



SURVEY OF
NEEDS AND
PROVISION
NORTH WEST
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 81 services was selected in the North West region which represents 16% 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 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	6	20
Direct access hostels	18	44
2 nd stage accommodation projects	57	163
TOTAL	81	227

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 North West region

- 4% of accommodation-based projects have rooms for couples (3)
- One of the projects has 38 rooms for couples, another has 4 rooms and one project reported that they have 48 beds that can be used by couples if needed

PEOPLE ACCESSING DAY CENTRES

The 6 day centres in the survey reported seeing an average of 65 people per day, with answers ranging from 6 to 140.

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:

- 69% of the 75 accommodation based projects reported never having any empty beds,
- For the 31% that do, the average is 2 beds, with answers ranging from 1 to 5.

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	17	16	89	51	89	68	84
Fundraising	2	33	0	0	0	0	2	3
Don't know/can't say	0	0	1	6	2	4	3	4
Benefit payments	0	0	1	6	3	5	4	5
Other local authority funding (local grant etc.)	1	17	0	0	0	0	1	1
Other	2	33	0	0	1	2	3	4
Rent & service charges	0	0	0	0	0	0	0	0
Social services	0	0	0	0	0	0	0	0
Health	0	0	0	0	0	0	0	0
LAA/LSP	0	0	0	0	0	0	0	0
Total	6		18		57		81	

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	65	80	0	0	9	11	15	19	41	51	10	12
Social services	13	16	1	1	2	3	1	1	9	11	5	6
Other local authority funding	8	10	1	1	2	3	1	1	4	5	12	15
LAA/LSP	5	6	1	1	0	0	2	3	2	3	12	15
Criminal justice	4	5	0	0	0	0	1	1	3	4	7	9
Substance misuse services	3	4	1	1	1	1	1	1	0	0	6	7
Health	6	7	1	1	3	4	0	0	2	3	6	7
Employment and	7	9	1	1	1	1	0	0	5	6	5	6

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

education												
Rent & service charges	38	51	0	0	21	28	2	3	15	20	7	9
Benefit payments	54	72	0	0	23	31	2	3	29	39	8	11
Fundraising	38	47	0	0	17	21	7	9	14	17	9	11
Legal services commission	1	1	0	0	0	0	1	1	0	0	4	5
Places of change	2	3	0	0	1	1	0	0	1	1	5	6
Other	9	11	1	1	3	4	1	1	4	5	6	7

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.

33% of projects in the North West reported that move-on was the biggest gap in service provision, including accommodation for women, young people and young parents. A further 19% reported mental health services to be the biggest gap in services for clients. Other answers included services for individuals with substance misuse issues, direct access provision and meaningful activities.

List of answers given:

- Accommodation for hardened drinkers-those that don't want to address their problems. We're short of wet houses.
- Accommodation for young people, finding young people can't cope with own tenancy i.e. the service they provided.
- Accommodation.
- Adequate coverage for mental health services.
- Alcohol and drugs can be improved although good relationship with these services.
- Alcohol services, lack of services in Trafford available for alcoholics.
- Alcohol support and mental health support.
- Appropriate housing for young people.
- Around mental health services specifically for young people.
- Availability of housing.
- Being able to house people with mental health problems.
- Counselling - the clients have different types of issues, and hard to try get them a counsellor -long waiting lists.
- Direct access hostels.
- Direct access in terms of emergency bed spaces, 2/ floating support, 3/ males with children.
- Drug and alcohol problems for people too old for younger people services but not ready for the adult service.
- Dual diagnosis service is over-referred in that people with more complex needs tend to get the short straw with regard to accommodation.
- Dual diagnosis with alcohol and mental health.
- Employment- finding employment that pays enough for the residents to pay their rent whilst living here.

- Finding accommodation/ move on.
- Finding housing, switchover from leaving project to go into own accommodation, lack of incentive for people to work, people leaving without means of support.
- Flexibility within service provision for people on benefits as get older, does not allow them to engage in training as gets older.
- Floating support - when they leave here and they're on their own they hardly see anyone.
- Floating support for ex-service users that have moved on.
- For women in that we have to refer the women elsewhere. Emergency accommodation for single women is rare.
- Free counselling for young people.
- Homelessness services in general.
- Housing - not enough available for people to move on to.
- Housing for single people. Find it hard to move 16/17 year olds on.
- I think it is for young people under 18 leaving care and also for younger people who are pregnant.
- I would say there is a gap around working with 16-17 year old children and around complex needs.
- It's the moving on programme.
- Lack of direct access facilities.
- Lack of move on 1 bedroomed accommodation.
- Lack of move on accommodation.
- Little groups of people doing similar services all going for the same funding, so sometimes services don't meet the requirements of clients need. And also suitable accommodation, for example people who are going to need ongoing support.
- Medical access to healthy living, particularly dentist.
- Mental health - it is very hard to get assessments on anyone we think have mental health issues. The waiting list is too long.
- Mental health as although we can refer them to a mental health team they don't always identify the problems and so if they don't meet the criteria it puts you in an awkward position.
- Mental health services are inadequate. It depends who you are, people who don't have much of a moan or have much of a voice fail to get noticed by Mental Health authorities and subsequently fail to get the right help.
- Mental health services for young people.
- Mental health services, younger people suffer as they fall into the space between children and adult services. Nobody wants to take responsibility for some patients who need help. They are constantly passed from service to service.
- Mental health services; availability of suitable accommodation.
- Mental health services. (x2)
- Mental health. (x2)
- More access for drink and drugs problems, more dry houses rather than hostels, quicker access to detox.
- Move on accommodation is the biggest problem. The way the property is circulated and there ma be alot of properties but most of them are not suitable for

the young people.

- Move on accommodation, lack of housing available to people looking to move on, get a big waiting list.
- Move on for people with learning difficulties or people with rent arrear issues.
- Move on housing.
- Move-on accommodation.
- Moving people on, resettled.
- Multi diagnosis people have problems getting service.
- Need a central referral point.
- Not enough accommodation and emergency night stops. We have a long waiting list. Big demand for this type of service.
- Not enough housing.
- Nothing really quite good.
- Number available of accommodation projects. Oversubscribed at the moment.
- Places where clients can go and relax something for lads that they deal with feel they can go to.
- Pretty OK in Oldham, lose some of the services once you become 19 but still a lot available.
- Quality of services related to treating drugs/alcohol problems.
- Recognising and coordinating mental health services.
- Resettlement scheme.
- Second stage move on for complex needs.
- Serious lack of housing for the clients.
- Services for women, problems for moving pregnant women into other accommodation. No consistency between services for women.
- Social activities.
- Sports outward bound activities due to funding.
- The access to cultural and activity based stuff.
- The area that we live in is very accessible for clients. There is a good variety of different organisations that do support us and our clients.
- There is a gap in provision for people with learning difficulties.
- There is a great lack of employment.
- There is a lack of move on accommodation for 16-17 year olds. This is down to benefit issues and problems with the private rented sector.
- There is no where to send young people with challenging behaviour.
- Very little provision in Salford fullstop.
- When a person enters hostel from street, the move on from the hostel to other accommodation is awful, doesn't run smoothly. Can be really hard.
- Young people, not a lot of housing provision for 16 -18 year olds.

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 inadequate services for drug users and clients with mental health issues to rent arrears and the effects of the recession on individuals. The most common answer given was funding (44%), followed by move-on accommodation and support (15%).

List of answers given:

- A lot of paperwork; slows us down.
- A lot of people are being made redundant and therefore there are many broken homes and we do not have enough space to satisfy the new influx of people.
- A lot of service users find it difficult paying the rent. So it's difficult to know how far you allow them to go into arrears. We can't throw them out but we can't cause future issues for them. So hard to help.
- Access to mental health services.
- Accessing education and training.
- Alcohol and drug problems.
- Alcohol.
- Budgeting. (x2)
- Changes in supporting people.
- Client group and its complex area to work in, is a challenge.
- Competing for the scheme within the next year.
- Continuation of funding from supporting people.
- Continued funding. (x2)
- Credit crunch.
- Drugs.
- Drugs/alcohol abuse by service users (causes aggressive behaviour).
- Employment is a problem, young people that want to work but can't jump into the work services.
- Finding adequate accommodation for residents.
- Funding for staff and activities for clients.
- Funding is a massive worry.
- Funding is always tricky, effects staffing and services that we are able to provide.
- Funding opportunities.
- Funding reduced fundraising due to economic downturn.
- Funding. (x16)
- High risk to the staff.
- Housing.
- Inappropriate referrals sometimes.
- Independent living skills development.
- Lack of adequate move on accommodation.
- Lack of counselling.

- Lack of funding- losing funding.
- Lack of motivation of the clients to move on, because the project is too nice.
- Lack of move-on accommodation.
- Lack of properties.
- Long term funding.
- Mental health.
- Money.
- Move on accommodation.
- Move on, finding somewhere else to live.
- Moving on service users. Due to the exclusion of the choice based lettings.
- Not enough beds. Need bigger premises.
- Nothing. (x5)
- Positive move on, not enough properties in this area. Stunts progression of the clients.
- Providing better support.
- Recession.
- Rent arrears.
- Resources and funding to redevelop.
- Revenue funding.
- Scarce resources.
- Security of funding.
- Self harm.
- Strategic revue.
- Supporting people funding.
- The building is very old and needs upgrading. Also it is not DDA compliant. We cannot ask supporting people to fund the refurbishment.
- The lack of accommodation for younger people.
- The lack of affordable housing in this are.
- Understaffed.
- We are restricted to accepting people from within the borough.
- We have a really long waiting list, due to lack of accommodation.

REFUSALS

Refusal reason	% of projects (N) refusing access
History of arson	36 (29)
Did not meet project criteria	26 (21)
Sexual Offence	25 (20)
Project is full	24 (19)
Intoxicated by alcohol/drugs	11 (9)
Previously banned	9 (7)
Never refuse access	5 (4)
No local connection	4 (3)
Mental health problem	1 (1)
No recourse to public funds	1 (1)
Other	52 (42)
Total N	81

Other refusal reasons:

- Aggressive, if they are too intoxicated.
- Arson on case by case.
- Assessed individually. Schedule 1 offence against children. Recent history of violence.
- Assessment of need and risk, if risk of sustaining tenancy or needs too high may refuse.
- Case to case basis, risk assessment of their needs and if we can manage them.
- Certain types of offending behaviour - if support needs too high.
- Class A drug users.
- Clients who are violent on entering the project.
- Clients with a history of extreme violence that may put other service users at risk.
- Discretion of who to let in whilst having other types of clients in at the time.
- Do additional behaviour contracts to deal with clients needs.
- Don't know.
- Former clients but were in arrears. But if they are in emergency need then we would be able to stay. And we do keep a record of the people that we refuse.
- Have to check with insurance re arson, but does not necessarily refuse.
- High risk of offending behaviour, drug problems and not seeking treatment.
- If high risk, not bail hostel if on drugs and alcohol and not accessing any programme.
- If police check indicates threat to staff.
- If support needs are too high.
- If support needs too high or too low.
- If the client has severe mental health issues or really harmful individuals.
- If they are on the sex offender register.
- If they have a continued trait of violence.
- If they have committed serious violence attacks or crimes against children.
- If they have high support needs, like drug n drink users not accepting help, or extreme violence, arson, sexual offence, depends on referrals.
- If violent to staff members.
- If we did not have the resources to support that person.
- If we're full.
- Look at referral closely if arson, assess seriousness if schedule one for each individual, might refuse if history of assault, each assessed on own merits.
- No blanket criteria but if deems risk too high may decline.
- Possibly if support needs too high.
- Risk assessment assesses if they have violent behaviour, class A drug user or arson or sexual offence.
- Risk assessment-if their support needs are too high for some people.
- Risk is too high to staff, clients and the new client themselves. High dependency needs.
- Schedule 1 offenders.
- Schedule 1.
- Support needs far too high.
- Support needs or high risk.
- Too high need for self contained flats.
- Unacceptable behaviour.

- Various reasons may have complex needs.
- Violence, schedule one (not refused will still interview and work with dependant on circumstances).
- Violence. N.B. Serious arson, not blanket ban.
- Violent offenders (schedule 1).
- We don't accept anyone with bad behaviour.
- We would refuse people over the age of 25.
- We would refuse people under the age of 18.

Projects were asked how many people were refused in an average week, 42 projects gave an estimate, with the most common answer being 0 (27 projects), 10 projects giving an estimate of 1 and 5 projects giving an estimate of 2. 39 projects did not give an answer.

LOCAL CONNECTION

86% of projects accept clients from outside the borough or district (70), with the most common split of clients in projects that do being 90% from within and 10% from outside the borough or district. The average split that was reported is 83%/17%.

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	96	(78)	1	(1)	9	(7)	94	(76)
Structured treatment – day programmes	98	(79)	4	(3)	19	(15)	88	(71)
Harm minimisation	98	(79)	25	(20)	19	(15)	78	(63)
Needle exchange	89	(72)	7	(6)	5	(4)	84	(68)
Blood borne virus screening/ vaccination	93	(75)	4	(3)	11	(9)	84	(68)
Alcohol services								
Structured treatment – residential detox/rehab	98	(79)	4	(3)	11	(9)	95	(77)
Structured treatment – day programmes	98	(79)	6	(5)	16	(13)	86	(70)
Harm minimisation	98	(79)	17	(14)	16	(13)	78	(63)
Mental health services								
CMHT services	98	(79)	4	(3)	15	(12)	89	(72)
Other talking therapies	95	(77)	12	(10)	14	(11)	80	(65)
Other anger management courses	96	(78)	5	(4)	14	(11)	86	(70)
Other mediation/ relationship counselling	96	(78)	9	(7)	14	(11)	89	(72)
Other	11	(9)	3	(2)	1	(1)	7	(6)
Physical health services								
Nursing care	96	(78)	6	(5)	14	(11)	86	(70)
General Practitioner	98	(79)	4	(3)	11	(9)	90	(73)

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)
Dental care	95	(77)	4	(3)	5	(4)	91	(74)
Alternative therapies	96	(78)	9	(7)	7	(6)	88	(71)
Eye care	98	(79)	4	(3)	4	(3)	95	(77)
Foot care	98	(79)	4	(3)	4	(3)	95	(77)
TB screening/contact with TB clinic	98	(79)	4	(3)	9	(7)	93	(75)
Sexual health services	96	(78)	24	(19)	17	(14)	84	(68)
Meaningful activity								
Sports/Outward Bound [®] activities	95	(77)	54	(44)	19	(15)	52	(42)
Gardening, farming or environmental projects	88	(71)	47	(38)	10	(8)	46	(37)
Arts, music and cultural projects	96	(78)	65	(53)	14	(11)	44	(36)
Other	19	(15)	16	(13)	3	(2)	0	(0)
Education, training and employment (ETE)								
IT services, computer skills training	96	(78)	40	(32)	26	(21)	61	(49)
Literacy/numeracy courses	98	(79)	28	(23)	25	(20)	65	(53)
Into work training e.g. personal skills development, employment training & advice	98	(79)	41	(33)	22	(18)	58	(47)
Life skills e.g. cooking/budgeting	99	(80)	83	(67)	14	(11)	26	(21)
Accredited courses e.g. NVQ	94	(76)	26	(21)	10	(8)	72	(58)
General informal adult learning	93	(75)	54	(44)	16	(13)	48	(39)
Advice								
Benefits	99	(80)	83	(67)	10	(8)	41	(33)
Debt/financial	99	(80)	69	(56)	12	(10)	54	(44)
Legal	99	(80)	19	(15)	6	(5)	89	(72)
Housing	99	(80)	77	(62)	19	(15)	47	(38)
Resettlement								
Rent deposit scheme	89	(72)	26	(21)	17	(14)	63	(51)
Resettlement/move on scheme	96	(78)	65	(53)	12	(10)	37	(30)

INDIVIDUALS

CLIENT RECORDING SYSTEM

98% of projects use a client recording system (79).

CLIENT BACKGROUND

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)	39 (48)	3 (4)	13 (16)	11 (14)	8 (10)	3 (4)	3 (4)	1 (1)	0 (0)	0 (0)
Older people (over 50)	0 (0)	1 (1)	3 (4)	8 (10)	14 (17)	8 (10)	5 (6)	9 (11)	32 (40)	1 (1)
Men	33 (41)	30 (37)	8 (10)	0 (0)	1 (1)	0 (0)	0 (0)	0 (0)	7 (9)	2 (3)
Women	7 (9)	18 (22)	13 (16)	18 (22)	9 (11)	2 (3)	2 (3)	3 (4)	8 (10)	1 (1)
Couples	1 (1)	0 (0)	0 (0)	1 (1)	2 (3)	1 (1)	6 (7)	21 (26)	47 (58)	2 (3)
Ex-service personnel	0 (0)	1 (1)	3 (4)	0 (0)	5 (6)	4 (5)	22 (27)	43 (53)	1 (1)	2 (3)
Prison leavers	5 (6)	9 (11)	12 (15)	9 (11)	14 (17)	6 (7)	8 (10)	16 (20)	0 (0)	2 (3)
Care leavers	2 (3)	4 (5)	8 (10)	13 (16)	11 (14)	14 (17)	8 (10)	16 (20)	2 (3)	3 (4)
Victims of domestic violence	0 (0)	3 (4)	4 (5)	11 (14)	14 (17)	10 (12)	10 (12)	26 (32)	0 (0)	3 (4)
Refugees	0 (0)	0 (0)	3 (4)	1 (1)	5 (6)	4 (5)	19 (24)	46 (57)	1 (1)	2 (3)
Asylum seekers	0 (0)	0 (0)	2 (3)	1 (1)	3 (4)	3 (4)	11 (14)	57 (70)	2 (3)	2 (3)
Eastern European migrants	0 (0)	0 (0)	1 (1)	0 (0)	1 (1)	2 (3)	15 (19)	60 (74)	1 (1)	1 (1)
Irregular migrants	0 (0)	0 (0)	0 (0)	0 (0)	1 (1)	2 (3)	8 (10)	61 (75)	7 (9)	2 (3)
Sex workers	0 (0)	0 (0)	1 (1)	3 (4)	6 (7)	11 (14)	8 (10)	49 (61)	0 (0)	3 (4)
Rough sleepers	12 (15)	6 (7)	14 (17)	9 (11)	8 (10)	8 (10)	8 (10)	15 (19)	0 (0)	1 (1)
Disabled people	0 (0)	0 (0)	2 (3)	4 (5)	6 (7)	12 (15)	20 (25)	33 (41)	2 (3)	2 (3)
Black and minority ethnic	1 (1)	3 (4)	7 (9)	7 (9)	12 (15)	10 (12)	17 (21)	24 (30)	0 (0)	0 (0)

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 (%)
(BME)										
Lesbian, gay, bisexual and transgender (LGBT)	0 (0)	0 (0)	3 (4)	8 (10)	8 (10)	13 (16)	19 (24)	15 (19)	0 (0)	15 (19)
People with mental health issues	10 (12)	13 (16)	22 (27)	8 (10)	15 (19)	2 (3)	4 (5)	6 (7)	0 (0)	1 (1)
People with learning disabilities	1 (1)	5 (6)	6 (7)	14 (17)	8 (10)	8 (10)	10 (12)	21 (26)	0 (0)	8 (10)
ASBO/ABC	0 (0)	1 (1)	2 (3)	3 (4)	6 (7)	3 (4)	13 (16)	51 (63)	0 (0)	2 (3)

Other client backgrounds:

- Drug users.
- Romany Gypsies.
- Sofa surfers.
- Teenage single mums.
- Young mothers.
- 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	20 (25)	26 (32)	17 (21)	14 (17)	4 (5)	77 (95)	0 (0)
Alcohol problems	14 (17)	25 (31)	21 (26)	17 (21)	4 (5)	77 (95)	0 (0)
Mental health problems	11 (14)	19 (24)	23 (28)	23 (28)	4 (5)	75 (93)	1 (1)
Physical health problems	1 (1)	9 (11)	14 (17)	44 (54)	13 (16)	68 (84)	0 (0)
Personality disorders	2 (3)	1 (1)	6 (7)	42 (52)	23 (28)	51 (63)	7 (9)
Borderline learning	4 (5)	1 (1)	15 (19)	46 (57)	9 (11)	66 (81)	6 (7)

difficulties							
Offending behaviour	15 (19)	14 (17)	15 (19)	27 (33)	9 (11)	71 (88)	1 (1)
Gambling problems	0 (0)	2 (3)	5 (6)	27 (33)	44 (54)	34 (42)	3 (4)
Debt problems	25 (31)	19 (24)	14 (17)	14 (17)	6 (7)	72 (89)	3 (4)
Benefits problems	22 (27)	17 (21)	15 (19)	17 (21)	6 (7)	71 (88)	4 (5)
Eviction	4 (5)	7 (9)	15 (19)	40 (49)	12 (15)	66 (81)	3 (4)
Repossession	0 (0)	1 (1)	3 (4)	28 (35)	45 (56)	32 (40)	4 (5)
Multiple needs	32 (40)	17 (21)	6 (7)	15 (19)	11 (14)	70 (86)	0 (0)
Other	1 (1)	2 (3)	2 (3)	2 (3)	60 (74)	7 (9)	14 (17)

Other client issues:

- Budgeting issues.
- Cafcass, abuse.
- Educational needs; unemployed.
- Family relationship problems.
- Miscellaneous including domestic violence, hearing impairments.
- Unemployment, lack of skills.

CLIENT MOVE-ON

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

	% (N=81)		
	Over 75%	Under 25%	At least some clients
Social housing	27	20	96
Sheltered housing	0	38	40
Private rented sector	4	69	88
Direct access hostel ⁴	17	33	100
2 nd stage, less support	0	49	68
2 nd stage, more support	1	52	58
Long term residential care	1	27	28
Prison	0	74	78
Residential drug/alcohol treatment	0	48	53

Other move-on:

- Back to family.
- Back to the street.
- Don't know.
- Family and friends 38%.
- Gone back to family.
- Gone to live with friends.
- Hospital, back to family and friends.
- Rough sleeping.

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>.

⁴ 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