



SURVEY OF NEEDS AND PROVISION

WEST MIDLANDS

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 48 services was selected in the West Midlands region which represents 10% 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	2	15
Direct access hostels	12	24
2 nd stage accommodation projects	34	116
TOTAL	48	155

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 West Midlands region

- 2% of accommodation-based projects have rooms for couples (1)
- The projects has 2 rooms that are specifically for couples

PEOPLE ACCESSING DAY CENTRES

The 2 day centres in the survey reported seeing an average of 49 people per day, with answers ranging from 38 to 60.

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:

- 74% of the 46 accommodation based projects reported never having any empty beds,
- For the 26% that do, the average is 2 beds, with answers ranging from 1 to 6.

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	0	0	8	67	31	91	39	81
Fundraising	0	0	0	0	2	6	2	4
Don't know/can't say	0	0	3	25	1	3	4	8
Benefit payments	0	0	1	8	0	0	1	2
Other local authority funding (local grant etc.)	1	50	0	0	0	0	1	2
Other	0	0	0	0	0	0	0	0
Rent & service charges	0	0	0	0	0	0	0	0
Social services	1	50	0	0	0	0	1	2
Health	0	0	0	0	0	0	0	0
LAA/LSP	0	0	0	0	0	0	0	0
Total	2		12		34		48	

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	42	88	3	6	8	17	10	21	21	44	4	8
Social services	4	8	1	2	0	0	1	2	2	4	2	4
Other local authority funding	7	15	1	2	4	8	1	2	1	2	3	6
LAA/LSP	2	4	0	0	1	2	0	0	1	2	4	8
Criminal justice	3	6	0	0	1	2	0	0	2	4	2	4
Substance misuse services	1	2	0	0	1	2	0	0	0	0	1	2
Health	1	2	1	2	0	0	0	0	0	0	2	4
Employment and education	4	8	1	2	1	2	2	4	0	0	1	2

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

Rent & service charges	31	67	0	0	18	39	1	2	12	26	1	2
Benefit payments	38	83	2	4	20	43	0	0	16	35	0	0
Fundraising	25	52	2	4	8	17	3	6	12	25	5	10
Legal services commission	1	2	0	0	1	2	0	0	0	0	1	2
Places of change	2	4	1	2	1	2	0	0	0	0	1	2
Other	2	4	0	0	0	0	0	0	2	4	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.

23% of projects in the West Midlands reported that access to mental health services was the biggest gap in service provision. A further 21% reported a lack of direct access accommodation especially for young people to be the biggest gap in services for clients. Other answers included accommodation for women, resources, and move-on accommodation.

List of answers given:

- Access to mental health services. Desperate lack of supported housing for people with poor mental help. Chaotic lifestyle of participants.
- Accommodation for females 16-25, similar to themselves for males.
- Alcohol services, very few resources in the area.
- Basic skills training in literacy, numeracy etc.
- Counselling, waiting list.
- Delivery of mental health services and also drug support.
- Detox alcohol services.
- Direct access accommodation for young people.
- Direct access emergency services for young people with multiple issues. Might be deemed as high risk but just not catered for.
- Direct access to homeless services and drug services.
- Diversionary activities.
- Emergency housing for young people.
- External activities due to a lack of finance to pay for clients to go.
- Gap for single female accommodation.
- Housing.
- I feel homeless females are sometimes not provided for.
- It would be good to have more funding for IT equipment.
- Lack of local govt. Funding. Lack of awareness amongst young people of services available.
- Lack of move on provision.
- Learning difficulties, borderline or middle road, they fall through the net a lot. Severe learning difficulties are okay. Lack of emergency housing for young people.
- Leisure activities for young people.
- Long waiting lists for appropriate mental health services and substance misuse services. Mental health agencies, will push off as drugs issue, drug services will say its mental

issues. Until the police get involved.

- Mental health, dual diagnosis.
- Mental health, lack of provision and waiting times for the appointments.
- Mental health. (x3)
- More investment.
- Move on.
- Move-on accommodation.
- Moving on accommodation, services that deal with people who are moving on. New services are coming in to fill this need. We could get more residents out if these services were more available or there were more of them.
- No direct access to accommodation in the area.
- No instant access in this area, nearest one is 14miles away.
- Not enough hostel accommodation for young people.
- Nothing.
- Places for women, hostels, rehab etc.
- Providing enough move on accommodation.
- Scheme for ex-offenders.
- Someone to join up different services.
- Support with mental health.
- Teen pregnancy, offending behaviour, direct access.
- The waiting list for the services. The provision for accommodation for very young people. There s a lack of it and it's going to get worse. We need more 24 hour services, but we need them. It's so sad for the young people that need the help/ supporting people don't want to pay for these expensive service. This is a big concern for me.
- The waiting lists for counselling services.
- There is not a direct access hostel in this district.
- Travel provision/funding.
- Treatment of under 18,s as opposed to over 18s...they have to struggle before the age of 18 to sort out accommodation and benefits. The lower income for under 24yr olds. Big difference in benefits.

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 behavioural issues in clients to the need for better quality housing. The most common answer given was funding and resources (50%), followed by move-on accommodation and support (10%).

List of answers given:

- Access to certain services.
- Adequate move-on scheme.
- Appropriate accommodation.
- Behavioural problems of clients.
- Behavioural problems of the clients.
- Better condition in housing.
- Challenge of implementing the new contracts.
- Challenge of making sure hitting fading criteria.
- Development, changing into a foyer federation.
- Diversionary activities.
- Drugs.
- Exclusion from mainstream services.
- Finance.
- Funding - big worry about getting future funding.
- Funding cuts.
- Funding is the main problem, finding sources, and how we are going to keep going.
- Funding, Supporting People funding is coming to an end.
- Funding. (x13)
- Insufficient accommodation, only 8 rooms, no other service in area other than YMCA.
- Lack of move-on accommodation.
- Lack of access to mental health services.
- Lack of capital investment. Cannot expand the service due to financial restrictions.
- Lack of funding. (x3)
- Lack of referrals.
- Lack of resources - when we move on, we do okay due to fantastic partnerships. But it would be getting furniture for when they move on.
- Not enough social housing move on accommodation.
- State of building; needs repairing as it's a very old building.
- Sufficient space, more accommodation.
- Supporting people funding and other future funding is a worry for us, possibility of having to close project.
- Survival - funding.
- Sustainability (keeping a constant funding stream).
- The lack of move on accommodation.
- Trying to get residents involved in things.

REFUSALS

Refusal reason	% of projects (N) refusing access
History of arson	46 (22)
Did not meet project criteria	27 (13)
Sexual Offence	25 (12)
Project is full	19 (9)
Intoxicated by alcohol/drugs	19 (9)
Never refuse access	13 (6)
No recourse to public funds	4(2)
Mental health problem	2 (1)
Previously banned	2 (1)
No local connection	0 (0)
Other	48 (23)
Total N	62

Other refusal reasons:

- Arson - would have to be very recent history arson.
- Arson etc judged on case by case basis.
- Assess their support needs and see if we can cope.
- Clients are assessed before they get here, so they are already screened and referred if they were suitable.
- Depending on their support needs if we can have them or not.
- Drug dealers.
- High risk.
- History of violence or aggression.
- History of violence, assess their needs first.
- If had bad criminal record.
- If risk assessment is too high.
- If they are being aggressive.
- If they don't pass interview.
- If they haven't got support needs/if they have too high support needs.
- If too much risk for them or other clients, or too old.
- If unable to manage risk.
- If under 18 we need a financial guarantor.
- Individual risk assessment, no blanket ban.
- People would be risk assessed.
- Recent history of indecent violent behaviour. Too vulnerable or put other at risk.
- Schedule 1 offences.
- Some schedule 1 offenders will also look at reasons behind this though.
- Vetted by external assessment.
- Violent offence.
- We do risk assessments to ensure staff and residents are safe, or if people refuse to stop using drugs (or don't address the issue of drug use).

Projects were asked how many people were refused in an average week, 29 projects gave an estimate, with the most common answer being 0 (25 projects). Answers ranged from 0 to 4

and for the projects that gave an estimate higher than 0, the average number of people refused is 2 per week. 19 projects did not give an answer.

LOCAL CONNECTION

81% of projects accept clients from outside the borough or district (39), 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 89%/11%.

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	100	(48)	4	(2)	6	(3)	92	(44)
Structured treatment – day programmes	100	(48)	4	(2)	10	(5)	90	(43)
Harm minimisation	100	(48)	6	(3)	19	(9)	88	(42)
Needle exchange	100	(48)	0	(0)	6	(3)	96	(46)
Blood borne virus screening/ vaccination	100	(48)	0	(0)	10	(5)	94	(45)
Alcohol services								
Structured treatment – residential detox/rehab	100	(48)	2	(1)	13	(6)	90	(43)
Structured treatment – day programmes	100	(48)	0	(0)	13	(6)	92	(44)
Harm minimisation	100	(48)	6	(3)	15	(7)	88	(42)
Mental health services								
CMHT services	100	(48)	2	(1)	10	(5)	96	(46)
Other talking therapies	100	(48)	8	(4)	10	(5)	92	(44)
Other anger management courses	96	(46)	6	(3)	10	(5)	92	(44)
Other mediation/ relationship counselling	98	(47)	21	(10)	13	(6)	88	(42)
Other	8	(4)	0	(0)	2	(1)	8	(4)
Physical health services								
Nursing care	96	(46)	0	(0)	10	(5)	92	(44)
General Practitioner	100	(48)	0	(0)	2	(1)	98	(47)
Dental care	100	(48)	2	(1)	4	(2)	94	(45)
Alternative therapies	100	(48)	0	(0)	4	(2)	96	(46)
Eye care	98	(47)	0	(0)	8	(4)	90	(43)
Foot care	98	(47)	0	(0)	6	(3)	92	(44)
TB screening/contact with TB clinic	100	(48)	2	(1)	0	(0)	98	(47)
Sexual health services	100	(48)	10	(5)	13	(6)	90	(43)
Meaningful activity								
Sports/Outward Bound [®] activities	96	(46)	52	(25)	10	(5)	52	(25)
Gardening, farming or environmental projects	90	(43)	46	(22)	6	(3)	54	(26)
Arts, music and cultural	98	(47)	52	(25)	13	(6)	56	(27)

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)
projects								
Other	10	(5)	10	(5)	0	(0)	0	(0)
Education, training and employment (ETE)								
IT services, computer skills training	100	(48)	44	(21)	13	(6)	67	(32)
Literacy/numeracy courses	100	(48)	33	(16)	13	(6)	71	(34)
Into work training e.g. personal skills development, employment training & advice	100	(48)	42	(20)	17	(8)	67	(32)
Life skills e.g. cooking/budgeting	98	(47)	75	(36)	8	(4)	25	(12)
Accredited courses e.g. NVQ	100	(48)	17	(8)	8	(4)	88	(42)
General informal adult learning	94	(45)	42	(20)	6	(3)	69	(33)
Advice								
Benefits	100	(48)	88	(42)	10	(5)	38	(18)
Debt/financial	100	(48)	79	(38)	8	(4)	58	(28)
Legal	98	(47)	31	(15)	8	(4)	85	(41)
Housing	100	(48)	83	(40)	13	(6)	44	(21)
Resettlement								
Rent deposit scheme	90	(43)	27	(13)	15	(7)	56	(27)
Resettlement/move on scheme	100	(48)	67	(32)	19	(9)	27	(13)

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

100% of projects use a client recording system (48).

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)	27 (56)	5 (10)	3 (6)	2 (4)	0 (0)	2 (4)	2 (4)	2 (4)	4 (8)	1 (2)
Older people (over 50)	1 (2)	1 (2)	3 (6)	2 (4)	6 (13)	2 (4)	5 (10)	6 (13)	21 (44)	1 (2)
Men	16 (33)	24 (50)	2 (4)	1 (2)	0 (0)	0 (0)	0 (0)	1 (2)	2 (4)	2 (4)
Women	4 (8)	11 (23)	16 (33)	3 (6)	4 (8)	0 (0)	0 (0)	0 (0)	8 (17)	2 (4)
Couples	0 (0)	1 (2)	0 (0)	0 (0)	0 (0)	0 (0)	4 (8)	11 (23)	30 (63)	2 (4)
Ex-service personnel	0 (0)	0 (0)	1 (2)	0 (0)	3 (6)	2 (4)	6 (13)	32 (67)	0 (0)	4 (8)
Prison leavers	4 (8)	2 (4)	1 (2)	4 (8)	5 (10)	9 (19)	7 (15)	14 (29)	0 (0)	2 (4)
Care leavers	2 (4)	2 (4)	7 (15)	7 (15)	5 (10)	7 (15)	5 (10)	10 (21)	0 (0)	3 (6)
Victims of domestic violence	0 (0)	1 (2)	1 (2)	4 (8)	12 (25)	4 (8)	4 (8)	18 (38)	0 (0)	4 (8)
Refugees	0 (0)	0 (0)	3 (6)	0 (0)	4 (8)	3 (6)	11 (23)	23 (48)	2 (4)	2 (4)

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)	2 (4)	0 (0)	4 (8)	1 (2)	7 (15)	28 (58)	4 (8)	2 (4)
Eastern European migrants	0 (0)	0 (0)	0 (0)	2 (4)	4 (8)	0 (0)	8 (17)	31 (65)	1 (2)	2 (4)
Irregular migrants	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	5 (10)	37 (77)	4 (8)	2 (4)
Sex workers	1 (2)	0 (0)	0 (0)	1 (2)	1 (2)	2 (4)	4 (8)	35 (73)	1 (2)	3 (6)
Rough sleepers	6 (13)	1 (2)	4 (8)	5 (10)	5 (10)	4 (8)	3 (6)	16 (33)	0 (0)	4 (8)
Disabled people	0 (0)	1 (2)	2 (4)	1 (2)	4 (8)	7 (15)	4 (8)	25 (52)	1 (2)	3 (6)
Black and minority ethnic (BME)	3 (6)	6 (13)	9 (19)	8 (17)	7 (15)	4 (8)	1 (2)	8 (17)	0 (0)	2 (4)
Lesbian, gay, bisexual and transgender (LGBT)	0 (0)	1 (2)	5 (10)	0 (0)	2 (4)	11 (23)	9 (19)	11 (23)	0 (0)	9 (19)
People with mental health issues	3 (6)	5 (10)	16 (33)	5 (10)	7 (15)	0 (0)	5 (10)	5 (10)	0 (0)	2 (4)
People with learning disabilities	2 (4)	2 (4)	6 (13)	2 (4)	13 (27)	3 (6)	4 (8)	12 (25)	0 (0)	4 (8)
ASBO/ABC	0 (0)	0 (0)	1 (2)	1 (2)	2 (4)	5 (10)	6 (13)	31 (65)	0 (0)	2 (4)

Other client backgrounds:

- Over the age of 40 only.
- Victims of abuse, broken homes also 50%.
- Young parents.

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	10 (21)	10 (21)	8 (17)	17 (35)	1 (2)	45 (94)	2 (4)
Alcohol problems	9 (19)	10 (21)	11 (23)	15 (31)	2 (4)	45 (94)	1 (2)
Mental health problems	3 (6)	10 (21)	13 (27)	15 (31)	5 (10)	41 (85)	2 (4)
Physical health problems	1 (2)	5 (10)	6 (13)	23 (48)	12 (25)	35 (73)	1 (2)
Personality disorders	1 (2)	0 (0)	3 (6)	17 (35)	24 (50)	21 (44)	3 (6)
Borderline learning difficulties	1 (2)	2 (4)	4 (8)	30 (63)	8 (17)	37 (77)	3 (6)
Offending behaviour	9 (19)	6 (13)	4 (8)	23 (48)	4 (8)	42 (85)	2 (4)
Gambling problems	0 (0)	1 (2)	3 (6)	17 (35)	22 (46)	21 (44)	5 (10)
Debt problems	13 (27)	8 (17)	19 (40)	7 (15)	0 (0)	47 (98)	1 (3)
Benefits problems	13 (27)	16 (33)	4 (8)	11 (23)	3 (6)	44 (92)	1 (2)
Eviction	2 (4)	7 (15)	5 (10)	17 (35)	14 (29)	31 (65)	3 (6)
Repossession	0 (0)	1 (2)	0 (0)	13 (27)	30 (63)	14 (29)	4 (8)
Multiple needs	12 (25)	8 (17)	9 (19)	13 (27)	5 (10)	42 (85)	1 (2)
Other	1 (2)	0 (0)	0 (0)	2 (4)	38 (79)	3 (6)	7 (15)

Other client issues:

- ADHD and other similar disorders - always around 10% of client group.
- Eating disorders 30%, single mothers and babies 30%.
- Lack of education training and jobs.

CLIENT MOVE-ON

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

	% (N=48)		
	Over 75%	Under 25%	At least some clients
Social housing	27	17	100
Sheltered housing	0	42	46
Private rented sector	0	69	81
Direct access hostel ⁵	0	50	100
2 nd stage, less support	2	46	65
2 nd stage, more support	2	44	50
Long term residential care	0	21	23
Prison	0	60	62
Residential drug/alcohol treatment	0	33	65

Other move-on:

- Back to family 30%, education 10%.
- Back to family.
- Death.
- Floating support.
- Go back to living with friends and family.

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>.

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