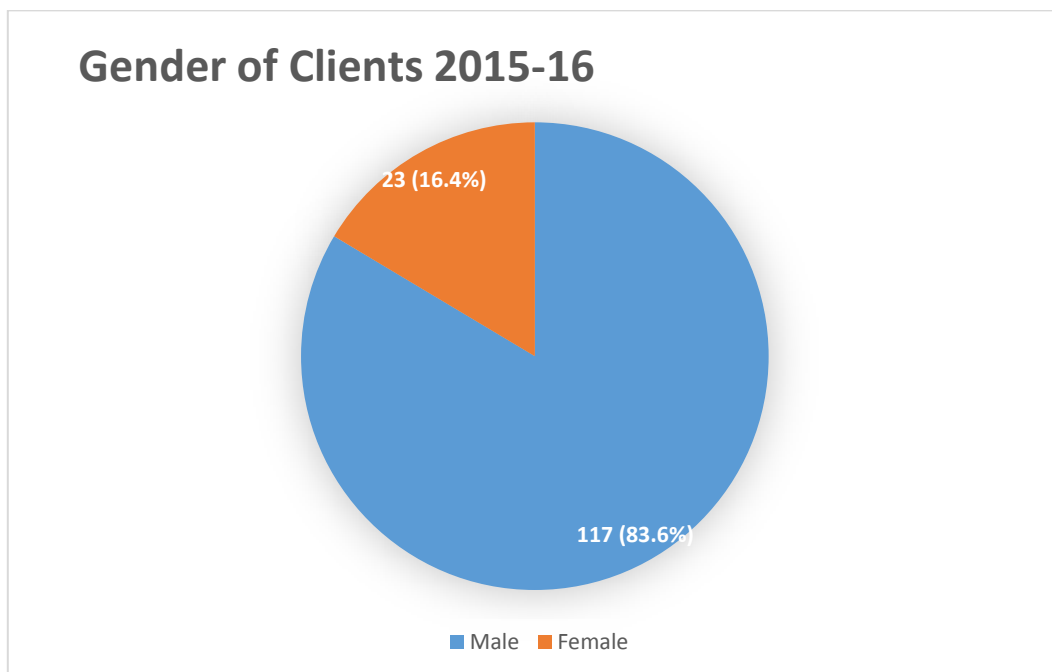
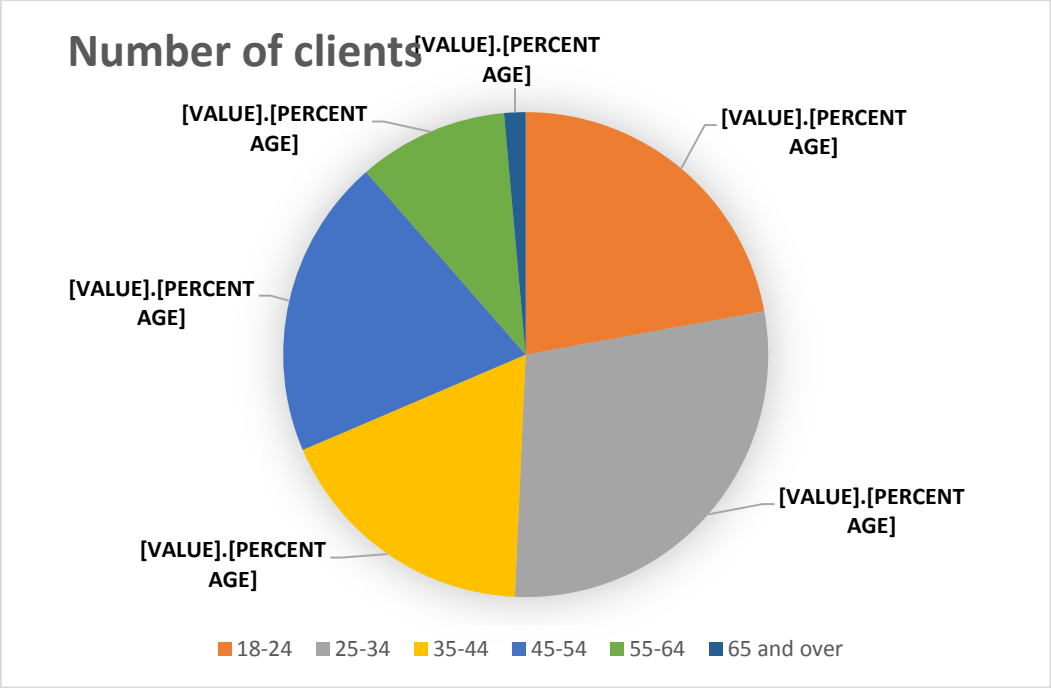


## **e.S.O.S. Year End Statistics Report 2015-2016**

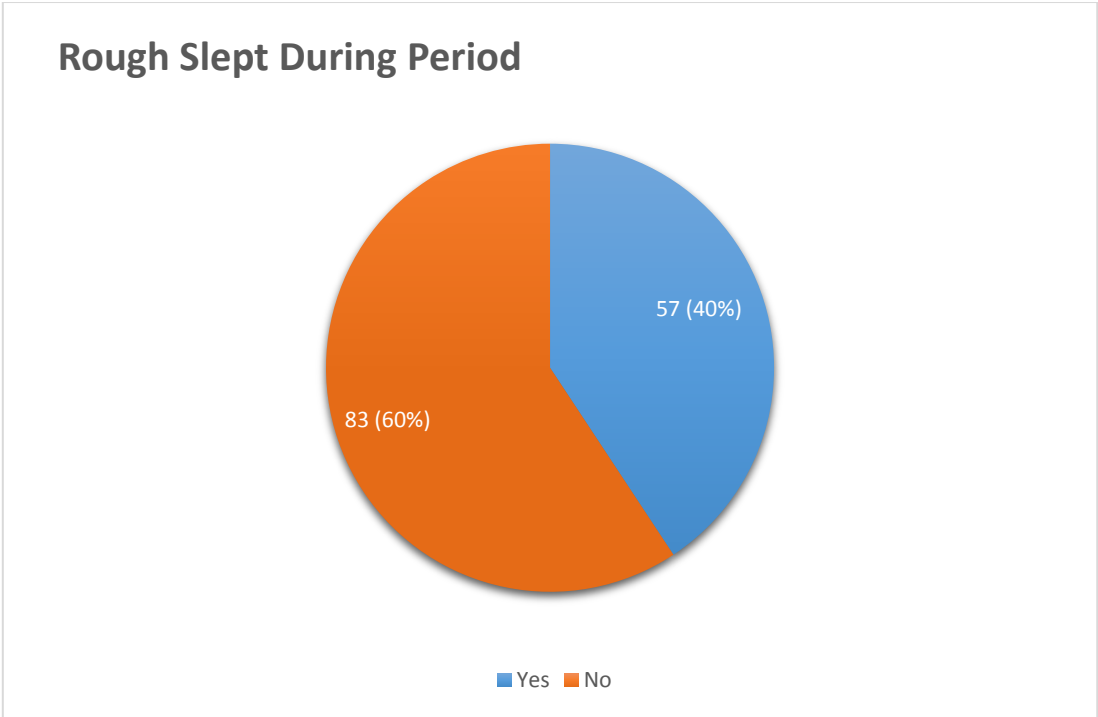
The East Surrey Outreach Service (e.S.O.S.) became fully operational in May 2015 to support and assist rough sleepers and people who are facing homelessness within the boroughs of Mole Valley, Reigate and Banstead, Tandridge, and Epsom & Ewell. The service has two fulltime support co-ordinators (37.5 hours weekly) and one part time support coordinator (22 hours weekly) overseen by a Client Services Manager. The service accepts self-referrals and also has a referral form that can be submitted by statutory agencies. Another way we gather information is by receiving Street Link reports and completing monthly rough sleeper walks which are conducted alternately in the early morning or at night. We work alongside Leatherhead Start Night Shelter who provided us with two assessment unit beds when we started in May 2015. The aim of the beds is to offer rough sleepers a 6 week period of stability with a joint support package from Leatherhead Start and e.S.O.S. enabling us to engage the hard to reach clients and set up additional support to address previous debts and barriers to re-housing, working towards securing secure accommodation and breaking the cycle of rough sleeping. Since May 2015 we have increased the number of clients that we support at Leatherhead Start to 5 clients. We cover a large area, which is both urban and rural, and this can bring its own challenges to a small team. We have remained a dedicated open door service and we believe this is reflected in this report.

2015-16 Year end has seen e.S.O.S. work with 140 individual clients; 117 (83.6%) of which were male, 23 (16.4%) female





Our first year stats have shown us that almost half of our clients are aged between 25-34 years old (40.29%) followed by 18-24 years old (31.22%) and 45-54 years old (28.20%), the second lowest was the 55-64 year olds (14.10%) and the lowest was 65 year olds and over (2.1%)



According to the CLG definition, out of the 140 clients worked with, 57 (40%) had reported to have rough slept, 83 (60%) had been sofa surfing or staying with family and friends or supported accommodation. Many of the 140 clients had reported rough sleeping but could not be counted as it could not be verified and it would have been historical. We found that a large percentage of clients that had a history of rough sleeping had debts from previous housing tenancies and had even been evicted from properties and were not eligible to go on to the housing register. They also had a history of disengagement with statutory services which had led them to be excluded due to the nature of the complex needs that they have.

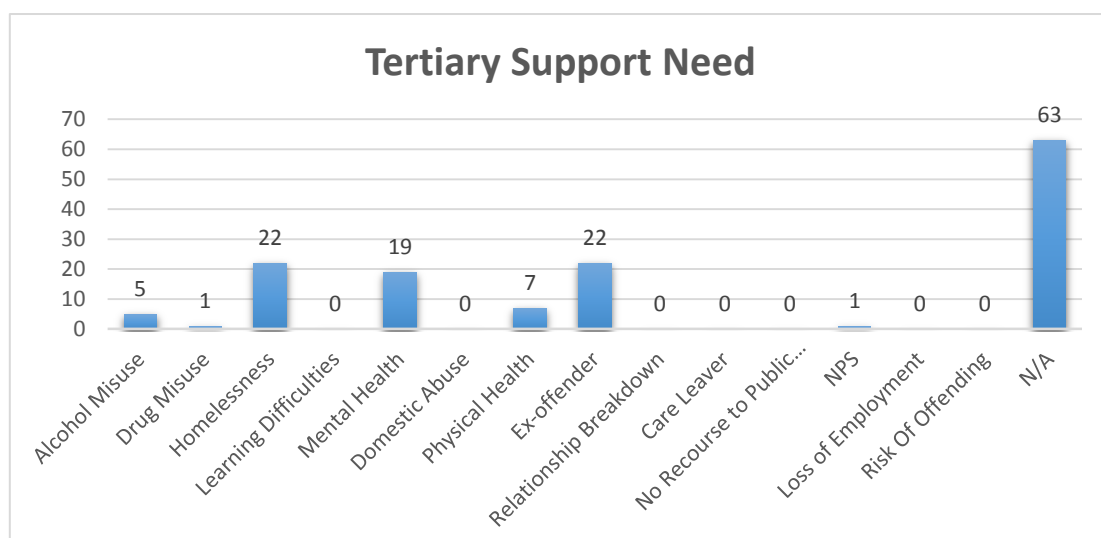
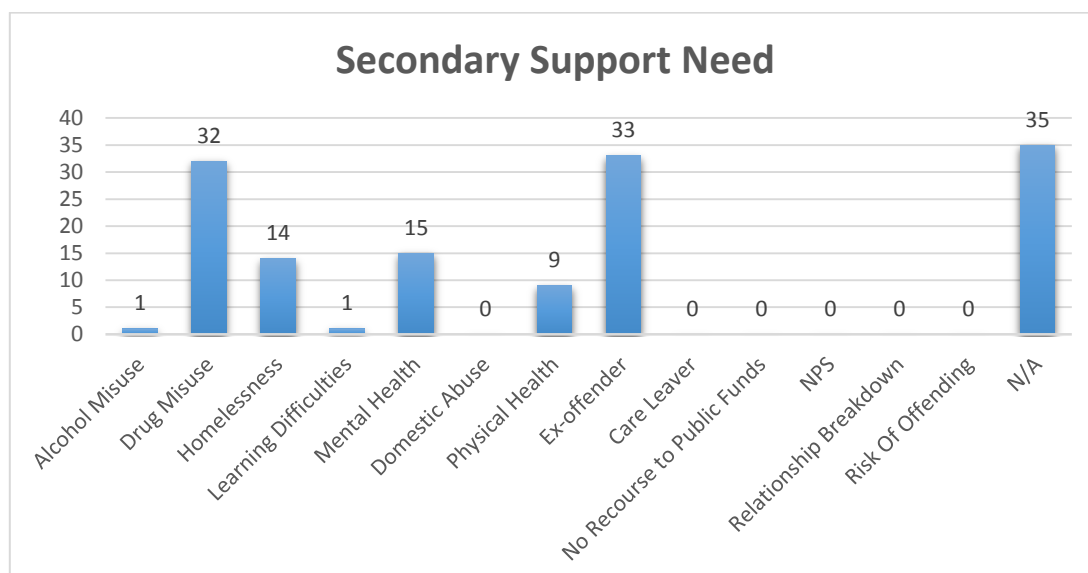
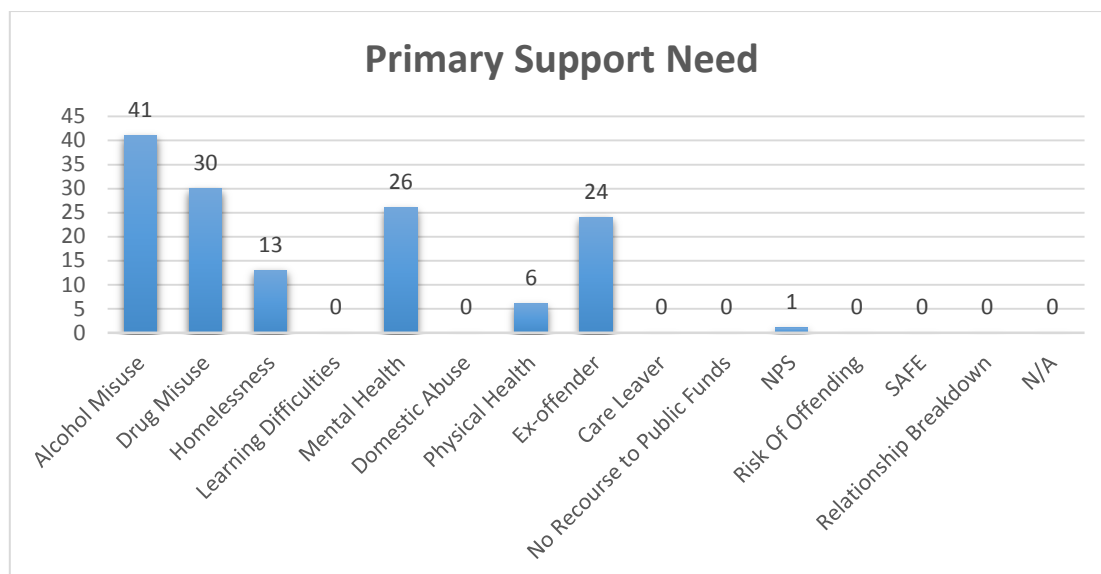
According to the CLG definition of what a complex needs service user is, we collated the three main support needs of a service user for example Alcohol misuse, Mental health and ex offender ( we already included homelessness as all of our clients are Homeless or at risk) confirming them as meeting the criteria of a complex need client.

In our first year May 2015-16 103 (74%) of the clients that we worked with had complex needs.

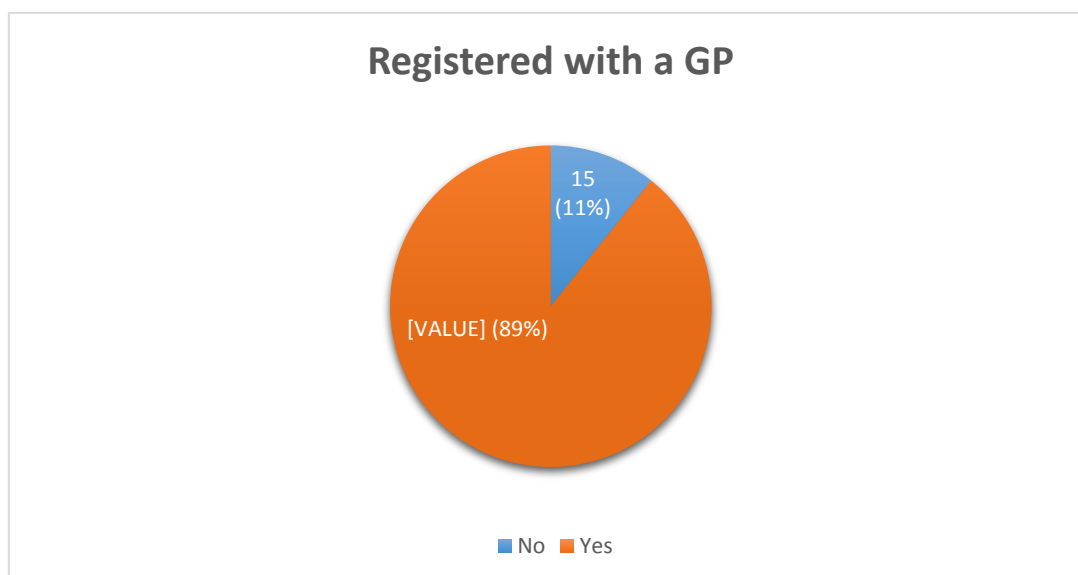


e.S.O.S have recognised that 100% of our clients have been homeless or at risk of facing homelessness. Of the three support needs, the overall totals were Ex-offender 79 (56%), Drug misuse 63 (45%), Mental Health 60 (43%), Alcohol misuse 47 (34%), Physical Health 21 (15%), NPS (legal highs) 1 (1%), and 49 (35%) of our clients saw homelessness as a main support need.

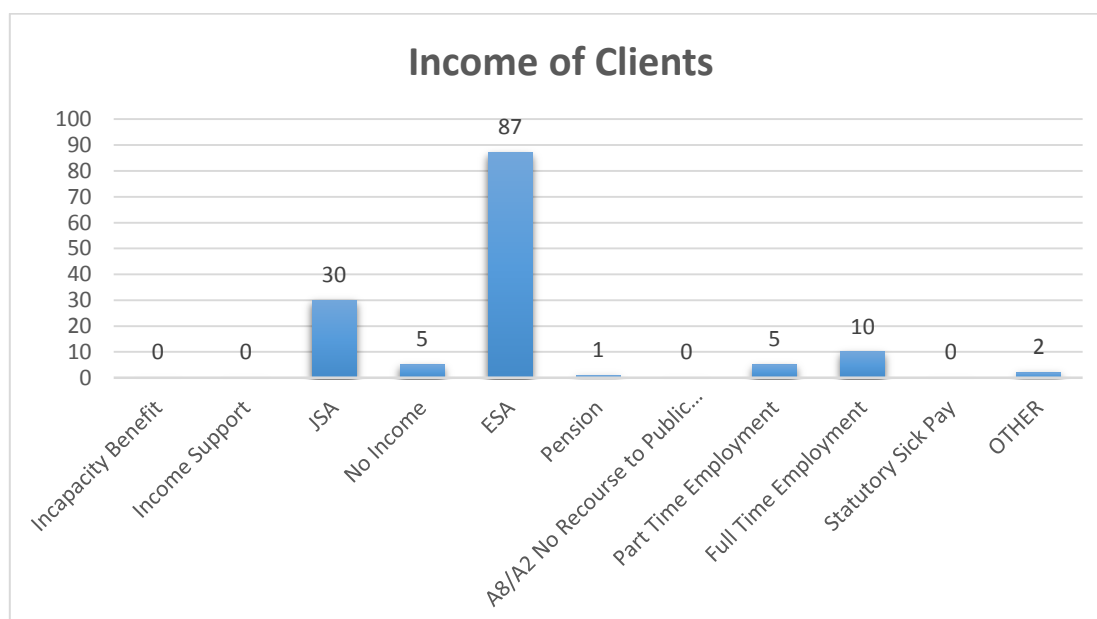
The one figure that stands out is the NPS (legal high) use, which is not representative of national and local statistics, only 1 client out of 140. We are not able to determine if this is due to the environmental factors, location and/or availability.



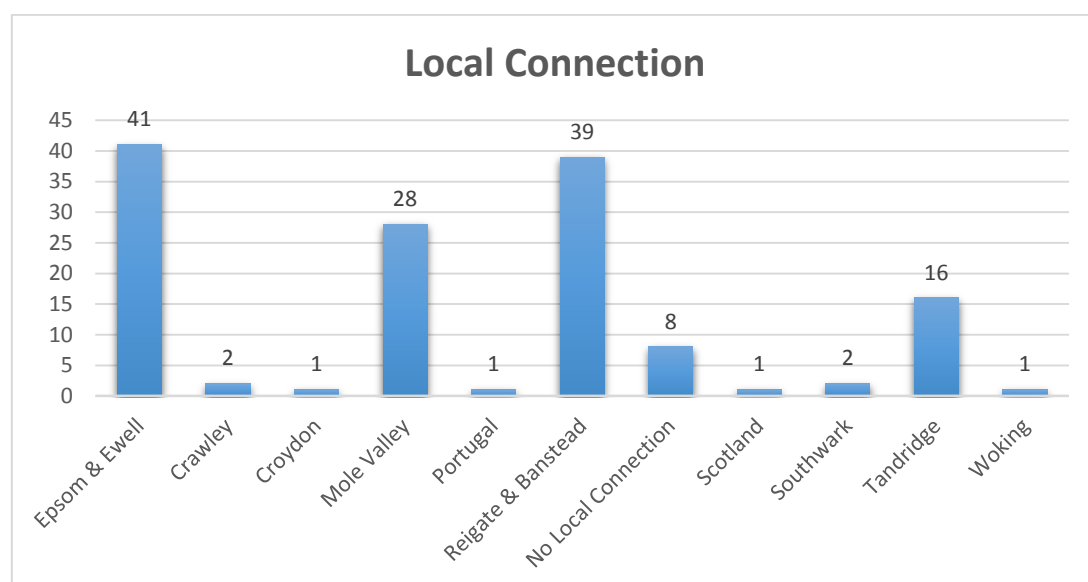
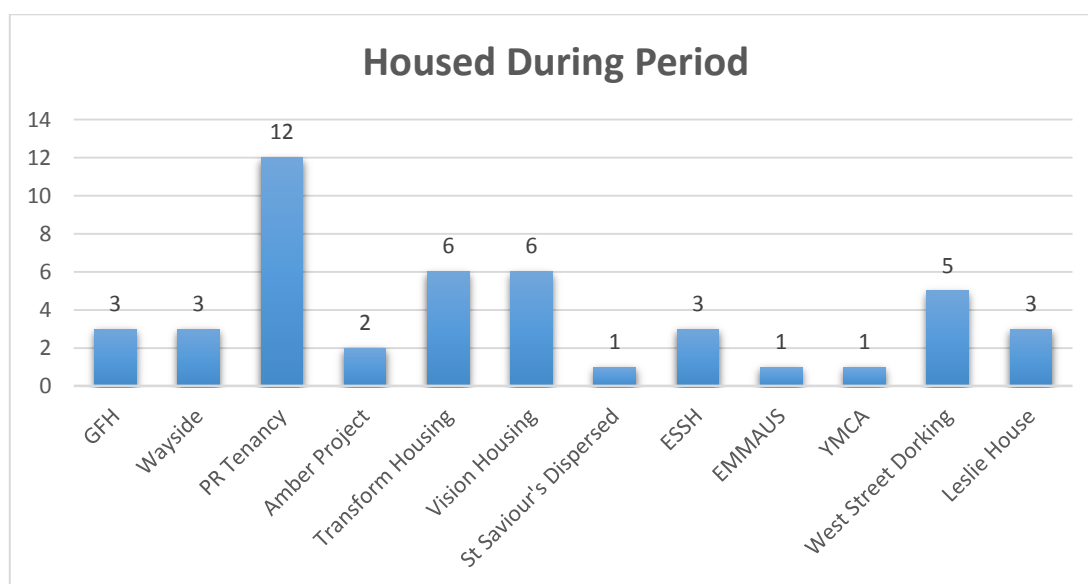
125 (89%) of our clients were already registered with a Local Doctors practice and only 15 (11%) were not. We are not sure if this is because the clients we have worked with were more settled in established locations and have not had an outreach team within the boroughs or whether this is a direct correlation to the number claiming Employment and Support allowance (ESA ) and having to have regular contact with the GP services in order to receive benefit.



87 (62%) of our clients claimed ESA, 30 (21%) clients claimed JSA, 10 (7.1%) were in fulltime employment, 5 (3.6%) were in part time employment, 5 (3.6%) had nil income (this was normally due to either being sanctioned from benefits or having no recourse to public funds), 1 (1%) client had a pension.



Since May 2015 to April 2016 we have housed 46 (34%) clients in supported housing, Private rented accommodation, and housing association tenancies. We are currently still offering ongoing tenancy support to 1 client in a housing association tenancy. We have primarily utilised existing accommodation providers in Surrey but have also placed clients in supported housing outside of Surrey where local housing options have been limited. Another 9 (6.4%) clients have been placed securely with friends and family. It is important to remember these re-housing figures do not count temporary placements such as night-shelters or winter weather placements.



A high number of our clients had a local connection to one of the four boroughs. Out of the 8 clients with no local connection, 4 were reconnected and the other 4 either refused reconnection or declined to work with our service.

Our first assessment bed placement at Leatherhead Start started in June 2015 and since then we have placed 28 clients in assessment beds. Of the 28 clients, 5 are still currently working with us. 3 clients were unfortunately evicted and these 3 clients are still working with e.S.O.S. 1 has since returned to an assessment bed, 1 has his own housing association tenancy and the other is in emergency accommodation so eviction is not the end of the client's journey with e.S.O.S. We have also had 1 client abandon the assessment bed. The other 19 assessment bed clients have all been accommodated; 13 clients were referred and accepted into supported housing schemes, 3 clients returned to the family home and 3 clients secured private rented lets.

The need for multi-agency collaboration and a joined up approach has been shown with the number of agencies we have worked with and alongside. These have included: Catalyst, Respond, Pit stop, AMBER, Transform, Vision Housing, Redhill and Surrey Probation Services, Vaughan House St Saviours, Mulberry House, Churchfelle, Raven Housing, Leatherhead Start, CRI, HOST, York rd. project, Leslie House, East Surrey Hospital, CMHRS Clarendon House, Adult Social Care team across the 4 boroughs, Partnership borough councils, Street Link, No 5 Night shelter, Crawley Open House, CAB, Food banks, Winter watch, SPACES, Kingston churches, Parachute, YMCA Redhill, Surrey police services, CIAG, RSAG, ETHOS, DWP, Kingston wellbeing centre, VISOR team Reigate, MAPPA, East Surrey domestic abuse service and Richmond fellowship. We would like to thank them all for their support to us and our clients.

The first year has seen e.S.O.S establish itself as the primary contact for Rough sleepers in the four partnership boroughs. There have been specific challenges in the size of the geographical area we cover and the mix of urban and rural environments. We also have had the national challenges of welfare change, increasing complex need clients, client and service engagement and increasing client mobility versus local connection. We are however looking to the future and despite the funding pressures believe we can continue to help prevent the need for rough sleeping in east Surrey.

