



SURVEY OF NEEDS AND PROVISION

EAST OF ENGLAND

2010

INTRODUCTION

BACKGROUND TO SURVEY

Major progress has been made in tackling homelessness over the past two decades. Successive governments have given priority to the issue and developed strategies and initiatives to address it. Partnership working with local authorities and the voluntary sector has ensured that change has happened on the ground. The homelessness sector has come on in leaps and bounds since the late 1980s and early 1990s and is working with the most socially excluded to motivate and support them into moving on to lead fulfilling lives. The challenge for the next decade is to build on this progress and for the next government, local authorities, the voluntary sector and homeless people themselves to work together to end all forms of homelessness once and for all.

A fundamental cornerstone for ending homelessness and rough sleeping is the Places of Change programme and approach. This encapsulates the ethos and approach of the sector in the 21st century. It provides welcoming, high quality-buildings; motivated staff, empowering services and the involvement of the people using the service. This, combined with the recent ending rough sleeping by 2012 target, places us in an ideal position to succeed in our challenge of ending homelessness.

The Survey of Needs and Provision (SNAP) provides us with the facts and figures to chart the changes happening to the sector, organisations and to individuals becoming homeless.

Homeless Link published the first SNAP in February 2008, followed by the second in 2009. This 2010 report provides an updated picture of the extent and nature of specific services for single homeless people and couples without dependent children in England, and the clients that use them.

The report is based on the findings of a telephone survey of homelessness provider organisations conducted on behalf of Homeless Link in November and December 2009 and on information taken from the Homeless UK (HUK) database. This year, the findings have been condensed to provide this summary report.

WHAT CAN THE SURVEY DO FOR YOU?

SNAP allows service providers, local authorities, commissioners and policy makers to see where services fit into the national picture. It provides key evidence on the characteristics of homeless people and their service needs. Information in SNAP can be used in the following ways:

- As supporting evidence in proposals for service provision
- To inform strategies for homelessness policy and services
- To help determine decisions about awards of contracts for service provision
- To complement other evidence as to the needs and background of homeless people
- To begin to benchmark your service against wider provision.

SCOPE

SNAP covers homelessness services in England provided to single homeless people and couples without dependent children. Services for families were excluded from the analysis.

The report covers three types of services – day centres, direct access hostels and second stage accommodation projects. Services primarily listed according to other definitions, such as advice agencies, were not included. It does not cover outreach services or floating support.

Day centres provide services primarily for single people and couples who are homeless, insecurely housed or in temporary accommodation. Alongside food, drink and practical help,

these projects often provide support and advice services around substance misuse, housing, mental health, health, employment and education. Direct Access Hostels are projects that are open all year round for single homeless people and couples without dependent children, who are rough sleepers or in immediate or emergency need of accommodation. These usually accommodate people on a short-term basis. Second stage accommodation projects provide longer-term accommodation for homeless people, often to people moving on from direct access hostels.

Where a project provides more than one type of service, for example where a building managed by an organisation contains a day centre and a hostel, questions have been asked about one type of service only. In addition, where a project did not agree with the category they were listed as under HUK, the survey has been completed using the respondent's self-definition of the project.

DATA

The data source for all tables and charts in this report derives from the Homeless Link telephone survey, unless otherwise stated.

Telephone Survey

This year's telephone survey is similar to the previous two years' surveys although the wording of some questions has been improved, a few questions have been added, and some questions have been removed. In addition, it was possible to complete a pilot survey with 50 projects to refine the wording of questions as well as answer options available to survey respondents. This year, 500 projects were surveyed, representing almost a third of applicable projects on the HUK database. The survey was conducted on behalf of Homeless Link by a private research company, Vision Twentyone. The survey took approximately 50 minutes to complete per respondent.

Homeless UK data

This data source was established in 2005 by Resource Information Service (RIS) funded by CLG. RIS, which researches and publishes information about homelessness and other services to improve referrals and access to provision, has now merged with Homeless Link.

Homeless UK data is classified according to service type and covers some services that are not exclusively for homeless people (e.g. Citizens Advice Bureaux). This report uses data on day centres, direct access hostels and second stage accommodation. Projects are defined by their referral route, so sometimes one project may have more than one geographical location (i.e. a series of shared houses with one central referral system). Big organisations (e.g. Salvation Army) are likely to have a number of projects.

The data on day centres and direct access hostels on Homeless UK has been researched and built up over many years. Coverage checking helps ensure that data is as comprehensive as possible, subject to inevitable issues around boundaries relating to varying definitions of services. Data on second stage accommodation on Homeless UK is particularly subject to varying definitions and boundary issues (eg projects that serve both homeless people and other client groups).

SURVEY METHOD

The sample

Using the November 2009 HUK data as the population, a sample of 62 services was selected in the East of England region which represents 12% of the total national sample.

The sample was selected at random from the HUK database. When projects were contacted, the hostel or project manager was asked to complete the survey, rather than chief executives or other staff. Where an interview was not successfully secured, an alternative, randomly

selected, contact was used until the required 'quota' of services of each type (day centres, direct access hostels and second stage accommodation projects) was reached.

The questionnaire

As stated, the questionnaire used in last year's survey was amended – a few questions were added, some were dropped, and the wording of others was changed. The questionnaire used can be accessed on the Homeless Link SNAP webpage¹.

¹ <http://www.homeless.org.uk/snap>

THE SECTOR

In this chapter, data from both the telephone survey and the HUK database has been used to give information on the sector within this region. As well as the number of projects in the survey sample, and the sector as a whole, this section will be looking at whether projects have any empty beds on an average night, the number of rooms for couples, and the number of clients that day centres see on an average day.

In addition, this section will be looking at funding in the sector, what projects' primary funding streams are and how the funding amounts they receive from each source compare to the previous year's amounts.

HOMELESS UK DATA MARCH 2010

When looking at the size of the sector, only day centres, direct access hostels and 2nd stage accommodation projects have been included. These figures do not incorporate specialist services, outreach teams or floating support teams. In addition, the figures refer to projects listed on Homeless UK (HUK), meaning that any changes in numbers may be due to the database becoming more complete, rather than more projects actually opening.

Type of project	In the sample	On HUK
Day centres	5	15
Direct access hostels	13	26
2 nd stage accommodation projects	44	107
TOTAL	62	148

ROOMS FOR COUPLES

A new question was included in this year's survey to provide us with some information on how many rooms specifically for couples are available in accommodation based projects. In the East of England:

- 11% of accommodation-based projects have rooms for couples (6)
- The 6 projects reported having between 2 and 27 rooms for couples, with the average being 15 rooms.

PEOPLE ACCESSING DAY CENTRES

The 5 day centres in the survey reported seeing an average of 48 people per day, with answers ranging from 18 to 65.

EMPTY BEDS

In order to get a sense of how high demand for services is, and also where there is spare capacity, we asked projects whether they had empty beds on an average night. Caution should be taken in looking at these figures as some projects will have some specialist provision and so may have an empty bed whilst waiting for someone with the relevant support needs to be referred:

- 81% of the 57 accommodation based projects reported never having any empty beds,
- For the 19% that do, the average is 3 beds, with answers ranging from 1 to 8.

FUNDING

Primary Funding Stream by service type

Respondents were asked to identify their current primary funding stream:

Funding stream	Day centres		Hostels		2 nd stage accommodation projects		Total	
	N	%	N	%	N	%	N	%
Supporting people	1	20	12	92	37	84	50	81
Fundraising	3	60	0	0	0	0	3	5
Don't know/can't say			0	0	1	2	1	2
Benefit payments	0	0	1	8	2	5	3	5
Other local authority funding (local grant etc.)	1	20	0	0	0	0	1	2
Other	0	0	0	0	2	5	2	3
Rent & service charges	0	0	0	0	1	2	1	2
Social services	0	0	0	0	1	2	1	2
Health	0	0	0	0	0	0	0	0
LAA/LSP	0	0	0	0	0	0	0	0
Total	5		13		44		62	

Funding Sources compared to previous year

In addition to asking projects about their primary funding stream, projects were given a list of funding sources and asked whether they received any funding from that source, and whether the amount received had increased or decreased.

Funding source ²	New		Increase since last year		Decrease since last year		Same as last year		Don't know			
	N	%	N	%	N	%	N	%	N	%		
Supporting people	52	84	1	2	12	19	5	8	34	55	5	8
Social services	7	11	0	0	3	5	0	0	4	7	3	5
Other local authority funding	12	19	0	0	3	5	1	2	9	15	4	7
LAA/LSP	2	3	0	0	1	2	0	0	1	2	4	7
Criminal justice	0	0	0	0	0	0	0	0	0	0	1	2
Substance misuse services	4	6	1	2	1	2	0	0	2	3	1	2
Health	5	8	1	2	2	3	0	0	2	3	2	3
Employment and education	1	2	0	0	1	2	0	0	0	0	1	2

² % calculated by deducting number of projects answering 'don't know' or 'not a funding source'

Rent & service charges	40	70	0	0	22	39	1	2	17	30	0	0
Benefit payments	44	77	0	0	27	47	0	0	17	30	0	0
Fundraising	28	45	1	2	9	15	7	11	11	18	4	7
Legal services commission	1	2	0	0	0	0	0	0	1	2	2	3
Places of change	0	0	0	0	0	0	0	0	0	0	2	3
Other	3	5	2	3	1	2	0	0	3	5	0	0

ORGANISATIONS

Alongside more concrete data on whether projects refuse clients and why, this chapter explores what project managers feel are the most pressing issues and biggest service provision gaps in their area. As well as data on refusals, this chapter provides figures for local connection policies.

BIGGEST GAP IN SERVICES

Respondents were asked what they felt the biggest gap in service provision in their area is. This was a new question for this survey. This was also an open question with no specified answer options for the respondents. This means that only one gap per respondent was recorded without them being prompted in any way.

19% of projects in the East of England reported that move-on was the biggest gap in service provision, including accommodation for women, clients with multiple needs and clients with alcohol or drug issues. A further 16% reported mental health services to be the biggest gap in services for clients, and 16% reported gaps in services for education, training and employment. Other answers included services for women, funding and staff resources, and communication between services.

List of answers given:

- Clients would like to go to college but cant because they are too old to be entitled to free education or training. They haven't got the skills required for a job. Need to go to college to bridge the gap. We need a scheme to help older people get back into education or training. Courses are expensive, they get stuck because they cant get onto training etc.
- Access to mental health services.
- Affordable housing.
- Alcohol rehabilitation service - long delays.
- Anger management courses.
- Apprenticeships.
- Availability of accommodation and other projects like us. High needs clients have no where to really go.
- Being able to see doctor in emergency, totally overstretched; lack of appropriate drug services in the area.
- Child protection, people who are 16-17, difficult to get other agencies activated to get involved with them more.
- Communication, don't tend to have system in place for data processing, can't check up info on clients, not disclosing information.
- Delivery of mental health services.
- Drugs.
- Education for client group.
- Education.
- Employment and education.
- Finding employment.
- For young people, providing them with something to do - constructive activities.
- Housing of service users; access to mental health services; a need for support for

increasing numbers of Eastern Europeans.

- Housing.
- I think the housing is the problem; it's not about how many people we have here. There is a lack of housing options for people when they leave our services.
- I would say support for alcohol mis-users is poor. After people complete detox continued support is inadequate. Another issue is people with serious mental issues are difficult to accommodate and there is a lack of appropriate accommodation for them in the area.
- Inability of the statutory services collaborating with all services in complex needs. Every service keep saying that it doesn't tick my boxes and so its an ongoing circus.
- It is the wait between contacting external services and delivery of the service.
- Lack of affordable move on accommodation.
- Lack of housing.
- Lack of move on accommodation, lack of residential rehab/detox.
- Lack of specialist drug and alcohol services for young people.
- Lack of support for people with high needs, lack of drugs and mental health support housing. Not enough provisions for offenders leaving prison.
- Lack of supported accommodation for young people.
- Local staffing and funding issues.
- Mental health - it takes a long time to get a referral.
- Mental health and access to finance for move on.
- Mental health problems surrounding dual diagnosis.
- Mental health services for people with personality disorders.
- Mental health services- length of time it takes for people to get treatment. People in crisis are not being seen and then they get prescribed medication that makes things worse for them.
- Mental health services, not enough services available, services for people 16-18 not great; not much there.
- Mother and baby units.
- Multiple needs leads to different organisation pass the buck.
- Night hostels - we need more spaces with beds/showers etc. Nothing like that here.
- No other services in the area accepting high-risk individuals. More provisions for recovering alcoholics/drug users.
- Not enough accommodation.
- Not enough room for demand.
- Not enough training available.
- Offenders, people on probation, young people leaving prison system higher needs that project cant take on, leading them to get back into habit of offending.
- People with multiple complex risk needs.
- Provisions for women.
- Re-engaging young people with education training, now we can get them going in house, but when moving them onto employment and education is very few courses or jobs available. Mental health assessments and learning disabilities are difficult process to go through.
- Seeking work and trying to claim JSA and they are living in a hostel, they find it difficult

as their benefit will come into question, then has a knock on effect where their benefits a stopped and they become homeless again.

- Services for older homeless people.
- Services for the under 18s. Most services become available at 18.
- Social housing places and waiting lists for people to move into. People with mental health problems have nowhere to go.
- Staff resources.
- Still rehousing; some women are inappropriately/badly housed and need rehousing, difficult as shortage.
- Substance misuse housing.
- Sufficient accommodation, interim housing.
- Suitable training for all ages - I find that some of our service users our held back by age restrictions for certain training schemes.
- Supporting accommodation for people with complex needs.
- The greatest gap is mental health services for 16-18 year olds.
- There are no gaps in service provision in our area.
- Transport in rural location, lack of outreach workers.
- Treatment for people with drug/alcohol problems.

TOP ISSUE FACING PROJECTS

Project managers were also asked what the top 3 issues facing their projects were. The following analysis given is based on the top issue given only, as some projects did not provide a 2nd or 3rd issue. Again, this question was unprompted, and respondents were not given a set list of choices.

The issues that projects reported ranged from demand being too high and clients using drugs and alcohol, to rent arrears and miscommunication between agencies. The most common answer given was funding and resources (37%), followed by education and employment opportunities for clients (13%) and move-on accommodation and support (11%).

List of answers given:

- Affordable social housing.
- Benefit problems.
- Clients abusing drugs/alcohol.
- College, once 19 can't get benefits - have to take part time work to fund themselves.
- Complex needs issues, and the lack of cohesion between statutory services and services.
- Demand.
- Drug use in building.
- Drugs.
- Economic client, clients getting job.
- Equal access into training and employment opportunities for over 19 year olds.
- Everything is running quite smoothly at the moment. Liaising with the council is a struggle though as we have never done it before.
- External agencies creating false information to get people in.

- Finance.
- Financial support.
- Funding - financial uncertainty.
- Funding for refurbishment.
- Funding primarily.
- Funding, lack of it. Hard to find funding sources.
- Funding. (x12)
- Getting reluctant clients help with mental health issues.
- Getting sufficient volunteers.
- Homelessness.
- Housing for service users.
- Lack of affordable move on accommodation in area.
- Lack of employment opportunities for clients.
- Lack of move-on accommodation.
- Lack of resources available.
- Lack of staff.
- Move on accommodation.
- Move-on accommodation.
- Not enough resources (staffing etc).
- Not enough rooms, always have a waiting list.
- Other agencies and their communication and information sharing.
- Our services identity whether we are young people services or mental health services.
- Poor move on volume.
- Problems with the clients gaining references, no address for gaining work and also no qualifications means that the clients don't have much chance to get a job. We are looking at developing NVQs and referencing systems for clients so they can gain job opportunities.
- Residents not paying rent.
- Short term funding. Possible loss of sp funding.
- Staffing levels.
- Staffing.
- Staying within the given budget, anxieties about future finance.
- Supporting people funding issues.
- Supporting people.
- Sustaining the tenancy, the client gets rent arrears etc.
- The funding.
- Training and employment.
- Trying to get clients work and educational training.
- Voids.
- We are a charity run by trustees, so we have to go to them for approval for every little thing, yet they have never (majority anyway) come to the project and seen how the project is run. So it's dysfunctional.
- We need more bedrooms.
- Worklessness.

REFUSALS

Refusal reason	% of projects (N) refusing access
Did not meet project criteria	50 (31)
History of arson	31 (19)
Project is full	21 (13)
Sexual Offence	19 (12)
Previously banned	16 (10)
Intoxicated by alcohol/drugs	8 (5)
Never refuse access	7 (4)
Mental health problem	3 (2)
No local connection	2 (1)
No recourse to public funds	0 (0)
Other	37 (23)
Total N	62

Other refusal reasons:

- Based on passing interview, whether we can meet their needs and they can meet ours.
- Based on supported needs and vulnerability of other clients.
- Case by case basis, risk assessment of potential clients.
- Complete risk assessment, depends on outcome of interview, high risk or high support needs not suitable.
- Criteria must be 16-24 and completed 1st stage of support and engaged in some training as per criteria of funders.
- Depends on context of what they have done, look at it individually, only take women.
- Discretion for risk assessment.
- Drug addicts/ alcoholics who refuse support.
- If clients are too high risk, as we do not provide 24 hour cover.
- If clients have low support needs we would refuse them.
- If needs are not applicable.
- If needs higher than can offer help with, and consider make up and age group of house, criteria 18 to retirement, no dependants for partners, single homeless women.
- If there support needs are too high. If they are violent.
- If they don't have enough support needs.
- Only if they are violent or abusive to staff.
- Schedule 1 offender.
- Serious issue to do with violence.
- Too high risk, related to anyone else including staff.
- Too much of a risk, arson, schedule 1 but will be assessed individually.
- Unable to cater for people with mental health problems, drug and alcohol problems.
- Violence offences.
- We have our own criteria, applied on a case-by-case basis.
- We may refuse people on our own criteria. This is on a case-by-case basis.
- We run clients through mappa, to see risk level of client, if we are warned by them we may refuse.
- Would be down to the referral and their individual needs, if they are a drug user or have a history of violence they may be turned down as a risk to our other users.

- Wouldn't take schedule 1 offenders, support needs may be too high at given time.

Projects were asked how many people were refused in an average week, 38 projects gave an estimate, with the most common answer being 0 (25 projects). Answers ranged from 0 to 10 and for the projects that gave an estimate higher than 0, the average number of people refused is 2 per week. 24 projects did not give an answer.

LOCAL CONNECTION

Homeless people often have, or want, to leave the area they are from for a number of reasons, meaning that issues can arise when trying to access services in another area. Many agencies think there is no point referring clients to services if they do not have a 'local connection', such as having lived or worked in the area for a substantial time period.

86% of projects accept clients from outside the borough or district (53), with the most common split of clients in projects that do being 95% from within and 5% from outside the borough or district. The average split that was reported is 84%/16%.

ACCESS TO SERVICES

Type of service	Service available ³		Deliver in-house, by own staff		Deliver in-house, in partnership with external agency		Can refer clients to an external service	
	%	(N)	%	(N)	%	(N)	%	(N)
Drug services								
Structured treatment – residential detox/rehab	92	(57)	5	(3)	13	(8)	82	(51)
Structured treatment – day programmes	92	(57)	13	(8)	10	(6)	77	(48)
Harm minimisation	90	(56)	19	(12)	15	(9)	71	(44)
Needle exchange	87	(54)	7	(4)	3	(2)	79	(49)
Blood borne virus screening/ vaccination	81	(50)	3	(2)	3	(2)	76	(47)
Alcohol services								
Structured treatment – residential detox/rehab	89	(55)	3	(2)	10	(6)	79	(49)
Structured treatment – day programmes	89	(55)	10	(6)	10	(6)	76	(47)
Harm minimisation	94	(58)	23	(14)	13	(8)	71	(44)
Mental health services								
CMHT services	95	(59)	10	(6)	19	(12)	82	(51)
Other talking therapies	94	(58)	19	(12)	18	(11)	77	(48)
Other anger management courses	92	(57)	18	(11)	15	(9)	76	(47)
Other mediation/ relationship counselling	97	(60)	23	(14)	18	(11)	79	(49)
Other	13	(8)	7	(4)	2	(1)	8	(5)
Physical health services								
Nursing care	90	(56)	2	(1)	8	(5)	86	(53)
General Practitioner	97	(60)	2	(1)	7	(4)	92	(57)
Dental care	95	(59)	2	(1)	3	(2)	95	(59)
Alternative therapies	97	(60)	3	(2)	2	(1)	95	(59)
Eye care	97	(60)	0	(0)	3	(2)	95	(59)

³ The number of projects that ticked at least one method of providing the service.

Type of service	Service available ³		Deliver in-house, by own staff		Deliver in-house, in partnership with external agency		Can refer clients to an external service	
	%	(N)	%	(N)	%	(N)	%	(N)
Foot care	97	(60)	0	(0)	5	(3)	94	(58)
TB screening/contact with TB clinic	94	(58)	0	(0)	5	(3)	92	(57)
Sexual health services	95	(59)	7	(4)	21	(13)	86	(53)
Meaningful activity								
Sports/Outward Bound [®] activities	94	(58)	57	(35)	7	(4)	57	(35)
Gardening, farming or environmental projects	94	(58)	48	(30)	11	(7)	52	(33)
Arts, music and cultural projects	94	(58)	58	(36)	16	(10)	40	(25)
Other	11	(7)	8	(5)	3	(2)	2	(1)
Education, training and employment (ETE)								
IT services, computer skills training	98	(61)	34	(21)	13	(8)	74	(46)
Literacy/numeracy courses	97	(60)	29	(18)	8	(5)	74	(46)
Into work training e.g. personal skills development, employment training & advice	98	(61)	39	(24)	11	(7)	66	(41)
Life skills e.g. cooking/budgeting	97	(60)	79	(49)	5	(3)	34	(21)
Accredited courses e.g. NVQ	98	(61)	23	(14)	10	(6)	76	(47)
General informal adult learning	92	(57)	53	(33)	5	(3)	50	(31)
Advice								
Benefits	97	(60)	87	(54)	5	(3)	44	(27)
Debt/financial	97	(60)	81	(50)	3	(2)	53	(33)
Legal	97	(60)	18	(11)	2	(1)	89	(55)
Housing	97	(60)	87	(54)	3	(2)	55	(34)
Resettlement								
Rent deposit scheme	84	(52)	26	(16)	7	(4)	61	(38)
Resettlement/move on scheme	94	(58)	73	(45)	8	(5)	39	(24)

INDIVIDUALS

This section focuses on the clients accessing the projects that were surveyed. As well as asking project managers to give an estimate of the proportions of clients from certain backgrounds, information on client issues and client outcomes was recorded. Projects that indicated seeing some clients from a particular client background group were also asked whether they provide targeted services for this group.

In addition, managers were asked to asking projects where their clients move onto, a new question in this year's survey explored the proportions of clients achieving other positive outcomes such as good health or paid work.

CLIENT RECORDING SYSTEM

97% of projects use a client recording system (60).

CLIENT BACKGROUND

Survey respondents were asked to estimate the proportion of clients⁴ from certain background groups that they see in their projects

What proportion of your clients are:

Client background	Over 75% N (%)	50-75% N (%)	25-49% N (%)	15-24% N (%)	10-14% N (%)	5-9% N (%)	Less than 5% N (%)	None (no demand) N (%)	Don't provide service for this group N (%)	Don't know N (%)
Young people (16-25)	33 (53)	8 (13)	10 (16)	6 (10)	1 (2)	1 (2)	2 (3)	10 (16)	0 (0)	1 (2)
Older people (over 50)	0 (0)	1 (2)	6 (10)	6 (10)	7 (11)	5 (8)	2 (3)	10 (16)	25 (40)	0 (0)
Men	15 (24)	31 (50)	10 (16)	0 (0)	1 (2)	0 (0)	1 (2)	0 (0)	4 (7)	0 (0)
Women	7 (11)	27 (44)	8 (13)	10 (16)	4 (7)	2 (3)	2 (3)	0 (0)	2 (3)	0 (0)
Couples	0 (0)	2 (3)	0 (0)	3 (5)	6 (10)	1 (2)	3 (5)	13 (21)	33 (53)	1 (2)
Ex-service personnel	0 (0)	0 (0)	0 (0)	2 (3)	3 (5)	3 (5)	8 (13)	42 (68)	1 (2)	3 (5)
Prison leavers	1 (2)	2 (3)	3 (5)	7 (11)	8 (13)	5 (8)	15 (24)	19 (31)	0 (0)	2 (3)
Care leavers	0 (0)	1 (2)	6 (10)	9 (15)	11 (18)	6 (10)	14 (23)	13 (21)	0 (0)	2 (3)
Victims of domestic violence	0 (0)	0 (0)	5 (8)	10 (16)	5 (8)	7 (11)	16 (26)	14 (23)	1 (2)	4 (7)
Refugees	0 (0)	0 (0)	0 (0)	3 (5)	3 (5)	3 (5)	11 (18)	37 (60)	3 (5)	2 (3)

⁴ Please note that any of the questions asking respondents to give a proportion of client issues/background/outcomes are based on their estimates and therefore are not exact figures.

Client background	Over 75% N (%)	50-75% N (%)	25-49% N (%)	15-24% N (%)	10-14% N (%)	5-9% N (%)	Less than 5% N (%)	None (no demand) N (%)	Don't provide service for this group N (%)	Don't know N (%)
Asylum seekers	0 (0)	0 (0)	0 (0)	1 (2)	2 (3)	1 (2)	11 (18)	40 (65)	5 (8)	2 (3)
Eastern European migrants	0 (0)	0 (0)	1 (2)	2 (3)	1 (2)	2 (3)	12 (19)	41 (66)	2 (3)	1 (2)
Irregular migrants	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	6 (10)	42 (68)	11 (18)	3 (5)
Sex workers	0 (0)	0 (0)	0 (0)	1 (2)	1 (2)	3 (5)	14 (23)	40 (65)	2 (3)	1 (2)
Rough sleepers	6 (10)	3 (5)	6 (10)	8 (13)	8 (13)	3 (5)	11 (18)	15 (24)	0 (0)	2 (3)
Disabled people	0 (0)	1 (2)	2 (3)	3 (5)	3 (5)	6 (10)	19 (31)	25 (40)	3 (5)	0 (0)
Black and minority ethnic (BME)	0 (0)	3 (5)	6 (10)	10 (16)	7 (11)	9 (15)	13 (21)	12 (19)	0 (0)	2 (3)
Lesbian, gay, bisexual and transgender (LGBT)	0 (0)	0 (0)	1 (2)	0 (0)	11 (18)	10 (16)	14 (23)	14 (23)	0 (0)	12 (19)
People with mental health issues	1 (2)	9 (15)	17 (27)	8 (13)	9 (15)	2 (3)	8 (13)	7 (11)	1 (2)	0 (0)
People with learning disabilities	0 (0)	1 (2)	14 (23)	3 (5)	12 (19)	8 (13)	10 (16)	12 (19)	1 (2)	1 (2)
ASBO/ABC	0 (0)	0 (0)	0 (0)	0 (0)	3 (5)	1 (2)	5 (8)	47 (76)	0 (0)	6 (10)

Other client backgrounds:

- Fleeing forced marriage
- Young offenders

CLIENT ISSUES

Issues affecting clients	Over 75% N (%)	50 to 75% N (%)	25 to 49% N (%)	Under 25% N (%)	None N (%)	Total that have some clients affected by issue	Don't know N (%)
Drug problems	3 (5)	9 (15)	19 (31)	29 (47)	2 (3)	60 (97)	0 (0)
Alcohol problems	3 (5)	11 (18)	20 (32)	24 (39)	3 (5)	58 (94)	1 (2)
Mental health problems	3 (5)	6 (10)	24 (39)	23 (37)	6 (10)	56 (90)	0 (0)
Physical health problems	0 (0)	1 (2)	8 (13)	41 (66)	11 (18)	50 (81)	1 (2)
Personality disorders	1 (2)	2 (3)	1 (2)	37 (60)	16 (26)	41 (66)	5 (8)
Borderline learning difficulties	0 (0)	1 (2)	12 (19)	37 (60)	11 (18)	50 (81)	1 (2)
Offending behaviour	2 (3)	7 (11)	20 (32)	22 (36)	10 (16)	51 (82)	1 (2)
Gambling problems	0 (0)	0 (0)	2 (3)	34 (55)	23 (37)	36 (58)	3 (5)
Debt problems	12 (19)	14 (23)	19 (31)	13 (21)	3 (5)	58 (94)	1 (2)
Benefits problems	10 (16)	13 (21)	18 (29)	14 (23)	6 (10)	55 (89)	1 (2)
Eviction	2 (3)	9 (15)	6 (10)	30 (48)	11 (18)	47 (76)	4 (7)
Repossession	1 (2)	1 (2)	1 (2)	18 (29)	35 (57)	21 (34)	6 (10)
Multiple needs	9 (15)	16 (26)	15 (24)	14 (23)	8 (13)	54 (87)	0 (0)
Other	1 (2)	2 (3)	1 (2)	2 (3)	54 (87)	0 (0)	2 (3)

Other client issues:

- Anger management, relation, self harm.
- Educational issues, unable to remain in school or college.
- Relationship breakdowns.
- Teenage pregnancy, child protection cases 15%, STD's 20%, life skills 85%, disfunctional relationships 70%.
- We have several residents with kleptomania - an addiction to steal. We also have three residents addicted to sex.

CLIENT MOVE-ON

What proportion of your clients move-on to the following:

	% (N=62)		
	Over 75%	Under 25%	At least some clients
Social housing	31	19	92
Sheltered housing	2	37	39
Private rented sector	0	69	87
Direct access hostel ⁵	20	20	80
2 nd stage, less support	3	40	55
2 nd stage, more support	0	47	53
Long term residential care	0	24	24
Prison	0	60	60
Residential drug/alcohol treatment	0	34	35

Other move-on:

- Back to the families.
- Friends and family.
- Go home to parents or share a property with a friend.
- People move on to hospitals.
- Project only just opened so no one moved on yet, expects 80% social housing and 20% private rent.
- Return to family.

⁵ Please note, this year, only day centres were asked what proportion of clients moved into direct access hostels, whereas last year all project types were asked this question

KEY POINTS

From comparing this survey with the results of the national survey we can see that in the East of England region:

- There are more Day Centres with fundraising as their primary funding stream, with 60% compared to 38% nationally.
- There are more projects who refuse access if a client does not meet the project criteria, with 50% in this region compared to 31% nationally.
- There are considerably more female service users, with 55% of projects in the East of England reporting more than 50% of clients to be women compared to 33% nationally.

The data presented in this report is taken from the Survey of Needs and Provision 2010 which can be accessed via <http://www.homeless.org.uk/snap-2010>.