

Client Records & Outcomes

Key Findings

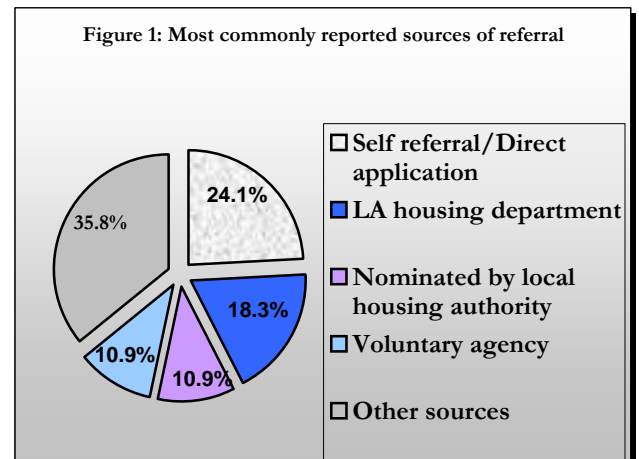
April to December 2007

This is the Key Findings for both Client Records and Outcomes. This report is divided into two sections: the first provides summary information about Client Records and then more detail on the topic of access to services for client groups single homeless people and rough sleepers; the second provides summary information for Outcomes for Short-Term Services and then looks at departure and move-on accommodation for client groups single homeless and rough sleepers.

Client Records at a Glance

This section of the Key Findings is based on 131,791 Client Record Forms that were collected and validated by the Client Record Office for the period of April-Dec 2007.

As in previous Key Findings, single homeless people and women at risk of domestic violence continue to make up the largest proportion of clients who access Supporting People services [Table 1]. Referrals to services [Figure 1], the most commonly accessed services [Figure 2] and the providers of services [Figure 2] have also remained stable.



	#	%
Single homeless	38,264	29.0
Women at risk of DV	14,120	10.7
Age: 18-24 yrs	36,787	28.2
Gender: Male	66,429	50.9
Jobseeker	38,678	29.7
Not seeking work	32,312	24.8
Unable to work	32,300	24.8
Ethnicity: White British	101,318	77.2



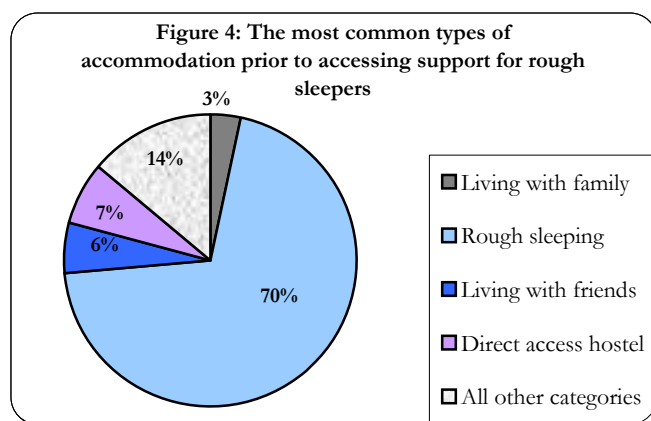
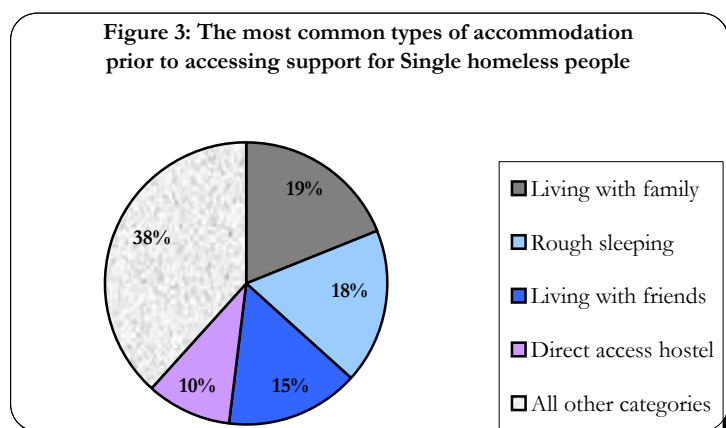
Almost all clients accessed services in their own local authority area (host referrals, 89%). The largest proportion of host referrals was recorded in Yorkshire & the Humber (93%) and the lowest proportions were recorded in London (85%) and the North East (86%). The greatest proportion of clients who made non-host referrals did so through open access (72%). Structured referrals made up 15% of non-host referrals, multi-lateral made up 11% and spot purchases made up 2%. Open access referrals accounted for 82% of non-host referrals in London compared to 65% in the North East and 66% in the West Midlands.

Focus on Client Records

Single homeless & rough sleepers: access to services

The largest proportion of clients accessing Supporting People services were single homeless people (29%), while clients recorded as rough sleepers accounted for 4% of clients. Single homeless people are generally considered to live in some type of temporary accommodation, for example, living with family, friends or living in a homeless hostel. In contrast, rough sleepers are clients that are typically living on the streets without shelter. However, when recording the type of accommodation that clients were in immediately prior to accessing a service (that is, the night before), it is entirely possible that single homeless clients slept rough and/or that rough sleepers accessed, for that night, some form of temporary accommodation.

Figures 3 & 4 highlight the differences between single homeless clients and rough sleepers, showing where clients had slept the night before accessing a service. On the whole, single homeless clients were more likely to have been in some type of temporary accommodation while only 30% of rough sleepers stayed in accommodation.



Looking at regional patterns, the West Midlands (34%) and the North West (34%) recorded the largest proportion of single homeless people and the South West (22%) recorded the lowest. London (7%) and the South West (7%) recorded by far the highest proportion of rough sleepers and the North East recorded the lowest (1%).

Table 2: Comparison of number of access visits

Number of times services were accessed	Single homeless (#)	Single homeless (%)	Rough sleepers (#)	Rough sleepers (%)	All clients (#)	All clients (%)
1	20,783	80.2	2,265	77.1	71,847	86.9
2	3,776	14.6	455	15.5	8,484	10.3
3	858	3.3	138	4.7	1,621	2.0
4	298	1.2	46	1.6	498	0.6
5 or more	189	0.7	33	1.1	278	0.3

By recording a client's National Insurance number, it is possible to monitor the number of times that a client accesses a Supporting People funded service and compare differences between clients who access services only once and those who access services more frequently. Table 2 provides a breakdown of the number of visits made since 1st April 2007. Rough sleepers were almost four times as likely to access services five times or more compared to clients as a whole (however, the numbers are very small). Between April and Dec 07, 23% of rough sleepers made more than one visit to services, compared to 20% of single homeless clients and the average for all client groups of 13%.

Outcomes

Short Term Services at a Glance

Outcomes Short Term Services at a glance provides brief statistical information on the type of clients, the providers of services and the most common move-on accommodation for each client group that departed short term services between 31st May and 31st Dec 2007. The number of clients departing short term services during this period was 48,897.

Analysis of client profiles shows that the three most common client groups departing services were single homeless people, women at risk of domestic violence and people with mental health problems [Table 3]. Almost one-third of clients were between the ages of 18 and 24 years. There was no gender difference, the majority of clients were not in employment and 77% were White British.

The voluntary sector (40%) and housing associations/RSLs (38%) were the most common type of provider of clients who departed services [Figure 5].

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For each client group, with the exception of single homeless people and rough sleepers, the most common accommodation that clients left services to take up was a local authority general needs tenancy [Table 4]. Proportions varied between client groups: greater proportions of refugees, teenage parents, people with generic needs, people with HIV/AIDS and travellers took up local authority tenancies compared to other groups. Single homeless and rough sleepers were the least likely client groups to move on to LA tenancies. The most common departure category recorded for single homeless people and rough sleepers was 'unknown'. This is explored further in the following section.

	#	%
Single homeless	14,257	29.2
Women at risk of DV	5,077	10.4
Mental health problems	5,048	10.3

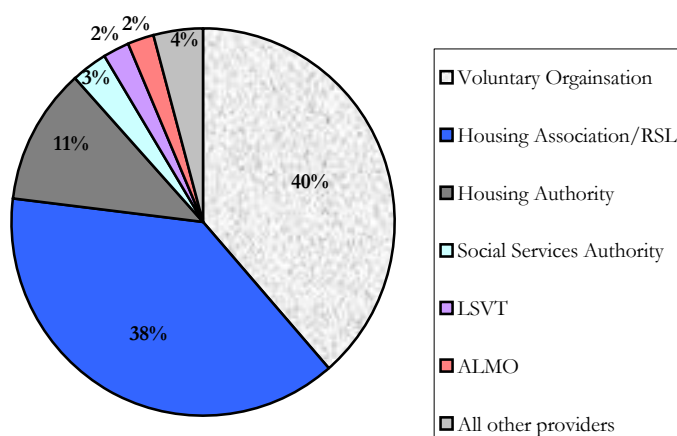
Age: 18-24 yrs	15,525	31.8
Gender: Female	24,802	50.7

Jobseeker	13,248	27.1
Not seeking work	12,631	25.9
Unable to work	11,878	24.3

Ethnicity: White British	37,718	77.2

Primary client group	% of clients	% move on to LA tenancy
Single homeless with support	29.2	15.1
Women at risk of domestic violence	10.4	27.4
Mental health problems	10.3	32.8
Homeless families with support	7.9	34.8
Young people at risk	7.5	22.7
Generic	7.3	39.8
Alcohol problems	4.2	22.6
Drug problems	4.1	20.8
Offenders or at risk of offending	3.9	20.4
Older people with support needs	2.9	32.2
Physical or sensory disability	2.7	33.5
Teenage parents	2.7	43.2
Rough sleeper	1.6	6.0
Learning disabilities	1.5	31.7
Refugees	1.4	44.8
Young people leaving care	1.1	30.0
Older people with mental health problems	0.4	24.5
Frail elderly	0.3	33.6
People with HIV/AIDS	0.2	38.0
Traveller	0.1	37.0
Mentally disordered offenders	0.1	34.4

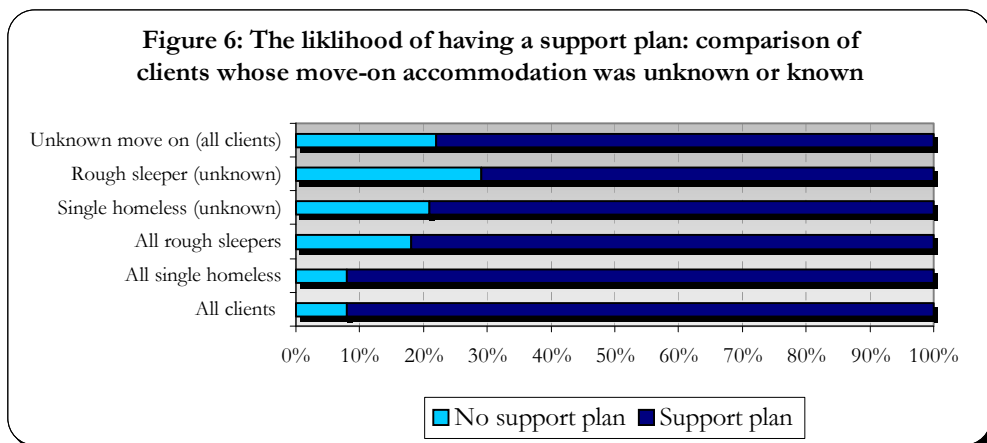
Figure 5: Type of provider



Focus on Outcomes Short Term Services

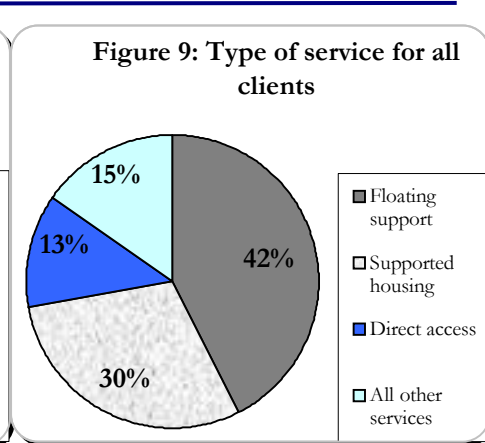
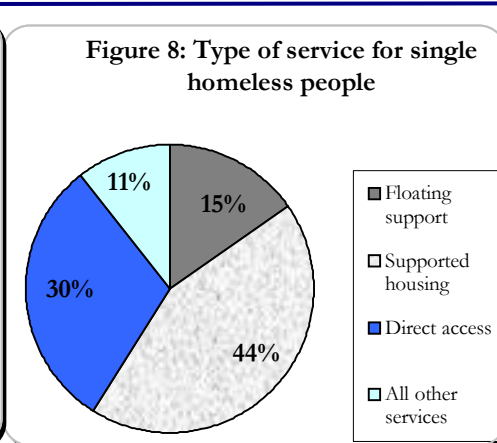
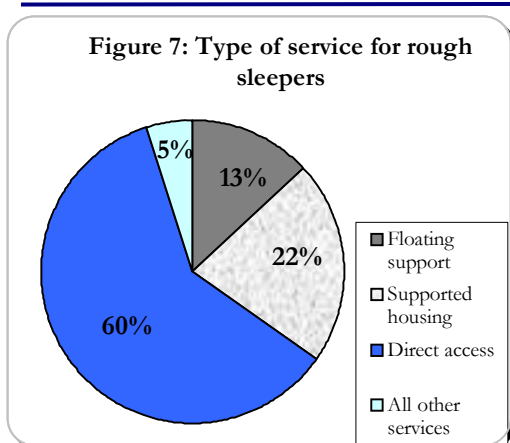
Move-on & departure for single homeless & rough sleepers

Figure 6 shows that clients whose move-on accommodation was unknown were less likely to have had a support plan in place (22%). The move-on accommodation of 26% of rough sleepers and 17% of single homeless people was recorded as 'unknown.' The proportion of these clients who did not have a support plan was 29% and 21% respectively.



The monitoring of short term service outcomes records information on whether clients moved on from services in a planned or an unplanned way. For the majority (64%) of clients, departure from services had been planned. However, for rough sleepers less than half (46%) moved on in a planned way and for single homeless people only 57% recorded a planned move-on. The departure for almost all clients (99%) who recorded unknown move-on accommodation was unplanned and this is the same amongst clients recorded as rough sleepers and single homeless people.

Differences in the type of services that clients departed from indicate that greater proportions of rough sleepers and single homeless people had been in direct access hostels and supported housing: 82% of rough sleepers (direct access, 60%; supported housing, 22%) [Figure 7] and 74% of single homeless people (supported housing, 44%; direct access, 30%) [Figure 8] compared to 43% of all clients (30% supported; 13% direct access) [Figure 9].



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