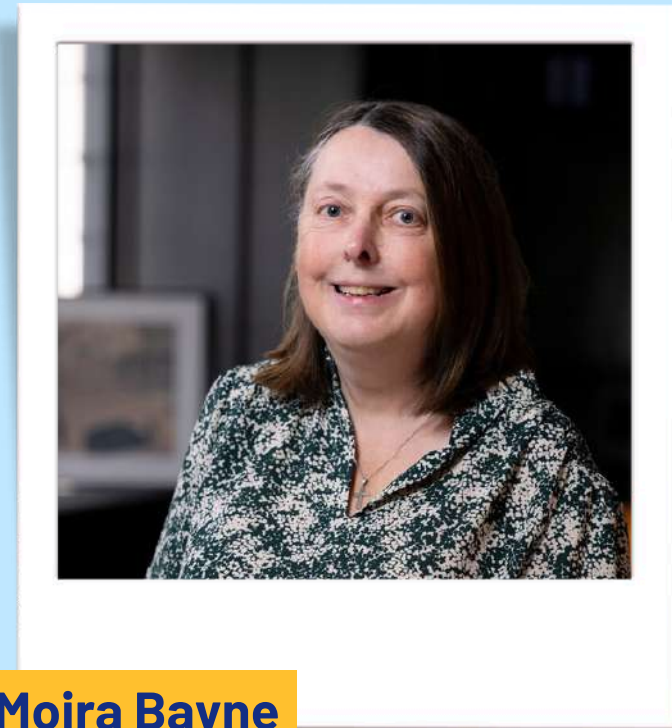
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We had a “mixed “start to the financial year. Very sadly we had to say goodbye to 4 marvellous members of our team. This was as a result of delays and reductions in our funding for 24/25.

I want to thank Greg, Erin, Alice and Carolynn for their hard work, commitment, and enthusiasm and wish them all the very best for the future.

So, we face the new year with a staff team that is lower in numbers but very high in expertise and determination.

We continue to seek new avenues of funding and remain fully engaged in working with our clients to achieve the best possible outcomes for our them.



**Moira Bayne**

CEO, Housing Options Scotland

# From the casework

Once again, this quarter has been our busiest ever, with **322 new clients** coming to Housing Options Scotland for help. We started the financial year with 291 open cases.

Numbers for our individual strands (Homeless Housing Options Scotland (HHOS), Military Matters and Making Moves) are all slightly down in Q1, despite an overall increase.

During Q1, there was some uncertainty around our funding which allows us to support people who are homeless or at risk, which meant we had to pause our casework and engagement activities. Since homelessness disproportionately affects the Armed Forces community, there has been an impact on Military Matters numbers.

We are pleased to report that **we are now able to support people facing homelessness** once again, and we anticipate numbers to rise through the rest of the year.

**322 total new clients**

which represents

+4.2% increase vs Q4 (23-24), +22.4% increase vs Q1 (22-23)



54 clients  
16.9% of total clients



66 clients  
20.6% of total clients



15 clients  
4.7% of total clients



**Olivia Lindsay**

Depute CEO



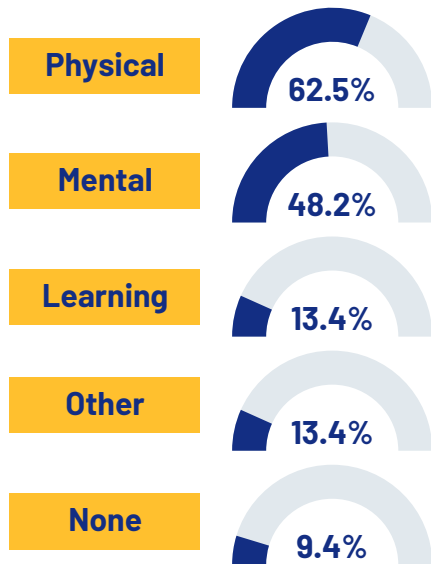
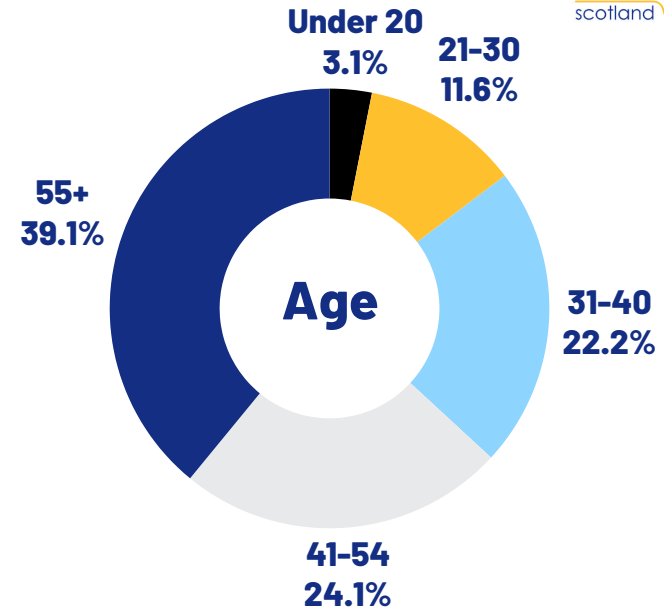
**24/25 kicked off with a bang with over 320 clients allocated in the first quarter. We expect to see these numbers remain high throughout the rest of the year.**

This quarter, we've seen casework come in from 29/32 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 12 referrals from outside of Scotland this quarter, the majority of which are from the rest of the UK.

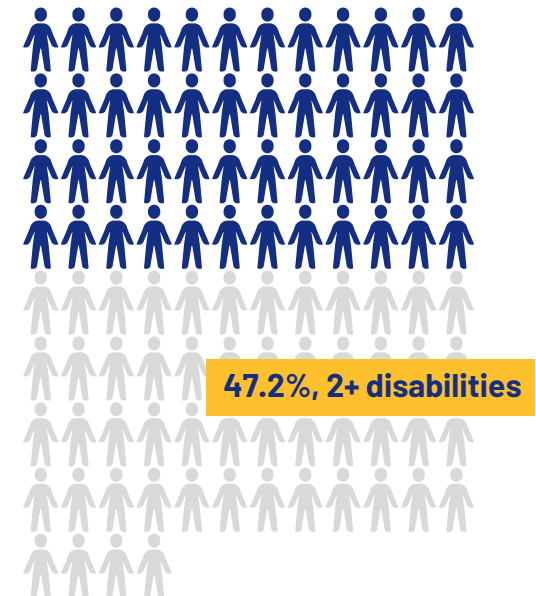
## 29/32 Local Authority areas

- 1 Glasgow (82)
- 2 Edinburgh (35)
- 3 West Lothian (22)



In terms of **presenting disability**, figures are relatively consistent with previous quarters. 9.4% 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** (39.4%), with a significant proportion of these (7.4%) reporting having 3+ disabilities, consistent with previous quarters.



\*% of total clients reporting this kind of disability

# Notes from our Brokers

We helped a client who was living with family after fleeing domestic violence. They wanted to settle into a property of their own with their children. We referred the client to an Independent Financial Advisor who was able to help them secure a mortgage in principle.



We supported a veteran client who needed to move after their marriage ended. The broker advised the client on a range of housing options including the private rented sector and mid market rent. They also discussed the process of presenting as homeless to a local authority. As the client was a veteran, the broker signposted them to veteran-specific housing options, such as Erskine and Scottish Veterans Residences. The client chose to look into this option further and is currently in the process of securing assisted living accommodation with a veteran's charity.



**"I'm feeling quite good and positive (that's not normally the case). I'm really thankful for your help and advice, and the follow up."**





# Highlights from Q1

## Radical Visions Event

We were invited to attend an event and roundtable hosted by **Radical Visions**, with a cohort of social care workers from Spain travelling to Scotland to share practice. We were on hand to share insight into the housing experiences of disabled and older people in Scotland today.



## Ministerial Visit

We were delighted to welcome **Social Justice Secretary Shirley Anne Somerville** to our triage meeting to showcase the work we are doing to keep people informed of their housing options, and to mark the reopening of the **Open Market Shared Equity Scheme**.

## Scottish Housing Day

We are proud to be a partner in the delivery of Scottish Housing Day 2024. This year's theme is **Homes for Life** and we are encouraging people to think about how the housing sector can better support people in later life as needs and priorities change.

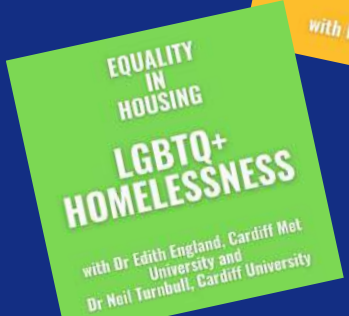


# EQUALITY IN HOUSING

**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 spoke to Rhiannon Sims of Crisis Scotland LIVE at Scotland's Housing Festival in front of an audience. In May, we spoke to Dr Edith England and Dr Neil Turnbull about their research into LGBTQ+ homelessness, which included a survey of over 1000 LGBTQ+ people.

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





# Acknowledgements

We would not be able to do the work we do without our funders. We would like to take this opportunity to thank the Scottish Government, Veterans' Foundation, Agnes Hunter Trust, The Worshipful Company of Grocers, and the Rangers Charity Foundation for their support.



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Riaghaltas na h-Alba  
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THE  
GROCERS'  
CHARITY



RANGERS  
CHARITY  
FOUNDATION

We are also delighted to have new supporters this quarter. Huge thanks to The Albert Hunt Trust, and The Souter Charitable trust for their generous contributions to our work. These grants will go towards supporting disabled people, older people and members of the Armed Forces Community in housing need.



THE  
ALBERT HUNT  
TRUST



Souter  
CHARITABLE TRUST