



# Crisis Housing Support Evaluation

Understanding what works to support  
people out of homelessness.

**Crisis**

**Together**  
we will end  
homelessness

# About us

Crisis is the national charity for homeless people. We help people directly out of homelessness, and campaign for the social changes needed to solve it altogether. We know that together we can end homelessness.











## About the authors

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## Acknowledgements

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# Executive summary

Everyone should have a safe and stable home. However, many people face barriers to the housing and support that they are entitled to. Until homelessness is ended across Britain for good, Crisis is committed to offering the most effective housing support possible, by helping more people into stable housing and supporting them to stay in their homes.

Housing support is integral to the services Crisis provides from its 11 Skylight centres across England, Scotland and Wales to people who are homeless or at risk of homelessness. Skylight centres offer a range of services and interventions designed to help people transform their lives and leave homelessness for good. Other services include accredited learning (in functional skills, technical skills and the arts); creative and performing arts; basic skills; health and wellbeing support; employment coaching; progression coaching; and opportunities to volunteer. Clients supported by Crisis services are referred to as 'members'.

Crisis housing support services are primarily delivered by support workers called Coaches who work one-to-one with members to improve their accommodation situation and

end their homelessness. Tenancy management classes complement the one-to-one service offer, focusing on the knowledge, skills and confidence needed to find, secure and maintain a private or (where feasible) social tenancy. These are delivered in a classroom setting or one-to-one, depending on the needs of the member.

The evaluation set out to identify how the housing support offer works, for whom, and how Crisis might improve practice to end homelessness for more people through its housing support services.

Analysis of 65 cases in which members were supported to achieve a successful housing outcome identified six main elements of housing support for people who are at risk of or experiencing homelessness.

These are:

- **Advocacy support (68% of cases)** representing someone in a professional capacity to address barriers to their rights and entitlements to housing
- **Capacity building (63% of cases)** supporting people with life skills including household budgeting, paying bills and opening a bank account
- **Benefits support (51% of cases)** navigating and challenging the benefits system to help people with the applications, assessments, and appeals processes
- **Support with searching for and viewing properties (45% of cases)**
- **Financial support to move into properties (35% of cases)** including paying for deposits, rent in advance and buying furniture
- **Partnership working (29% of cases)** with specialist support including housing law, immigration advice and local authority housing options teams.

The evaluation also identified effective mechanisms for delivering the support that lead to successful housing outcomes <sup>1</sup>:

- A positive relationship based on mutual positivity and trust between support workers and people receiving support contributed to their achieving successful housing outcomes
- Working with the same coach over the longer term was likely to improve this.

The high demand on specialist Coaches meant that in some areas there were waiting lists for support. Alternative service models lessen the pressure on Coaches while continuing to provide support to members with their housing situation.

The evaluation identified fewer examples of successful homelessness prevention and housing sustainment than successful homelessness relief. Non-British citizens and members with no recourse to public funds were under-represented, particularly in successful sustainment and prevention cases.

External factors also posed challenges to delivering positive housing outcomes. The high demand for housing in two out of the four Skylight areas made it difficult in some cases to find affordable and accessible housing in the private rented sector to move people out of homelessness. There were also examples of housing associations asking for rent in advance. Whilst financial support to pay for rent in advance and deposits played a large role in achieving successful housing outcomes for Crisis members, this is not a long-term solution for preventing or ending homelessness.

<sup>1</sup>In this evaluation, a successful housing outcome refers to preventing someone's homelessness, helping someone move into accommodation so they are no longer homeless, or supporting someone to stay in their new accommodation.

The evaluation has identified types of interventions, and mechanisms for delivering these interventions, which directly contribute to ending people's homelessness.

An effective housing support offer should consider how best to provide:

- Advocacy support
- Benefits support
- Help building people's capacity
- Support with searching for and viewing properties
- Financial support.

This support should be delivered in the following ways:

- Effective joint working with other organisations which are formalised, and have frequent communication and clear remits
- Positive and consistent one-to-one coaching methods
- Service design that allows for short-term, light-touch and emergency responses as well as long-term support
- Alternative service delivery methods to the one-to-one support offer.

Crisis has begun scoping and implementing changes within its Skylights, including:

- Building on housing drop-in services focusing on accommodation searches
- Developing a duty triage service to respond to cases requiring emergency support as a team
- Creating a dedicated property procurement role, transferring this work away from the Coaches

- Reviewing the current spending levels used to secure access to the private rented sector and testing new ways of securing access without initial outlay of large amounts
- Constructively challenging locally where housing associations are looking to charge upfront costs to Crisis members moving out of homelessness
- Centralising the specialisms of homelessness, benefits and legal expertise
- Introducing a 'lead worker' model to the existing coaching offer.

The following areas should be addressed at a national policy level to help deliver sustainable housing support:

- The UK government must not reverse the Local Housing Allowance rates back to inflation (following the temporary freeze to cover the cheapest third of local rents)
- Set up a national rent deposit guarantee for projects to use in place of cash deposits
- Housing associations should review their upfront tenancy fee policies including rent in advance and affordability checks
- Housing associations should sign up to the Homes for Cathy commitment to ensure that properties offered to homeless people should be ready to move into
- National governments across England, Scotland and Wales must ensure there is enough social and affordable housing to meet current and future demand.





# Introduction

Everyone should have a safe and stable home. Until homelessness is ended across Britain for good, Crisis is committed to offering the most effective housing support possible, by helping more people into stable housing and supporting them in their homes.

## 1.1 Background

Housing support is integral to the services Crisis provides from its 11 Skylight centres across England, Scotland and Wales to people who are homeless or at risk of homelessness. Skylight centres offer a range of services and interventions designed to help people transform their lives and leave homelessness for good. Other services include accredited learning (in functional skills, technical skills and the arts); creative and performing arts; basic skills; health and wellbeing support; employment coaching; progression coaching; and opportunities to volunteer. Clients supported by Crisis services are referred to as 'members'.

Prior to 2013, housing support was not a specific focus of the Crisis Skylight service offer, as housing could be more readily accessed through Local Authorities, housing associations and a, then, more benevolent private rental market. However, since that time, and with welfare reforms plus considerable changes in the financing and priorities of housing associations and Local

Authorities, it has become increasingly challenging to secure affordable housing for single homeless people. In response, Crisis introduced specific housing access and support services across its Skylight centres over the past five years.

Crisis housing support services are delivered by support workers called Coaches who work one-to-one with members to improve their accommodation situation and end their homelessness. Tenancy management classes complement the one-to-one service offer, focusing on the knowledge, skills and confidence needed to find, secure and maintain a private or (where feasible) social tenancy. These are delivered in a classroom setting or one-to-one, depending on the needs of the member.

To better understand how to support people at risk of or experiencing homelessness, an evaluation of the Crisis housing support offer was conducted to:

- **Identify how, and which elements of, the housing support offer works, for whom, and how Crisis might improve practice to end homelessness for more people**
- **Build an evidence base from which to inform best practice solutions, to be shared and promoted across the sector.**

This report presents the evaluation findings and insights to help inform practice in the housing and homelessness sector.

## 1.2 Method

The evaluation was conducted with four of the 11 Crisis Skylight centres, selected on the basis of their different housing markets and service models. This included two high pressure housing market areas, and two services which typically can secure greater access to social housing. Two of the services are building based (which use a dedicated building to deliver services), one is an outreach service (providing mobile services to homeless people in hostels, day centres and other venues) and one is a hybrid model where people access services directly from Crisis' own buildings and at other locations.

Four data collection methods were used to provide different and complementary angles to the

evaluation, and to gather perspectives from different stakeholders:



**Analysis** of 65 cases in which members had achieved a successful housing outcome



**Four** focus groups with members



**Eight** local expert and partner interviews



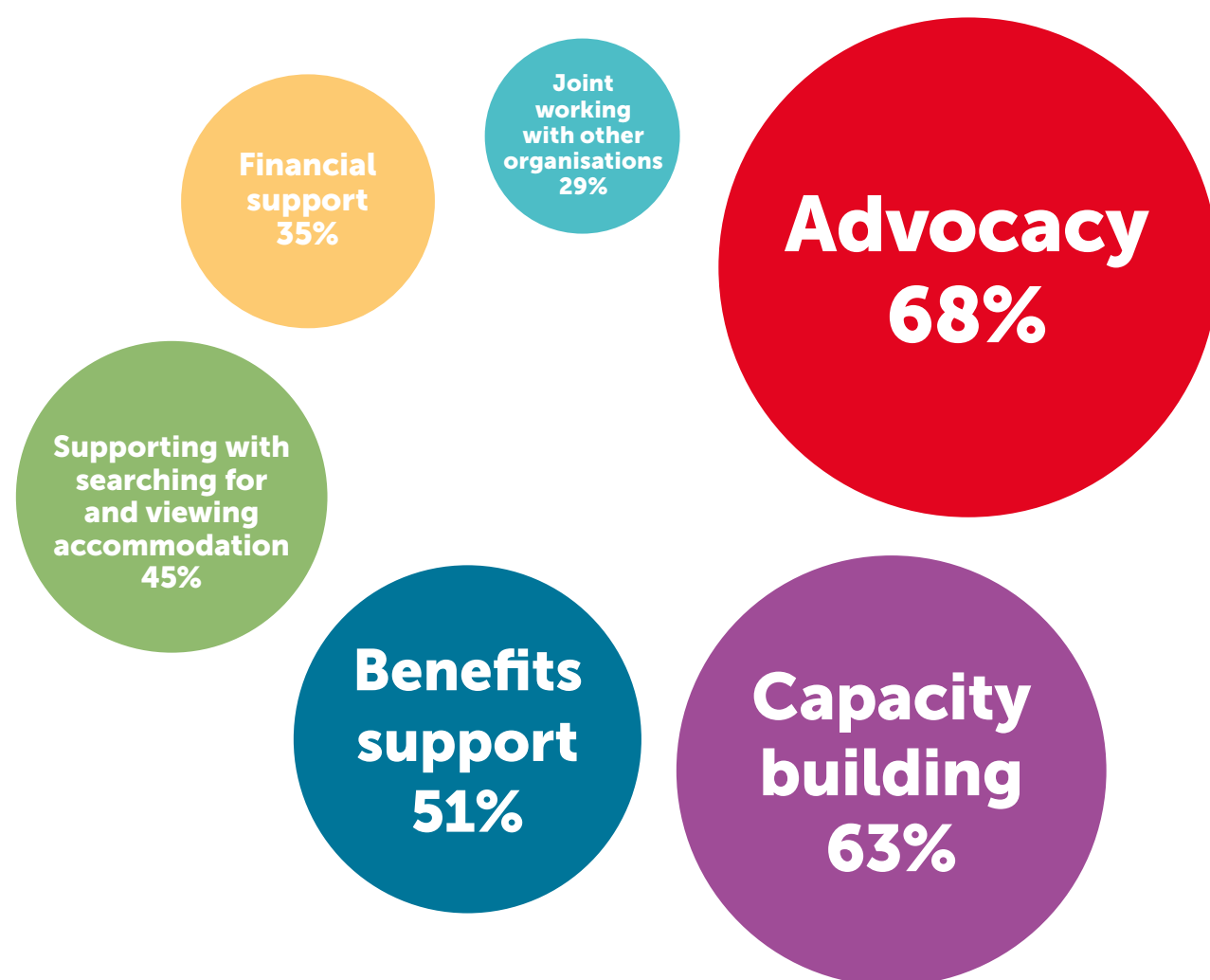
**Analysis** of Coach caseload data

A full methodology can be found in Appendix A, and the data cleaning and coding process is in Appendix B. A demographic breakdown of the success cases can be found in Appendix C.

The cases in which successful housing outcomes were achieved were categorised into three types:

- **Homelessness prevention** – someone is at imminent risk of homelessness and losing their current home
- **Homelessness relief** – someone is already homeless with no access to suitable, safe and secure accommodation
- **Housing sustainment** – someone is unable to sustain accommodation independently and whilst not threatened with homelessness at the current time, is likely to experience homelessness in the future without support.

# Which elements make up effective housing support?



This section sets out the main elements that were found to make up effective housing support. Please see Appendix D for a breakdown of prevalence of types of support provided for successful cases as detailed below.

The evaluation identified fewer examples of successful homelessness prevention and housing sustainment than homelessness relief.

Non-British citizens and members with no recourse to public funds were under-represented, particularly in successful sustainment and prevention cases.

External factors also posed challenges to delivering positive housing outcomes. The high demand for housing in two out of the four Skylight areas made it difficult in some cases to find affordable and accessible housing in the private rented sector to move people out of homelessness.

## 2.1 Advocacy

The evaluation evidenced that advocacy is key in ending homelessness for people: over 68% of the members who were supported to achieve a successful housing outcome needed some advocacy work from their Coaches.

Advocacy work is defined as representing someone in a professional capacity to address barriers to their rights and entitlements to housing. Advocacy interventions were found to involve negotiating with and challenging private landlords, housing associations, and statutory agencies on payment plans, rent arrears and debts, and extensions of tenancy or interim accommodation (nine cases); and on the conditions, location and suitability of accommodation (four cases). The advocacy work also included mediating with housing providers to prevent eviction (three cases), challenging council decisions

on homeless applications (six cases), and in one case providing evidence in court.

Advocacy appears to make a difference for every 'type' of successful housing outcome: it was used in 80% of cases where members were supported out of homelessness, 61% of cases where members were prevented from becoming homeless, and 53% of cases where members were supported to sustain their new housing.

## 2.2 Capacity building

People experiencing homelessness, or in precarious living situations, face the same challenges we can all relate to, like budgeting and paying off bills – only they stand to lose much more. It is so important to help people get to a place where they have the life skills and self-confidence to manage in these areas, to help them out of homelessness for good.

The Crisis housing support service works towards building members' capacity (developing their life skills) in a number of ways. Capacity building is a substantial part of the work in one-to-one coaching sessions; 63% of cases resulting in successful housing outcomes involved some one-to-one capacity building work. Capacity building support provided by Coaches included budgeting, managing members' expectations of the accommodation options available to them, coaching on financial responsibilities and opening bank accounts. While this work is important for preventing homelessness (44% of successful cases required capacity building), it was nearly twice as prevalent in cases where the person was already homeless and their

homelessness was relieved (80%). In addition, the tenancy management courses for members build capacity by directly addressing tenancy management skills including budgeting, property maintenance, and rights and responsibilities as a tenant. Interviewees from local partnerships referred to the value of the tenancy management classes for their clients and of the Skylights' general high level of understanding of member's long-term support requirements.

Actions taken by members independently of their Coaches were also instrumental in ending their homelessness, demonstrating the value of having had their capacity built. Coaches described members actively searching for, and viewing, properties themselves in 25% of cases with positive housing outcomes, engaging with other organisations in 20%, and working on developing their own skill set around renting and other related skills in 19%. There were also examples of members setting up their own bills or bank accounts and liaising directly with the council (often as their own advocate). (Please see Appendix E for a breakdown of member actions.)

### 2.3 Benefits support

Crisis Coaches offer support to help members to navigate the benefits system and apply for assistance. For many people experiencing or at risk of homelessness, the benefits system can pose barriers for accessing housing and achieving financial stability. Of the 65 cases analysed, 33 involved people in receipt of Universal Credit (UC); a further 25 received other benefits; and seven received no benefits. The work done by Coaches was found to involve challenging the Department for Work and Pensions

(DWP) on errors and on payment deductions; and guiding members through eligibility criteria, applications, assessments, and appeals processes.

Support with benefits was required in half (51%) of cases of members reaching a successful housing outcome. This was more typically for cases of members working towards keeping the accommodation they were in (65% of sustainment cases), but still important in cases of preventing homelessness (50% of cases) and supporting a member that is homeless into housing (45%).

### 2.4 Support with searching for and viewing accommodation

Social housing and private rented accommodation are generally listed online through a Local Authority's allocation scheme or through letting agencies. Anyone looking for a property is required to search the list and weigh up costs, location, amenities and their own eligibility before applying. For many people experiencing homelessness, finding accommodation in the private rented sector can be difficult due to issues with finding properties within the Local Housing Allowance rate, poor property conditions at the lower end of the housing market, and landlord (or letting agent) restrictions on renting to someone moving out of homelessness or who is in receipt of benefits. The high demand for social housing in two out of the four Skylight areas meant that social housing was mostly not available.

Crisis housing support includes help with the property search process, including demonstrating to members how to search for properties and what to search for, discussing how to make an informed decision, help in bidding on a property, and joining the member on viewings. The evaluation showed that this support was required for 45% of cases that resulted in a successful housing outcome, so clearly makes a difference.

### 2.5 Financial support

Moving into a new home is costly, especially for people experiencing homelessness – agency fees, deposits, rent in advance are often standard in the private rented sector. This evaluation has found that such costs are also becoming more common for accessing housing association properties. These can act as a barrier for people trying to move out of homelessness. Each Skylight has a budget allocated for housing access, prevention and tenancy setup (where possible avoiding competing against other local services which can increase the cost of access), but outlays depend on individual needs and circumstances and on local housing markets.

The analysis of cases in which a successful housing outcome was achieved revealed that 35% of these cases required some financial assistance from Crisis. These payments were primarily on expensive tenancy setup fees, such as deposits (seven cases), agency administration fees (four cases), and rent in advance (one case). Also common were costs towards making accommodation a 'home', like providing furniture (10 cases). Financial assistance was also used to pay for rent arrears (two cases) to prevent eviction.

This evaluation has shown that financial provision can make all the difference for people trying to access a home, especially in high cost housing markets. However, subsidising tenancy and moving in costs is not a long-term solution to prevent or end people's homelessness, so Crisis seeks to challenge inappropriate requests for payments to access housing association properties.

### 2.6 Joint working with other organisations

In 29% of cases that resulted in someone reaching a positive housing outcome, Crisis staff had worked with other organisations on that case. While Crisis provides a holistic service offer, recognising the value of specialists and effectively working alongside them provides a service tailored to the person's needs and barriers to housing, which helps them move out of homelessness for good. Partnerships included organisations specialising in housing law, benefits advice, debt advice, mental health provision, as well as local authorities, job centres, housing options teams and probation services. The evaluation found that this worked most effectively when the partnerships are formalised, communication is frequent, and remits of each organisation are clear to avoid duplication.



# What are the mechanisms for effective housing support?

Interviews with partner organisations, and focus groups with members, helped shed light on how the service offer works most effectively.

## 3.1 Fostering healthy Coach-member relationships

Many people spoke about the difference a positive relationship with their Coach makes in helping them achieve a positive housing outcome. Coaches support members with multiple facets of their housing situation, so a good working relationship is likely to aid this work. Coaches felt that members being engaged and responsive during coaching sessions, and proactive between sessions, contributed to their achieving successful housing outcomes. These behaviours are supported by a Coach-member relationship based on mutual positivity and trust.

Members described the emotional benefits of a positive coaching relationship. However, where members had worked with multiple Coaches sequentially, due to either workload issues of staff or specialisms of the Coaches, they reported feeling

more detached from the service than those who had been supported by the same Coach, and felt it destabilised their progress out of homelessness. This may be because the principles of familiarity and trust in the coaching sessions are a critical element to the effectiveness of the working relationship.

## 3.2 Providing the service in alternative formats

The high demand on specialist Coaches meant that in some areas there were waiting lists for support. While the one-to-one coaching element of the housing support offer has been identified as valuable, the evaluation identified that Coaches were providing some additional low-level support in some areas, such as property searching, which was found to be resource-intensive and take time away from coaching. Some of the coaching support offer was seen to be more beneficial if delivered in a different format in order to address this.



# Recommendations

The evaluation has identified types of interventions, and mechanisms for delivering these interventions, which directly contribute to ending people's homelessness.

An effective housing support offer should consider how best to provide:

- Advocacy support
- Benefits support
- Help building people's capacity
- Support with searching for and viewing properties
- Financial support.

This support should be delivered in the following ways:

- Effective joint working with other organisations which are formalised, and have frequent communication and clear remits
- Positive and consistent one-to-one coaching methods
- Service design that allows for short-term, light-touch and emergency responses as well as long-term support
- Alternative service delivery methods to the one-to-one support offer.

Crisis has begun scoping and implementing changes within its Skylights (due to be fully

implemented by June 2021) to maximise the effectiveness of the housing support offer in line with the above recommendations, including:

- Building on housing drop-in services focusing on accommodation searches; thereby supporting more members with property searches in a shorter time, developing members' capacity to independently search for properties, and freeing up Coaches to focus on other areas in one-to-one meetings with members
- Developing a duty triage service to respond to cases requiring emergency support as a team, enabling Coaches to focus on longer-term, high-quality coaching support for members on their caseloads
- Creating a dedicated property procurement role, transferring this work away from the Coaches
- Reviewing the current spending levels used to secure access to the private rented sector and testing new ways of securing access without initial outlay of large amounts, e.g. through rent guarantee or tenancy insurance
- Constructively challenging locally where housing associations are looking to charge upfront costs to Crisis members moving out of homelessness

- Centralising the specialisms of homelessness, benefits and legal expertise, so Coaches have more capacity to support a member through their journey and in the community
- Introducing a 'lead worker' model to the existing coaching offer whereby the lead worker oversees progress, rather than members working with multiple Coaches with different specialisms.

The evaluation has highlighted that the external environment poses a number of barriers to achieving successful housing outcomes. In the long term the following areas should be addressed at a national policy level to help deliver sustainable housing support:

- The UK government must not reverse the Local Housing Allowance rates back to inflation (following the temporary freeze to cover the cheapest third of local rents during the COVID-19 outbreak).
- Set up a national rent deposit guarantee for projects to use in place of cash deposit. Underwriting this on a national scale would be more efficient and less confusing than the myriad local deposit schemes currently in operation. It would also free up vital funds for projects to do more of what they do best: supporting homeless people, vulnerable tenants and their landlords.

- Housing associations should review their upfront tenancy fee policies including rent in advance and affordability checks to ensure their properties are more accessible to people at risk of and experiencing homelessness.
- Housing associations should sign up to the Homes for Cathy commitment<sup>1</sup> to ensure that properties offered to homeless people are ready to move into. Properties should be let with carpets, white goods and furniture to ensure they are ready to live in.
- Over the long-term, national governments across England, Scotland and Wales must ensure there is enough social and affordable housing to meet current and future demand.

<sup>1</sup> [www.homesforcathy.org.uk](http://www.homesforcathy.org.uk)

# Appendix A

## Evaluation methodology

The evaluation used four data collection methods to provide different and complementary angles to the evaluation, and to gather perspectives from different stakeholders. These are detailed below.

### Success case analysis

Coaches were requested to complete an online survey when a member they were supporting achieved a successful housing outcome. This was in addition to their standard case records. Surveys submitted were categorised as different types of 'case' depending on the type of successful housing outcome:

- Homelessness prevention
- Homelessness relief
- Housing sustainment.

The survey collected data on:

- Member demographics (age bracket, benefits received, level of support needs, employment status, immigration status)
- Referral path
- Pathway through Crisis service.

As part of the survey, Coaches were asked to submit details of actions that contributed to achieving the positive housing outcome. Actions described discrete pieces of work done by:

- The Coach
- The member
- External organisations.

Coaches were asked to describe how the actions were done and what difference each action made to reaching a positive housing outcome.

Appendix C displays a breakdown of the demographics and characteristics of the members by type of case. Of a total of 74 cases submitted, nine were removed from analysis, and so a total of 65 cases were analysed (see Appendix B for data cleaning and coding process). The actions were codified into action types by the evaluation team, and analysis was conducted on whether or not each action type was ever described in each case (see Appendix D).

The success case analysis method provided insights into the mechanisms behind reaching successful housing outcomes, despite the housing support models differing between Skylights. This has helped to identify what works in achieving a successful housing outcome, and for whom.

### Member focus groups

In each of the four Skylight centres, members were invited to participate in a focus group. These were designed to complement the success case analysis with member perspectives of experiencing the Crisis housing support offer. These were all current Crisis members who were currently working, or had recently worked, with Coaches in resolving a housing situation.

Members were invited to reflect on their experience during three different stages of their time at the Skylight in turn:

- Needing help
- Getting help
- Housing situation resolved.

Their responses were recorded on Post-It notes and categorised by theme after the event. This data provided insights about the needs of members seeking housing support from Crisis, and the extent to which Crisis has met those needs.

### Local expert and partner interviews

Coaches provided contact details of external partners and local experts, who were invited to be interviewed by telephone. The interviews were designed to:

- Gain insights about the Crisis housing offer from an external perspective
- Position the Crisis housing offer in a wider local governmental, economic and social context.

Eight people were interviewed. The interviews were then summarised by the evaluation team.

### Coach caseload data

Demographics and personal circumstances of all members on the participating Coaches' caseloads within a comparable timeframe were drawn from the Crisis member database to provide a baseline. This member profile was then used to compare against the successful cases from the success case analysis, to identify who the housing support offer was working for and who it was not working for.



# Appendix B

## Details of data cleaning and coding process for success case analysis

There were 74 cases of successful housing submitted. Three cases were removed for being duplicate submissions that would have been re-submitted in error. A further six were removed for not containing any ‘action’ data and thus could not be analysed.

Two submissions were identified as duplicate members with different cases. Some members work with one Coach to support their homelessness relief, and then work with another for their housing sustainment; in two instances both Coaches submitted details of their case to this project. These multiple submissions about the same member were included in the analysis as two different cases. This resulted in 65 success cases (involving 63 members) being analysed.

Each action was coded according to the underlying type of action being described in the action notes. The different categories were devised by the evaluation team as the themes emerging from reading through the actions, and they were adjusted during coding to account for anomalies and new themes.

In instances when a single action contained multiple action types in the action notes, the predominant two action types were coded for those actions. Coding was cross-checked by another member of the evaluation team, and 78 Coach actions were adjusted. Further detail, such as methods of communication and names of organisations, when included in action details, were noted by the coders.

# Appendix C

## Demographics and characteristics of successful cases, broken down by case type

	Prevention		Relief		Sustainment		Total	
Immigration status								
British Citizen	15	83%	19	63%	13	76%	47	72%
EEA National		0%	6	20%	2	12%	8	12%
Non-British citizen exercising treaty rights		0%	1	3%		0%	1	2%
No recourse to public funds		0%	1	3%		0%	1	2%
Refugee Status	3	17%	3	10%	2	12%	8	12%
Age group								
Under 25	1	6%	5	17%	0	0%	6	9%
25-34	3	17%	2	7%	3	18%	8	12%
Under 35 - Exempt from SAR		0%	1	3%	3	18%	4	6%
35 - 54	11	61%	16	53%	7	41%	34	52%
55 and over	3	17%	6	20%	4	24%	13	20%
Level of support needs*								
Low or None	2	11%	8	27%	5	29%	15	23%
Medium	10	56%	15	50%	7	41%	32	49%
High	6	33%	7	23%	5	29%	18	28%
Grand Total	18	100%	30	100%	17	100%	65	100%

\* Coaches were asked to assess whether they felt the support needs required of the member was low, medium or high, referring to their general caseload.

# Appendix D

## Coach actions and the number of cases they feature in, broken down by Skylight

(Colour scale denotes high to low proportion of cases containing that type of Coach work within each case type; green is high and red is low.)

Action		All cases (65)		Prevention (18)		Relief (30)		Sustainment (17)	
1 - 3	Advocacy	44	68%	11	61%	24	80%	9	53%
1	Advocacy on members' behalf to private landlord	20	31%	3	17%	10	33%	7	41%
1.1	Low-level	7	11%		0%	5	17%	2	12%
1.2	High-level	13	20%	3	17%	5	17%	5	29%
2	Advocacy on members' behalf to housing provider	20	31%	8	44%	10	33%	2	12%
2.1	Low-level	5	8%	2	11%	2	7%	1	6%
2.2	High-level	18	28%	6	33%	11	37%	1	6%
3	Advocacy on members' behalf to local council	15	23%	5	28%	8	27%	2	12%
3.1	Low-level	6	9%	2	11%	2	7%	2	12%
3.2	High-level	10	15%	4	22%	6	20%		0%
4	Signposting/referral to external organisations	7	11%	2	11%	3	10%	2	12%
5	Support with benefits	33	51%	9	50%	13	43%	11	65%
6	Support with searching and viewing accommodation	29	45%	3	17%	18	60%	8	47%
6.1	Low-level	11	17%	2	11%	7	23%	2	12%
6.2	High-level	22	34%	1	6%	14	47%	7	41%

Action		All cases (65)		Prevention (18)		Relief (30)		Sustainment (17)	
7	Signposting to/offered other Crisis service	15	23%	1	6%	12	40%	2	12%
7.1	Employment service	5	8%		0%	5	17%		0%
7.2	Housing service other than coaching	11	17%		0%	9	30%	2	12%
7.3	Mental health	2	3%		0%	2	7%		0%
7.4	Smoking cessation	1	2%	1	6%	0	0%		0%
8	Capacity building	41	63%	8	44%	24	80%	9	53%
9	Financial support	23	35%	4	22%	13	43%	6	35%
9.1	Subsistence	8	12%	2	11%	2	7%	4	24%
9.2	Resettlement	15	23%	1	6%	9	30%	5	29%
9.3	Tenancy rescue	11	17%	3	17%	7	23%	1	6%
10	Liaising/joint working with others on members behalf	21	32%	6	33%	8	27%	7	41%
10.1	Within Crisis	3	5%	1	6%	2	7%		0%
10.2	External organisations	19	29%	6	33%	6	20%	7	41%
11	Referral to temporary accommodation provider	11	17%	2	11%	8	27%	1	6%





# Appendix E

Member actions and the number of cases they feature in, broken down by case type

Action type		Total cases (65)		Prevention (18)		Relief (30)		Sustainment (17)	
1	Engaged with Crisis	3	5%	0	0%	1	3%	2	12%
1.1	Engaged with housing-related Crisis offer beyond coaching	8	13%	1	6%	5	17%	2	12%
2	Engaged with homeless primary care / MH	2	3%	0	0%	0	0%	2	12%
3	Setting up bills / opened bank account own initiative	9	14%	2	12%	3	10%	4	24%
4	Benefits action	0	0%	0	0%	0	0%	0	0%
5	Direct contact with hostel / own advocacy	1	2%	1	6%	0	0%	0	0%
6	Engaging with external organisations	13	20%	3	18%	6	20%	4	24%
7	Initiative in cleaning / furnishing new accommodation	3	5%	1	6%	1	3%	1	6%
8	Direct contact with local council / own advocacy	9	14%	5	29%	2	7%	2	12%
8.1	Homeless application	5	8%	1	6%	4	13%	0	0%
9	Behaviour	39	61%	11	65%	19	63%	9	53%
10	Active searching for/viewing properties	16	25%	5	29%	8	27%	3	18%
11	Liaising with temporary accommodation directly	8	13%	3	18%	5	17%	0	0%
12	Direct contact with landlord / own advocacy	4	6%	1	6%	1	3%	2	12%
14	Controlling use of substances	4	6%	0	0%	3	10%	1	6%
15	Liaising with housing association directly	2	3%	1	6%	1	3%	0	0%
16	Proactive in benefits procedures	8	13%	2	12%	1	3%	5	29%
17	Building own capacity	12	19%	3	18%	4	13%	5	29%



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**Together**  
**we will end**  
**homelessness**