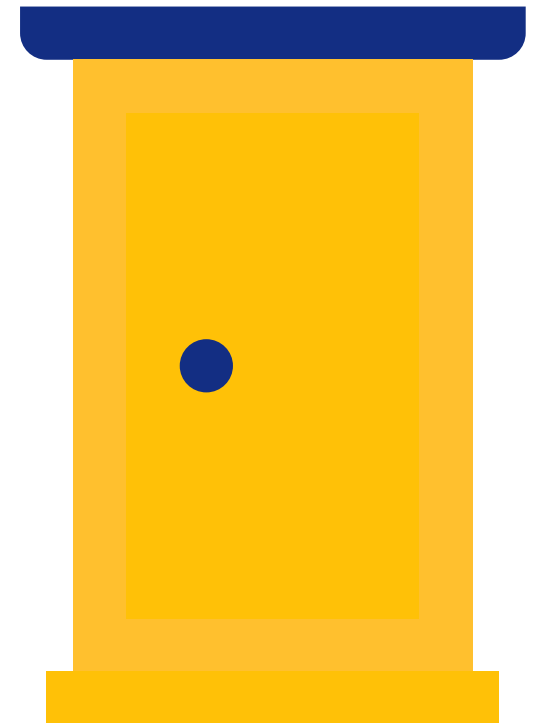
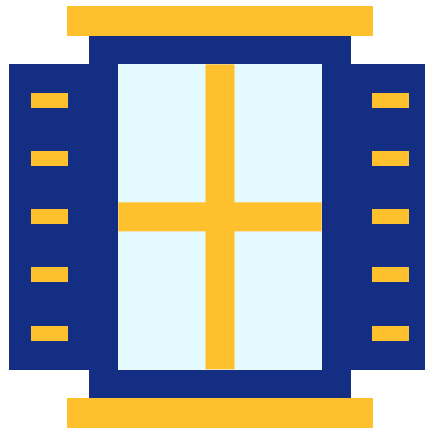
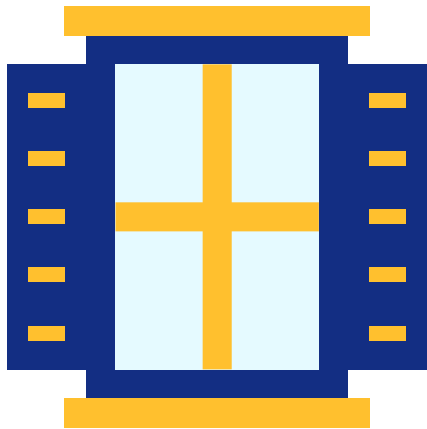


Quarter 3 report

October - December 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.



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Another busy and productive quarter for the team. During the run up to December, client numbers slowed (in line with previous years) thus giving the team some time to catch up on admin and prepare for an even busier 2025.

I am delighted to say that at the year end we were still able to keep our pledge of helping everyone who comes to us.

One of the highlights was our new collaboration with the Spinal Injuries Unit at the QEUH. This in turn has opened doors for GWSF members such as Shettleston HA in the East End of Glasgow to approach us to help fill wheelchair voids.

We hope to see much more of this activity in 2025 so watch this space...



Moira Bayne

CEO, Housing Options Scotland

From the casework

In the last few months of 2024, we saw 225 new clients get in touch with us. While it was still a busy period for the team, this does represent a -19.1% decrease vs Q2.

Our Military Matters service represented 16.0% of our total clients, which is comparable to Q2. When compared to Q2, homeless veterans are again disproportionately represented, with over half of our Military Matters clients presenting as homeless or at risk of homelessness.

The number of Making Moves clients was also average this quarter: Making Moves clients represented 6.7% of total clients in Q3, vs 6.6% of total clients year to date (average across Q1, 2 & 3, 2024-25).

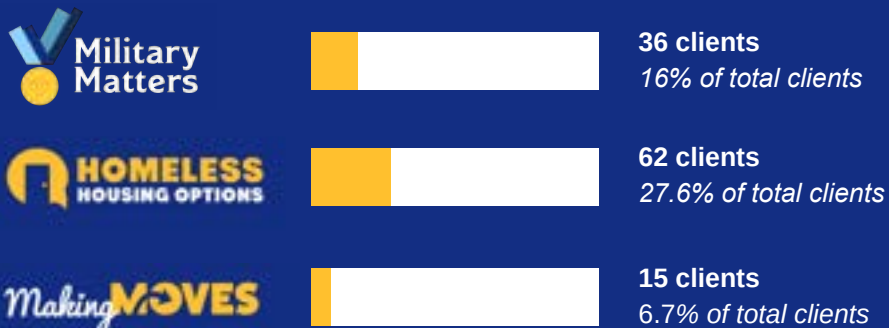
We continue to see a high number of client referrals from the central belt region. These areas also dominated the picture in terms of the highest numbers of Homeless Housing Options Scotland (HHOS) clients, which follows national trends.



Olivia Lindsay
Depute CEO

225 total new clients

which represents
-19.1% decrease vs Q2 (24-25), -30.1% decrease vs Q1 (23-24)



Whilst we've seen a slight decrease in new clients, the demand for tailored housing advice remains high. Our team continues to work tirelessly to support those in need, ensuring they have the information and guidance to make informed decisions about their housing future.

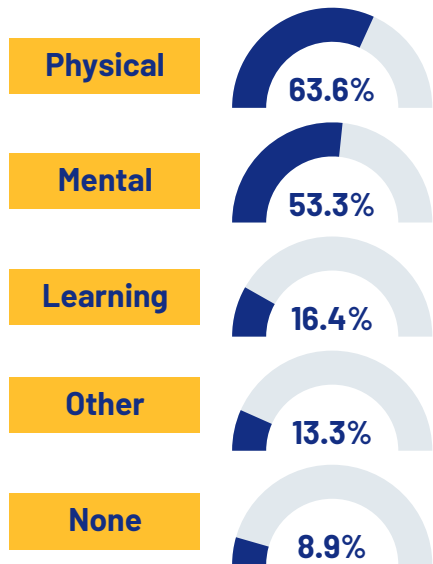
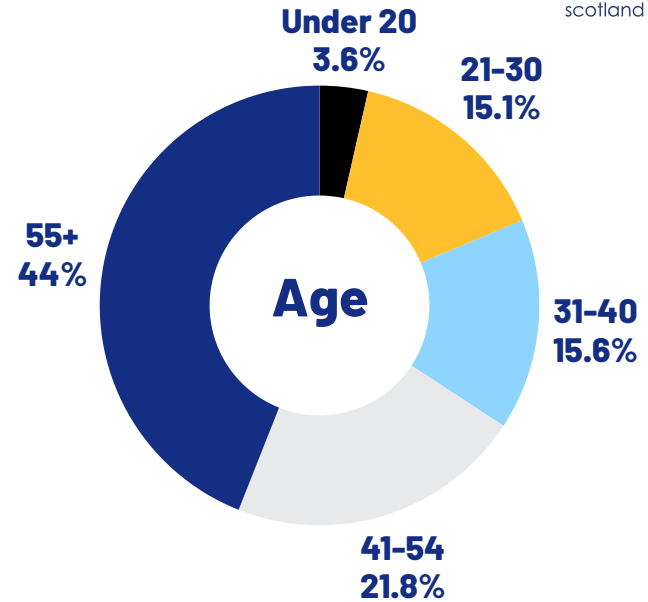
25/32

Local Authority areas

- 1 Glasgow (59)
- 2 Edinburgh (32)
- 3 West Lothian (15)

This quarter, we saw casework come in from 25/32 of Scotland's local authority areas.

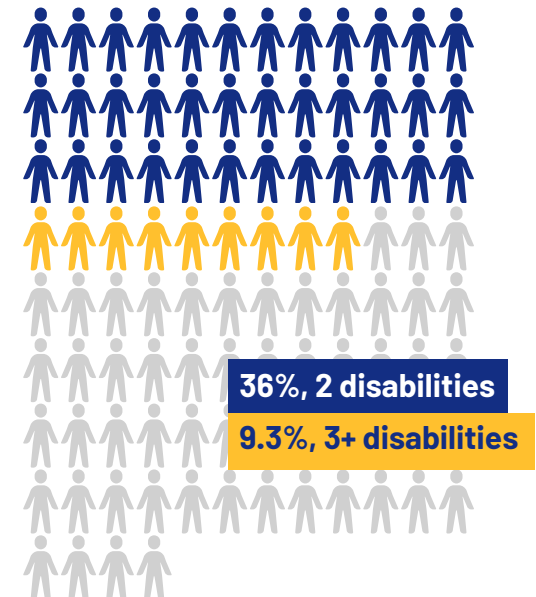
Just over a quarter of referrals came from Glasgow in Quarter 3. This is consistent with trends in Quarter 1 and Quarter 2, highlighting the pressure on housing in the city.



In terms of **presenting disability**, figures remained relatively consistent with previous quarters, with a slight increase in clients with a learning disability.

8.9% of our clients do not consider themselves disabled or chose not to disclose this information to us.

45.3% of our clients reported having **multiple disabilities**.



*% of total clients reporting this kind of disability

Stories from our clients

Adrian's Story

Adrian has special educational needs. Adrian's family wanted to relocate to be closer to a school that better supports his needs. So, they came to Housing Options Scotland.

One of our brokers reached out to discuss the different housing options available to the family. One option they wanted to explore was purchasing a home on a benefits income. With savings already in place, they were ready to seek mortgage advice. Our broker put them in contact with an independent financial advisor. With their support, the family secured an agreement in principle and found a home they wanted to buy.

The family are now in the final stages of completing the purchase. Without the guidance and expertise of our broker, it's unlikely the family would have received the crucial financial advice needed to achieve homeownership.

David and Diane's Story

David is Diane's son. He contacted Housing Options Scotland in December last year about his mum's housing situation. Diane was living in a house David owned. However, due to changes in circumstance, David now needed to sell the house.

Our broker determined that Diane and David didn't have a formal tenancy agreement and Diane had not been paying rent. Because of these factors, the broker recognised that the homelessness option might apply. Since Diane is over 55, the broker also considered sheltered housing as an options.

Our broker used their area specific knowledge to reach out to a sheltered housing development near to where Diane is currently living. Right now, we're still waiting to hear back from the housing association. Thanks to our broker's expertise, Diane is aware of all of her housing options and is able to make an informed decision about her housing future.



Highlights from Q3

Engagement Activities

Here at HOS, we have started thinking more about our engagement activities and how we work with other organisations to make sure as many people as possible are making informed decisions about their housing.

In Q3, we gave 6 presentations, attended 15 events and conferences and delivered 8 workshops. If you want to find out more about what we get up to, follow us on social media or visit our website.

Volunteers' Afternoon Tea

We invited all of our brilliant volunteers to an afternoon tea. This was a great chance for member of our team and board to meet with our volunteers and celebrate the excellent work they do at Housing Options Scotland.

Collaboration with Spinal Injuries Unit

One of the highlights of Q3 was our new collaboration with the Spinal Injuries Unit at Queen Elizabeth University Hospital. One of our Brokers has started attending appointments at the Unit to meet with and advise people with specific needs learn about the different housing options available to them.

New Episodes of Equality in Housing!

EQUALITY
IN
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**HOUSING
DIVERSITY
NETWORK**

with Mubtaz Khan,
Chief Executive

EQUALITY
IN
HOUSING
**200 YEARS OF
RIGHT THERE**

with Janet Haugh,
Chief Executive

EQUALITY
IN
HOUSING
**GENDERING THE
HOUSING
EMERGENCY**

with
Alice Teams-Moore, Shelter Scotland
& Lucy Hughes, Engender

You can listen to [Equality in Housing](#) on all podcast platforms



Acknowledgements

We would not be able to do the work we do without our funders.

We would like to thank the Scottish Government, Agnes Hunter Trust, The Robertson Trust and the Veterans' Foundation for their support in Quarter 3.



Scottish Government
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