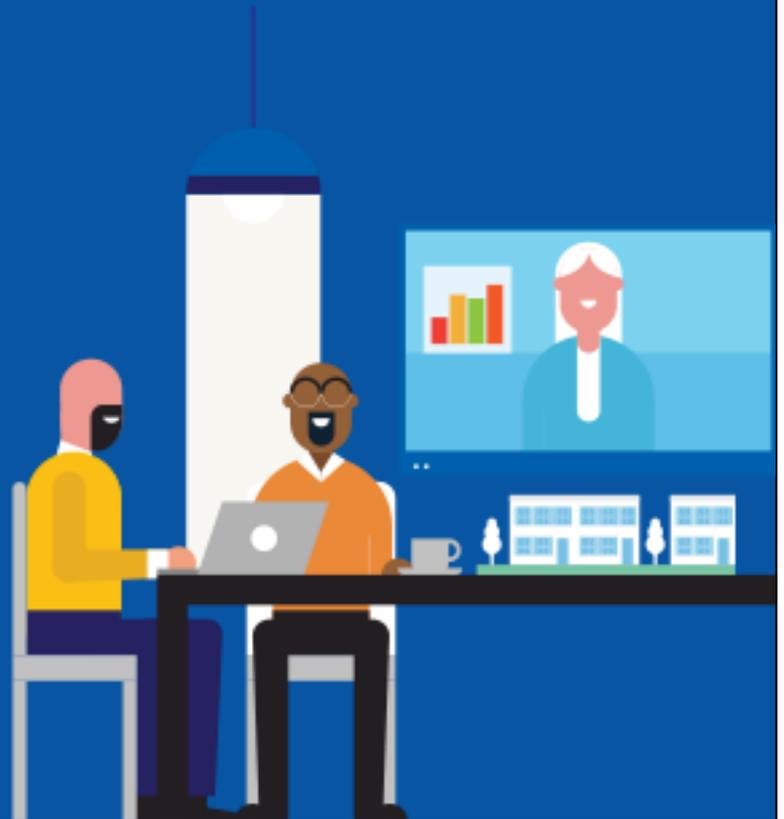


Data Report

Housing and Support services

July 2021



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1. Overview

Overview

- 1.1 This report sets out the conclusions from the data gathering exercises undertaken as part of the Gateshead Homelessness Review.
- 1.2 The prime focus of the data gathering exercise has been to garner a greater understanding of the contribution of housing-related support services to the prevention and relief of homelessness in the Borough and to gain insight into the demographic profile and needs of those being housed and/or supported.
- 1.3 This involved the collection of information on referrals, placements and outcomes directly from the support providers, and undertaking a snapshot survey on all service users receiving a support service on June 29th 2021.

Referrals and Outcomes Monitoring

- 1.4 All supported housing and floating support services were asked to provide information on the following in relation to 2019-20:
 - The number of referrals received, where from, and what the result was
 - The reason as to why referrals could not be accepted
 - The homelessness status of people receiving the service (floating support services only)
 - The number of service users moving into or sustaining settled housing
 - The number of service users not securing settled housing
- 1.5 Due to the particular concerns expressed about the level of domestic abuse in Gateshead, and the additional concern as to how domestic abuse victims were finding safe accommodation, specific questions were also asked about referrals and outcomes of people experiencing domestic abuse and what happened to them as a result.
- 1.6 The questions related to 2019-20 for two reasons. Firstly, this is to be compatible with information used elsewhere in the Review, derived from the latest full-year data available through H-CLIC. Secondly, because this was the year before the onset of the pandemic, it is also likely to be more revealing of underlying trends than more recent data.
- 1.7 Returns were received from the following providers;
 - Gateshead Council
 - Creative Support
 - Changing Lives
 - Home Group
 - Oasis
 - Handcrafted
 - The Haven
 - Mental Health Concern

- Mental Health Matters
- Richmond Fellowship
- Tyne Housing
- Karbon Housing

1.8 The return incorporated commissioned and non-commissioned supported housing bedspaces. The largest non-commissioned service – Basis, did not actually participate as they did not have any referral data as such. The only other wholly non-commissioned service as such is a small one provided by Handcrafted. Otherwise there were a number of non-commissioned beds included within the returns but these are managed jointly with commissioned beds. It is therefore impossible unfortunately to look at the analysis separately for commissioned a non-commissioned supported housing bedspaces.

Snapshot Support Needs Survey

1.9 The following types of services were asked to complete a survey on the needs of all their service users that were being provided with a service on June 29th 2021.

- Supported housing services
- Floating support services
- Temporary accommodation providers (assuming that the residents were judged to have support needs)
- Domestic abuse specialist service providers

1.10 The survey included questions on:

- The date on which the support service had begun
- The needs for assistance of the service users
- A number of key demographic variables
- The service users' recent history in relation to a number of aspects of life, including:
 - Independent living
 - Supported housing
 - Physical health
 - Mental health
 - Substance use
 - Offending
 - Homelessness
 - Vulnerability
 - Risk to others
 - Relationships
 - Service engagement

- 1.11 The same list of providers submitted returns of the snapshot survey. Returns were received in relation to 537 separate service users. This was broken down according to the service received as follows:

Type of Service	Number of service users
Supported Housing	221
Floating Support	185
Temporary Accommodation	50
Domestic Abuse Specialist Services	81

2. Referrals and Monitoring Data

Supported Housing Referrals

- 2.1 A total of 1089 referrals were received for supported housing in 2019/20.
- 2.2 66% of these were received through the supported housing portal, but most of the remaining 34% were received by non-commissioned services. The vast majority of referrals to commissioned services went through the portal.
- 2.3 Only 254 new service users actually moved in – which represents 23% of referrals.
- 2.4 The summary of reasons as to why referrals did not proceed was as follows:

Referral refused because no place available	Referral refused because needs too high	Referral refused because no need	Lost Contact or Application Withdrawn
81	138	45	328

- 2.5 This indicates that for 30% of referrals the reason the referral did not proceed was that contact was lost or the application was withdrawn. It is not clear whether this is because of the system not working effectively to triage and assess people OR whether this group of referrals did not have a sufficient need for housing with support. It is also interesting to note that 20% were refused due to having too high a need (13%) OR there were no vacancies (7%).
- 2.6 Taking into account the number of people who were in residence in supported housing at the beginning of the year, a total of 418 people received a supported housing service during the year.
- 2.7 A number of returns had no information on the third tab which collected information on people specifically with a history of experiencing domestic abuse. It is not clear to the extent to which this indicates that participants did not see the third tab, did not have the records to answer this for 2019-20, or did not have any referrals who had experienced domestic abuse. Nevertheless, a total of 74 referrals with a history of domestic abuse were noted, 71 of whom had a local connection to Gateshead, and 40 were allocated a place.

Supported Housing Outcomes

- 2.8 A total of 220 people moved out of supported housing during the year, but 46 of these (21%) moved from one supported housing address to another. Of the remainder 111 people moved into settled housing, while 63 left for some other form of temporary accommodation or for a destination unknown.
- 2.9 This means that 53% of people receiving a supported housing service during the year were able to secure settled housing.
- 2.10 A total of 39 people with a history of domestic abuse moved out during the year. A summary of their destinations was as follows:

Moved to settled housing	Moved to other supported housing	Moved to other temporary accommodation
15	18	5

This implies that people who experience domestic abuse are more likely to use any specific supported housing project as stepping-stone to other temporary solutions.

Floating Support Referrals

- 2.11 A total of 1127 referrals were received for floating support services in 2019/20.
- 2.12 A total of 776 new cases were opened, which means that the success rate for referrals was 69% (much higher than for supported housing.)
- 2.13 The summary of reasons as to why referrals did not proceed was as follows:

No capacity	Referral refused because no need	Lost Contact or Application Withdrawn	Unknown
8	35	84	183

No referrals were turned down because their needs were perceived as too high.

- 2.14 A total of 342 of the referrals to floating support services had experience of domestic abuse, and 340 of those became an open case. This represents 44% of new cases in the year.
- 2.15 We tried to collect information on the homelessness status of new floating support cases, to get a better sense of the extent to which floating support was contributing to the prevention and relief of homelessness. Unfortunately, most of the services replying were unable to answer this question – although in total 179 referrals (16%) from Housing Options was logged.

- 2.16 One of the external floating support providers was able to answer this question, and in total it was estimated that 52% were homeless or at risk of homelessness at the point at which the new case was opened. This is a specialist mental health service.

Floating Support Outcomes

- 2.17 A total of 676 cases were closed during the year.
- 2.18 The outcomes were as follows:

Cases closed having sustained accommodation	Case closed having found alternative accommodation	Case closed because moved into supported housing	Case closed because the household disengaged from support
413	103	2	149

The proportion of cases disengaging from support is high at 22% of cases closed.

- 2.19 In relation to the outcomes specifically for people who had experienced domestic abuse, we asked for these to be broken down as follows (with a view to trying to identify how the floating support service was contributing to securing “safe accommodation”):
- Number helped to secure their home from perpetrator
 - Number helped to move *in-area*
 - Number helped to move *out of area*
 - Number helped to secure Refuge provision

No information was provided. It is probable that this was simply never recorded.

3. Who is using the support services?

Age Group

- 3.1 The age range of service users overall was:

Age Range	Number of service users
16-17 years old	14
18-25 years old	115
26- 65 years old	382
65+ years old	15
Blank	11

Gender Identity

- 3.2 The gender identity of service users overall was:

Gender Identity	Number of service users
Male	282
Female	241
Non-Binary	1
Blank	13

Ethnic Identity

3.3 The ethnic identity of service users overall was :

Ethnic Identity	Number of service users
White	510
Asian / Asian British	2
Black / Black British	2
Mixed	8
Other Isolated / Marginalised Community	2
Blank	13

Immigration Status

3.4 The immigration status of service users overall was:

Immigration Status	Number of service users
Asylum Seeker	7
Refugee	4
Insecure immigration status	2
Full citizenship rights	409
Blank	115

Disability / Long Term Health Condition

3.5 The prevalence of disabilities/ long term health conditions overall was:

Disability / Long Term Health Condition	Number of service users
Mobility Impairment	66
Deaf / Hearing Impairment	8

Disability / Long Term Health Condition	Number of service users
Visual Impairment	5
Communication Impairment	6
Learning Disability	11
Autism or Asperger's	8
Limiting Long Term Health Condition	40
Mental Health Condition	195
Clinical Depression	56

A total of 368 service users have some form of declared disability or long-term health condition – this is 69% of the total.

People with “Complex Needs”

3.6 For the purposes of this analysis “complex needs “ was defined as having recent experience of three of the following five issues:

- Offending History (defined as a history of petty and/or serious offending)
- Mental Ill-Health (defined a history of recurring depression, anxiety or stress that has not been resolved, or a mental health condition that has been fragile and subject to rapid deterioration/change)
- Substance Misuse (defined as a history of attempts to manage substance use that breaks down periodically, or a history of uncontrolled substance use, and resistance to treatment)
- Domestic Abuse (defined as a recent experience of domestic abuse)
- Rough Sleeping (defined as a history of rough sleeping prior to starting this service, or a lengthy/ cyclical experience of homelessness).

This is potentially a more precise but also more restrictive definition of complex needs.

3.7 The total number of service users who met this criteria was 52 – or 10% of the total. Of these 38 were receiving a supported housing service, 5 were receiving a floating support service, 7 were in local authority temporary accommodation, and the other 2 were receiving a domestic abuse specialist service.

3.8 It should be remembered that this is a snapshot in time. Other research would indicate that at any particular time only a proportion of the “complex needs” population would be engaging with services. So the actual total in Gateshead is almost certainly significantly higher.

Risk to Others

3.9 This was defined as someone who:

- Had some history of conflict with others that can potentially lead to violence
- Had a general history of intimidation or abuse of others
- Had a history of forms of abuse within personal relationships
- Had a history of consistent and/or criminal exploitation of others

3.10 On the basis of this criteria 102 people living in supported housing presented a risk to others – 46% of the total supported housing population. At the same time 9 of the residents of local authority temporary accommodation presented a risk to others – 18% of those included in the survey.

3.11 The highest level of risk potentially comes from those who “had a history of consistent and/or criminal exploitation of others. There were 9 current supported housing residents who fell into this category.

3.12 Additionally the survey captured information about people’s offending history including serious offences. Two of the options were:

- Has a record of a limited number of serious sexual or violent offences subject to MAPPA
- History of repeat petty and serious offending

3.13 The numbers of people meeting these criteria was as follows:

Type of Service	Numbers with record of limited number of serious/sexual offences	Numbers with history of repeat petty AND serious offending
Supported Housing	18	46
Floating Support	6	10
LA Temporary Accommodation	6	12
TOTAL	30	68

Vulnerability

3.14 We had set out to measure the vulnerability of people receiving support services using the following criteria:

- Some history of being vulnerable to exploitation or abuse
- At risk of harm if not closely supervised

3.15 Not all respondents answered this question. We did get a limited number of results. Based on 95 service users in supported housing for whom a response was given, the proportion of people with some history of being vulnerable to exploitation or abuse was 58%, and the proportion at risk of harm if not closely supervised was 7%.

Domestic Abuse

- 3.16 The data showed that 54 people living in non-specialist domestic abuse accommodation were said to have had recent experience of domestic abuse. That is 24% of the total supported housing service users. A further 28 were receiving a non-specialist floating support service. That is 15% of the total floating support service users.
- 3.17 There were 9 service users in supported housing services who were male, and 8 of the relevant service users in floating support services were also male.
- 3.18 We undertook an analysis of those supported housing services which both housed people with a recent history of domestic abuse and people who presented a risk to others. A person who presented a high risk was defined as someone who:
- Had some history of conflict with others that can potentially lead to violence
 - Had a general history of intimidation or abuse of others
 - Had a history of forms of abuse within personal relationships
- 3.19 As a result, we identified 37 people experiencing domestic abuse who were living in the same project as someone who presented a high level of risk to others. Some of these people may have been living in self-contained accommodation, and this would clearly present a far lower level of risk than if living in congregate settings.
- 3.20 A separate exercise was undertaken to gather information on specialist DA services. We have compared the support needs and profile of those DA cases in mainstream floating support / supported housing to those receiving specialist services – and generally those in the generic services have much higher level of needs. Future commissioning of specialist supported housing or floating support will need to ensure that services commissioned are able to manage the additional needs. It should also be noted that a significant minority of the DA cases in generic supported housing are male – and they would not be able to use the traditional refuge services. The data would indicate there is a need to address their needs specifically.

Mental Ill-Health

- 3.21 The survey measured the levels of mental ill-health in two different ways.
- 3.22 In the first case a “formal” clinical mental health diagnosis was one of the options in terms of disability / long term health conditions. This was selected for a total of 218 service users – which was 41% of the total number of service users.
- 3.23 In the second case, under “case history” a slightly wider concept of mental ill-health was employed – including notions of recurring depression, anxiety and stress. In this respect a total of 341 services were categorised as having a history of mental ill-health – which is 64% of service users.

- 3.24 The case history options identified the extent to which ill-health was effectively managed through treatment and engagement with mental health services. This was the case in 152 cases – 44% of those where mental ill-health was identified.

Vulnerable young people

- 3.25 There were a total of 35 service users where the local authority had a duty to support the young person, 12 of those were homeless 16-17 year olds.

4. Support Needs

Overview

- 4.1 The snapshot survey assessed the support needs of people receiving a support service on June 29th.
- 4.2 Six areas of people's lives were identified as being potential areas where assistance might be required. These are explained in the following table:

Area of Support Required	Definition
Support with financial management	A need for support, advice or assistance to achieve financial inclusion, through income maximisation, debt management, building financial resilience and/or improved budget management.
Support with community engagement	A need for support, advice or assistance to achieve effective community engagement, through employment, training, other community activity and/or positive engagement with relevant services.
Support with family / personal relationships	A need for support, advice or assistance in relation to improving family, other personal relationships and/or supportive relationships, through information, mediation, mentoring, and/or practical assistance.
Support with improving personal capacity	A need for support, advice or assistance to enhance self-confidence and the capacity to achieve personal goals, through access to the information, development of relevant skills,

Area of Support Required	Definition
	counselling, and/or emotional support.
Support with health	A need for support, advice or assistance to self-manage their health, through, ensuring access to treatment or therapy, installation of aids and adaptations, and/or promoting greater understanding of their condition.
Support with achieving housing goals	A need for support, advice or assistance to achieve housing goals, through understanding of options, tenancy/ownership responsibilities, practical assistance with arranging and facilitating moves, and/or transforming property into a home.

4.3 Participants were asked to say for each individual service user whether this was:

- Not needed
- Was needed to an extent
- Was a significant need.

4.4 Looking at those service users where it was assessed this was a significant need, the proportions across the different types of service provisions were as follows:

Support Area	Proportion of service users have a significant need for assistance in this area			
	Supported Hsg	Floating Support	Temp Accom	DA Specialist Provision
Financial Management	49%	26%	12%	7%
Community Engagement	35%	11%	10%	9%
Family / Personal Relationships	27%	7%	2%	1%
Improving Personal Capacity	37%	18%	4%	7%
Health	24%	20%	8%	7%
Achieving Housing Goals	54%	45%	16%	95%

4.5 This result is broadly in line with what might have been expected – the highlights in terms of comments are as follows:

4.5.1 The order of significance in terms of areas where service users needed the most assistance is the same across supported housing, floating support and Council-organised temporary accommodation.

4.5.2 It is perhaps more surprising that assistance with achieving housing options is only a significant need for 54% of supported housing users, and even more surprising that this is a significant need for only 16% of households placed in temporary accommodation.

4.5.3 Floating Support in Gateshead is much more focussed on assistance with achieving housing goals. Generally, the range of assistance required is much lower than is the case with supported housing users – and this is as it should be.

4.5.4 The results in relation to domestic abuse specialist provision clearly show that this is a different type of service – almost entirely focussed on assistance with achieving housing goals.

4.6 Each answer was scored as follows:

Not needed	0
Was needed to an extent	0.5
Was a significant need	1

The total “score” was then calculated for each individual. The results were then simplified using the well- used terminology of “low”, “medium” and “high”, but here this refers more to the level of input required. A score of 0.5 to 2 was categorised as “low input”, a score of 2.5 to 4 was categorised as “medium input”, and a score of 4.5 to 6 was categorised as “high input”. This is a reasonable reflection of the level and complexity of input required , as the more areas that someone requires assistance on the more time this is likely to take and the wider range of expertise that needs to be available.

4.7 Across the whole survey returns (ignoring those service users for whom there was no identified support needs) the distribution of levels of input was as follows:

Support Area	Number of service users	% of total
“Low” level of input	212	41%
“Medium” level of input	213	41%
“High” level of input	94	18%

4.8 The results across the different categories of provision was as follows:

	Proportion of service users in need of this level of
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Support Area	input			
	Supported Hsg	Floating Support	Temp Accom	DA Specialist Provision
“Low” level of input	17%	45%	90%	70%
“Medium” level of input	46%	46%	6%	28%
“High” level of input	33%	9%	4%	2%

- 4.8.1 Broadly these results are as would be expected, with a significant number of those with high levels of input being concentrated in supported housing, which is appropriate.
- 4.8.2 Nevertheless, it is notable that 9% of floating support users (15 households) are categorised as “high” input, and more significantly 17% of supported housing users (44 households) are categorised as low input.
- 4.9 In terms of the level of input required by the specific groups we looked at (vulnerable young people, under 25-year olds generally, those meeting the criteria for complex needs, those who had experienced domestic abuse, and those with a defined mental health condition), the clearest difference to the standard pattern was in relation to vulnerable young people and those categorised as having complex needs – this mostly affected the proportion defined as low and high input.

Vulnerable Young People

Level of Input	Supported Housing – Overall %	Supported Housing – Vulnerable YP	Floating Support-Overall	Floating Support-Vulnerable YP
“Low” level of input	19%	13%	45%	29%
“High” level of input	33%	61%	9%	26%

People with complex needs

Level of Input	Supported Housing – Overall %	Supported Housing – Complex Needs	Floating Support-Overall	Floating Support-Complex Needs
“Low” level of input	19%	8%	45%	24%
“High” level of input	33%	50%	9%	16%

5. Length of Stay

5.1 A snapshot of this kind is an effective way of getting an overall impression of length of stay / length of service. Just looking at departures does not give the full picture as it can easily mask significant stays for those not departing.

5.2 The spread of length of stay for current residents of supported housing was as follows (dates that service started were only supplied for 209 out of 221 cases):

Length of Stay Category	Number of service users having stayed this long	Percentage of total
Under 6 months	76	36%
6 months to 1 year	33	16%
1 to 2 years	30	14%
2 to 5 years	52	25%
Over 5 years	18	9%

5.3 The median length of stay in supported housing was 341 days.

5.4 The spread of length of stay for current service users of floating support services was as follows:

Length of Stay Category	Number of service users having stayed this long	Percentage of total
Under 6 months	113	61%
6 months to 1 year	26	14%
1 to 2 years	36	20%
2 to 5 years	10	5%
Over 5 years	0	0%

5.5 The median length of stay in floating support services was 127 days.

6. Appropriateness of Service Interventions

6.1 Historically, in many Authorities it has been the norm to make a referral to supported housing for anyone who is homeless with perceived additional support needs. This ignores the fact that for many people their need for assistance could very well equally be met in mainstream accommodation with an associated offer of floating support.

6.2 This is important because there is plenty of evidence that conventional shared or congregate supported housing can be positively harmful for a range of people with behavioural

difficulties, and much of the resources in such services can be taken up with the management of the interaction between residents rather than providing the needed assistance. As a result of this concentration in one place people with a range of challenging behaviours, many supported housing services have had high rates of eviction or abandonment.

- 6.3 For many people the best supported housing model is likely to be dispersed, self-contained housing that avoids the issues of conflict and exploitation inherent in the congregate/shared service model.
- 6.4 At the same time for the most damaged, challenging and long-term cohorts of the homeless population the most positive option is Housing First, with an overwhelming evidence base that demonstrates that this approach can achieve far higher rates of tenancy sustainment.
- 6.5 There is still undoubtedly a place for congregate/shared housing within the wider portfolio, and a number of circumstances where this might be the best option. Equally there are undoubtedly also people for whom the setting is not important. Pragmatically, as there is currently a surplus generally of traditional congregate supported housing, it is likely that the offer for such people will remain a congregate one for the time being.
- 6.6 The snapshot survey was an experiment to try and use proxy indicators to establish the broad basis for estimating the proportions of the at risk of homelessness population that might benefit from specific types of supported housing. These indicators are set out in the following table.

Supported Housing Service	Proxy Indicator
Need for Supported Housing per se	No experience of living independently Previous experience of living independently and of tenancy breakdown Health condition has been fragile and subject to rapid deterioration/change History of attempts to manage substance use that breaks down periodically History of uncontrolled substance use, and resistance to treatment Has recently experienced bereavement or other traumatic loss of relationship No recent history of significant relationships Mental health condition has been fragile and subject to rapid deterioration/change

Supported Housing Service	Proxy Indicator
Need for Dispersed Supported Housing	<p>Previous experience of eviction from or abandoning supported housing</p> <p>Some history of being vulnerable to exploitation or abuse</p> <p>Some history of conflict with others that can potentially lead to violence</p> <p>General history of intimidation or abuse of others</p> <p>History of consistent and/or criminal exploitation of others</p> <p>History of uncontrolled substance use, and resistance to treatment</p>
Need for Congregate Supported Housing (assuming that need for dispersed housing is not a “Yes”)	<p>Health condition has been fragile and subject to rapid deterioration/change</p> <p>Mental health condition has been fragile and subject to rapid deterioration/change</p> <p>Has recently experienced bereavement or other traumatic loss of relationship</p> <p>History of attempts to manage substance use that breaks down periodically</p>
Need for Housing First (treated as a subset of “dispersed”)	<p>Has lengthy/ cyclical experience of homelessness</p> <p>History of uncontrolled substance use, and resistance to treatment</p> <p>Consistent pattern of disengaging from / refusing to access services</p>

6.7 Applying the suggested proxy indicators to the snapshot supported housing population would imply that maybe 187 of them genuinely did need to receive the support they needed in a supported housing setting. This represents 85% of the total

- 6.8 Further application of the other proxy indicators would suggest that the proportion of these 187 people needing the different service types were as follows:

Supported Ho	Number needing	Percentage of total
Congregate Supported Housing	77	41%
Dispersed Supported Housing	57	30%
Housing First	24	13%
Not specially linked to any service type	53	28%

- 6.9 Further to the principles set out above, it is reasonable to add the “not specifically linked to any service type” to the congregate supported housing total (as this is likely to be the main resource actually currently available). This would mean that the balance of need between congregate and dispersed models was approximately “two-thirds/one-third”.
- 6.10 At absolutely best this result should just be treated as broadly indicative. The result does feel credible, but the methodology used is very experimental, and needs further refinement. Apart from anything else the proxy indicators would also suggest that 59% of the floating support caseload would need a supported housing service. Some combination of factors including the level of input required is probably what should be explored to make the result more robust.
- 6.11 The most important conclusion (which is probably also the most soundly based) is the proportion of people who need a dispersed housing setting because of the risk they present or the risk that they are under in a congregate setting.

7. Summary & Conclusions

- 7.1 Most supported housing referrals are not receiving a place. Only 23% of referrals actually move in. the main reason for this is that the provider loses contact with the referral during the process.
- 7.2 This is much less prevalent in relation to floating support, where 66% of referrals became new cases.
- 7.3 People experiencing domestic abuse are making plentiful use of supported housing and even more non-specialist floating support.
- 7.4 There is legitimate concern about people experiencing domestic abuse living side by side with people who present a risk of further abuse. It is estimated from the snapshot that 37 victims of domestic abuse may be living with people who present high risk (this does not reflect the fact that in some of these services the accommodation may be self-contained, and therefore of less concern).

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- 7.5 The resettlement rate from supported housing looks reasonable – 53% of people receiving a supported housing service during the year moved not settled housing.
- 7.6 Outcomes from floating support services are good, and confirm their contribution to preventing homelessness and repeat homelessness. It was not possible however to establish to what extent floating support services are targeting people experiencing homelessness or the risk of homelessness.
- 7.7 Overall services appear to have a good gender balance (with a number of female-only services).
- 7.8 69% of support service users have some form of disability or long-term health condition.
- 7.9 About 10% of support service users could be categorised as having complex needs. 38 of those were in supported housing.
- 7.10 High numbers of people resident in supported housing present a significant risk to others - 102 individuals – representing 46% of the total supported housing population.
- 7.11 Up to 64% of support service users have a mental health need, but just under half of them are currently engaging well with services and receiving the treatment that they need.
- 7.12 In terms of support needs, achieving housing goals and assistance with finance management are the primary areas where assistance is required, regardless of which service type people are in.
- 7.13 The level of input required in supported housing is much higher than in floating support, as should be the case. This suggests that the majority of people in supported housing do need that level of service.
- 7.14 Domestic- abuse specialist services are very focussed on enabling people to achieve their housing goals in relation to securing safe accommodation.
- 7.15 Vulnerable young people who the local authority have a duty to assist are the subgroup requiring the highest level of input.
- 7.16 Overall people seem to be staying in supported housing longer than would be expected. A third of service users had been in residence for over 2 years.
- 7.17 In Floating Support services 61% of service users have been receiving the service for less than 6 months.
- 7.18 Due mostly to the high levels of risk (and to some extent high levels of vulnerability) a significant number of people in supported housing need to be housed in a dispersed supported housing model (including Housing First), with approximately a third of current users needing dispersed housing.

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