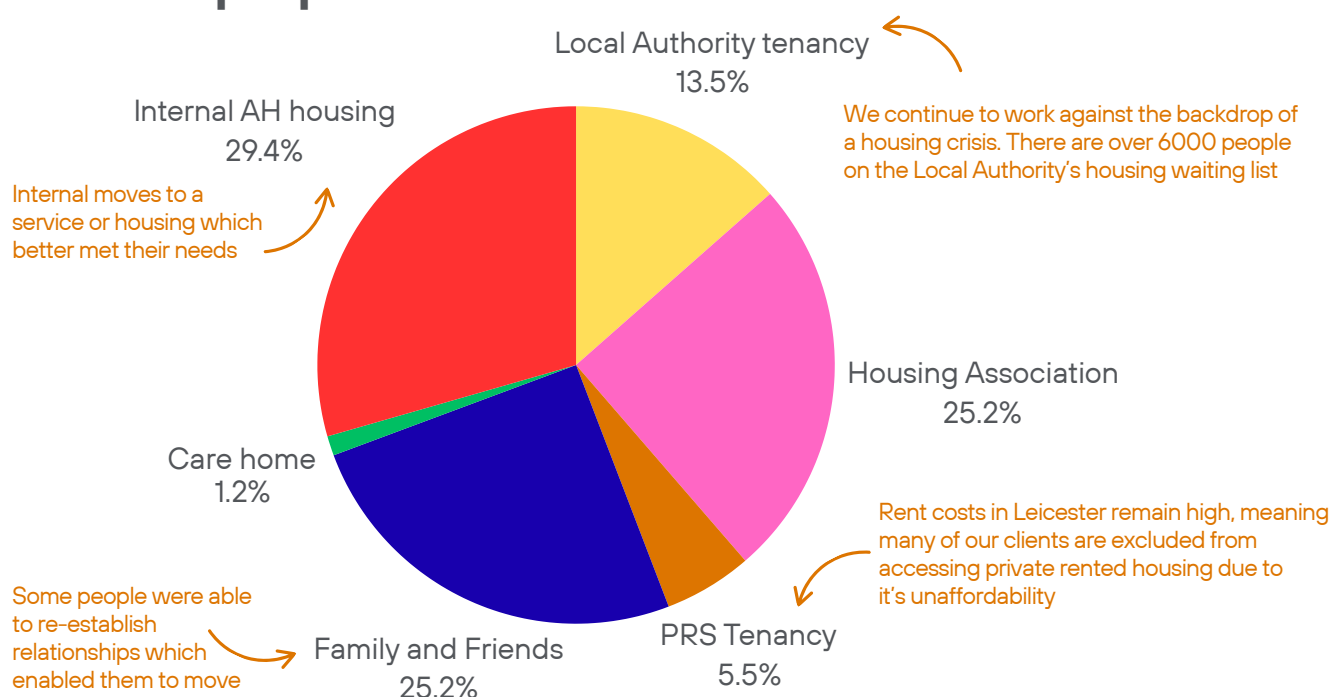


Our year in numbers

Breaking the cycle of homelessness

- We provided safe and secure accommodation to **427** people, **97** (23%) of whom had been rough sleeping.
- **562** people received advice and assistance through our duty response line, **68%** of whom were homeless or at immediate risk of homelessness at the time of their call.
- We helped **200** people move to a more permanent home through personalised support.
- We accommodated **77** women and delivered specialist support to **17** children experiencing homelessness.

Where did people move on to?



What support needs did people have?

The average length of stay in our housing was 1 year, 3 weeks. **97%** of our clients had at least one other support need on top of their homelessness, **22%** had at least three other support needs on top of their homelessness. Most commonly these needs related to them having refugee status, poor mental health or drug misuse.

We supported **72** people experiencing homelessness with refugee status, providing them with temporary accommodation and helping them to find a secure home in the community.

Families experiencing homelessness

The majority of our work was with single people experiencing homelessness. However, we did provide both emergency and long term housing and support to 23 families. We delivered specialist support to 17 children living in our temporary accommodation.



Breaking the cycle of homelessness - additional outcomes

As well as supporting people to find a home, we worked with them to overcome other barriers to breaking the cycle of homelessness.

- Of those who needed extra support to maintain their accommodation and avoid losing their home again, **72%** were successful.
- **90%** of people felt that after our support, they had more choice and control in their own lives and over decisions affecting them.
- **84%** of people who wanted to reconnect with their friends and family were able to do so.
- **48%** of people with substance misuse were better able to manage.
- **78%** of people who were at risk of self harm were better able to manage.