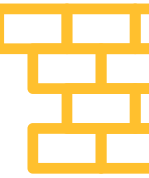
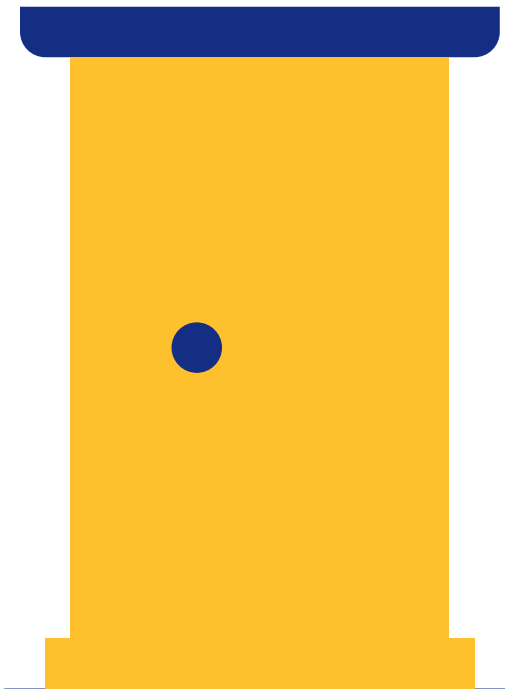
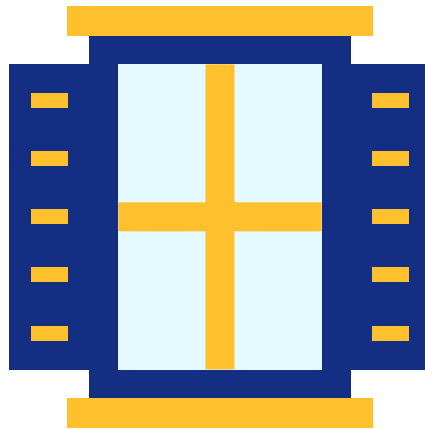
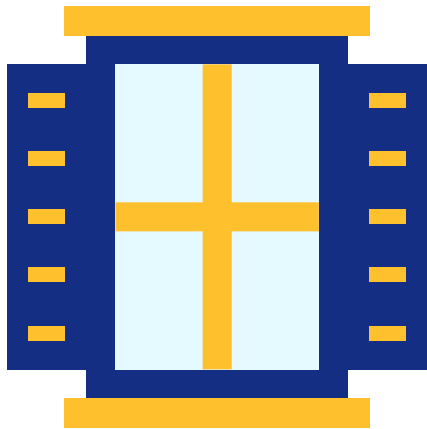


Quarter 2 report

July - September 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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If HOS had a motto (we don't), it might be "only connect". That is what our brokers do on a daily basis: connecting not just with our clients but also with landlords, health professionals, mortgage brokers, legal advisors, benefit experts and the many people who can help us to help our clients. Increasingly we are being approached with offers of social and private housing from providers which we are delighted to see. We hope to do more of this "matching up" during the remainder of the year. If you are a landlord with vacant properties to fill, we have clients who would be VERY interested.

Our role is always to help one client at a time. It's a privilege (and a challenge) to do so. Our quarterly report goes into the detail of our work so I will say a huge thanks (of course) to the indefatigable staff team but also to all our supporters past, present and future.



Moira Bayne

CEO, Housing Options Scotland

From the casework

It's been another busy quarter for the team at Housing Options Scotland, with 298 new clients approaching us for advice on their housing options.

Numbers for Homeless Housing Options Scotland (HHOS) and Making Moves have both seen an increase in Quarter 2, with homelessness accounting for over a third of our clients.

We have seen a particular increase in the numbers of people over 55 who are experiencing housing insecurity. Glasgow continues to be overrepresented in the numbers, and rent increases and evictions in the PRS are particularly prevalent.

After some uncertainty in Quarter 1 coming to a resolution, the organisation is now in a much stronger position to continue to support disabled people, older people and members of the Armed Forces Community.

298 total new clients

which represents

-11.2% decrease vs Q1 (24-25), +4.8% increase vs Q1 (22-23)



45 clients
15.7% of total clients



101 clients
36.1% of total clients



24 clients
8.6% of total clients



Olivia Lindsay

Depute CEO



Client numbers for HOS showed no sign of slowing in Q2, and though reduced, our broker team remains dedicated to supporting our clients to be informed of their options.

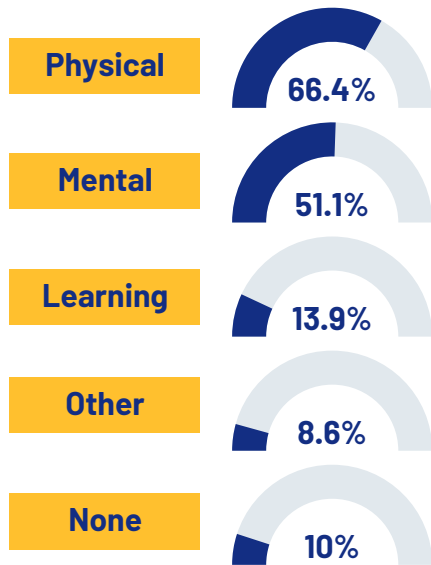
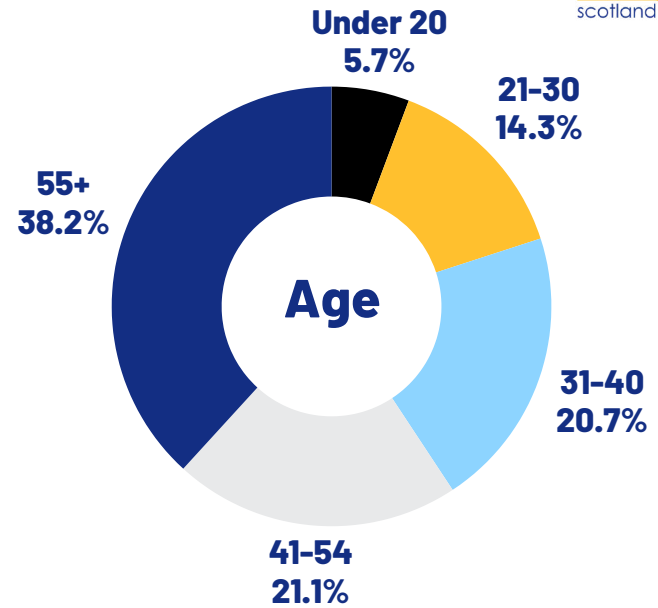
27/32

Local Authority areas

- 1** Glasgow (74)
- 2** Edinburgh (30)
- 3** Fife (13)

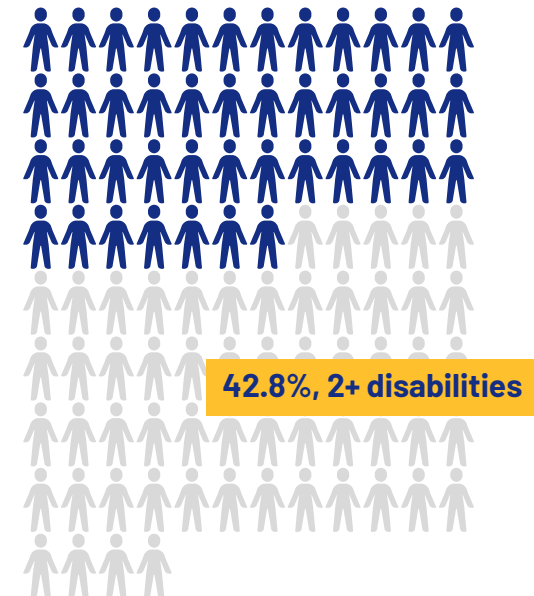
This quarter, we've seen casework come in from 27/32 of Scotland's local authority areas.

Over a quarter of referrals came from Glasgow in Quarter 2, highlighting the significant pressure on housing in the city.



In terms of **presenting disability**, figures are relatively consistent with previous quarters. 10% of clients do not consider themselves disabled, or choose not to disclose this information to us, while around 2 thirds of our clients stated a physical disability.

A significant number (42.8%) of our clients report having **multiple disabilities**.



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

A client in her sixties came to us for help. She was living happily in the PRS until her landlord sold the property. We gave her advice on making a homeless presentation and also discussed the possibility of sheltered housing. Thanks to our excellent connections with Trust Housing Association, she was offered a sheltered property in East Renfrewshire, 4 weeks after she first contacted us.

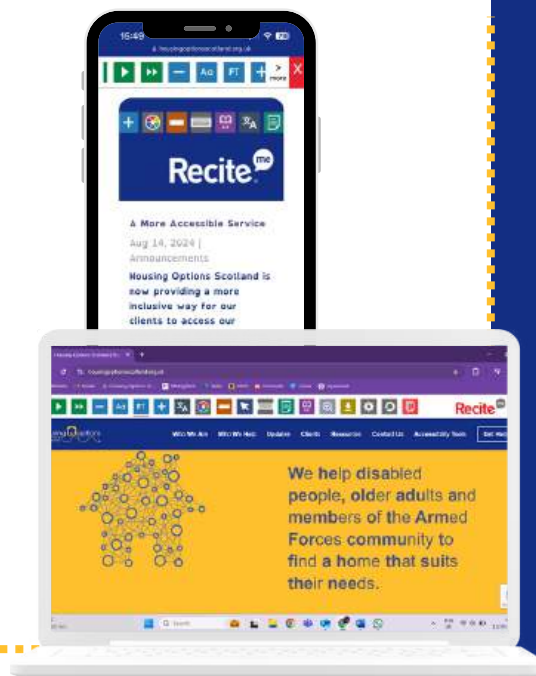


We worked with a client who had been served a notice to leave their private let and were engaging with homelessness services. Due to a family emergency, they would need to leave the country and they were very worried about the impact this would have on their being offered accommodation. The client was very anxious and confused by the information being given to them by the local authority. The broker spoke to the local authority on their behalf and was able to explain what was going on, and by giving a listening ear, eased much of the client's anxieties. The client has now moved into temporary accommodation and we are still supporting them to access a more permanent solution.



A More Accessible HOS

In August we implemented our new accessibility toolbar on our website provided by ReciteMe. As part of our commitment to making our service as accessible as possible, anyone accessing the website can now customise it to meet their needs. The toolbar includes screen reading functionality, multiple reading aids, customizable styling options, and an on-demand live translation feature that boasts over 100 languages including 65 text-to-speech and styling options.



Meeting with an MSP

We were delighted to be invited to meet with Shadow Cabinet Secretary for Education and Skills, and MSP for Glasgow Pam Duncan-Glancy to discuss the state of accessible housing in the city and Scotland as a whole. Head of Engagement Pedro, and Margaret Follon, our Chair joined her at her office and discussed the options available to disabled people and the challenges in today's climate, as well as how we could support her constituents.



Making MOVES

In August, we were thrilled to receive a three-year grant from the Robertson Trust to enhance and implement our Making Moves service. This initiative offers housing advice and support specifically designed for young disabled individuals considering independent living for the first time.

We have immediately begun revitalizing the service by updating what it provides and creating a comprehensive package of resources. This includes a housing options guide and a tool that helps young people, along with their families or caregivers, to assess the essentials needed for a successful independent living experience.

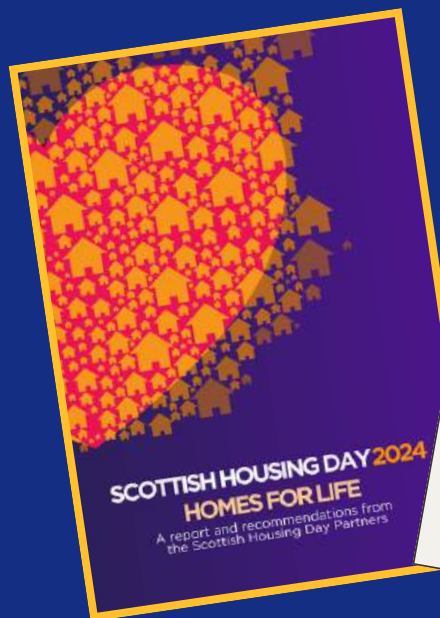


SCOTTISH HOUSING DAY 2024

HOMES FOR LIFE

We were proud to be a partner in the delivery this year's Scottish Housing Day, and were pleased to be able to exhibit at the launch event, hosted by Stirling University. It was a brilliant day, with rich discussion from all in attendance and some clear action points to help the housing sector better support people in later life.

We were also happy to make a contribution by designing the look of this year's report, [which you can read here](#).



Head of Engagement Pedro with the Housing Minister, Paul McLennan



As part of Scottish Housing Day we launched our new “Planning for your Housing Future” guide. Designed as a conversation starter, this tool outlines the key considerations for planning for housing in later life, something we often overlook. It’s intended to help you to take the time to discuss it with a family member or friend or reflect on personally, helping you identify what’s important to you in housing now and in the future. The guide is [available online](#) and as a booklet and has already been distributed widely.

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, The Albert Hunt Trust, and Agnes Hunter Trust for their support in Quarter 2.



Scottish Government
Riaghaltas na h-Alba
gov.scot



THE
ALBERT HUNT
TRUST



AGNES
HUNTER
TRUST

We are also delighted to have new supporters this quarter. Huge thanks to The Robertson Trust, and The Stafford 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.

