



Resource
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High quality information for people in need

London's Homelessness Sector

Results of the State of the Sector Survey

May 2008



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Survey Respondents

We would like to extend our sincere thanks to the over 100 people across London's Homelessness Sector who completed the survey form and patiently put up with our repeated requests for information about their organisation and services.

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Across London there are over 160 voluntary organisations providing services to single homeless people. They provide a diverse range of services including direct access hostels, supported housing, day centres, floating support services, advice centres and outreach teams. These organisations range in size from the very small, reliant on the goodwill of charitable supporters and volunteers to carry out their vital work to large and complex organisations that are major players in the social welfare sector, responsible for millions of pounds of public spending and employing hundreds of professional staff.

Although there are a number of sources of information about the homelessness sector in London, these sources are diverse and focused mainly on guiding homeless people to access appropriate services or monitoring public expenditure.

The aim of this research project was to conduct a study of homelessness service providers in London. This work was funded by the London Housing Foundation to help compile a picture of the state of the homelessness sector in London. The objective of the research was to establish a picture of the service providers in London, their services, finances, staffing and clients, beyond that which is already available.

The principal piece of work carried out under this research was a survey of all service provider organisations in London. This report highlights the main findings of this survey.

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1. *Survey of homelessness providers*

From May - July 2007, Resource Information Service carried out a study of homelessness service providers in London. This work was funded by the London Housing Foundation and aimed to help compile a picture of the state of the homelessness sector in London. The objective of the research was to establish a picture of the service providers in London, their services, finances, staffing and clients, beyond that which is already available from existing databases and directories held by 2nd-tier bodies and funders.

The principal piece of work carried out under this research was a survey of all service provider organisations in London. This report highlights some of the main findings of this survey.

2. *Survey methodology*

The aim of the survey was to gather information about services, funding, staffing and clients from voluntary sector service providers providing specific services to single homeless people in London.

The survey was aimed at organisations rather than services, so that we could capture information about organisational funding and capacity issues rather than about service delivery matters. The questionnaire was to be sent to the Chief Executives of each organisation. Creation of a database of Chief Executives with up-to-date names, addresses, phone numbers and email addresses was a significant task, which in itself is a useful outcome from this research for the stakeholder group.

The survey was designed using an online survey tool (Survey Monkey) to make completion easier, improve the response rate and make subsequent analysis of the data more straightforward. However we also made the survey questionnaire available in word and pdf format for those organisations either without online access or who preferred to use paper. The survey and guidance notes are provided as Appendices to this research.

The survey was designed to be answered in about 20-30 minutes. This restricted the range of questions we could answer, which was also limited by several other factors: the diverse nature of the respondents, the difficulty in sourcing more complex data and the over-riding aim of getting a high enough response rate to make analysis of the data useful.

We were also conscious that all voluntary organisations have a high workload of questionnaires and quarterly and annual returns to funders and regulatory bodies, especially at the time of the year when we were carrying out the research (April-June). We therefore kept this initial survey shorter than we might ideally have liked.

3. *Survey frame*

The sample survey frame was compiled from 3 sources:

London Homelessness Directory Volume 1

Hostels and supported housing projects in London. Those providers offering services to single homeless client groups were identified. Others whose services are mainly around mental health, drugs, alcohol ex-offenders, single parents were not included.

London Homelessness Directory Volume 2

Day centres, advice services, outreach and related services to single homeless people.

SP Directory

Providers offering floating support to single homeless people, rough sleepers or generic client groups across all 33 London Boroughs were identified.

The combination of these 3 sources gave us a sample frame of some 166 organisations, ranging in size from very small voluntary groups to large RSLs.

The CLG commissioned research report Survey of Needs and Provision, published by Homeless Link and RIS in February 2008 identified 168 providers in receipt of Supporting People funding in London. The small difference between provider numbers is not considered significant.

4. *Response rate*

Notwithstanding all the above, the effort required to achieve a meaningful and acceptable response rate was considerable. Each organisation was sent the questionnaire by email (up to 3 times) and by post. We also telephoned the majority of non-respondents, sometimes many times! To ensure a representative response rate we also wanted to capture information from all the large providers, as they are so much larger than the smaller ones (up to a factor of 1,000 times in turnover). To this end, each organisation was chased until we got a response. Assistance from the Steering Group was very gratefully received here.

Our initial target response rate was for 75% of organisations, including 100% of the largest providers. In the end we got pretty close to this figure by one measure, and exceeded it by other measures:

Table 4.1 Survey response rate

Response rate	
Questionnaires sent	166
Questionnaires returned	102
Refusals	8
Response rate	61%

The unadjusted response rate in terms of questionnaires returned was 61%. However we estimate (from looking at the survey data and the list of non-responding organisations) that by different measures the response rate and therefore coverage of data received is higher:

Table 4.2 Survey response rate (adjusted)

Measure	Survey data	Total	Rate
Turnover	£ 194,289,845	£ 242,407,205	80%
Residential bedspaces	10,716	13,246	81%
Floating support	7,158	not known	not known
Non-residential users per day	7,058	Not known	not known

The response rate by turnover is estimated by extrapolating from the survey responses using the median turnover figure. We are confident that this is the most accurate extrapolation to use.

The response rate for residential services is fairly accurate and based on bedspace data from the London Homelessness Directory. Data from Supporting People indicates total funded capacity of 14,386 homeless households (mainly single people) in London¹. We also had responses from services based in 30 of the 33 London boroughs – those few boroughs not covered have very low levels of supported housing for single homeless people.

The response rate from floating support providers was possibly lower, as fewer generic floating support providers responded to the questionnaire. However those organisations that did respond covered every London borough and represented a total capacity of over 7,000 clients at any one time.

There is relatively little data on the total numbers of users of non-residential services in London. The UK Day Centres Directory in 2006 provided estimates of average daily user numbers. For London these totalled 3,330. The SNAP research reported daily day centre use in London to be 3,290 users per day. The numbers of users of advice services, outreach services and other non-residential services is unknown.

¹ Survey of Needs and Provision, Homeless Link & RIS, 2008

Refusals

We had a relatively small number of organisations directly refusing to participate in the research. In almost every case this was because they did not consider that they provided services to single homeless people, but to people in need of support due to alcohol, mental health or other support needs. These providers may have traditionally been regarded as a part of London's homelessness sector, but no longer consider themselves as such. It may also illustrate the lack of clear definitions of a common terminology and questions about the definition of homelessness being different for some providers and funders.

A basis for analysis and extrapolation

By various measures, the survey responses probably represent about 80% of the total size of the sector. This is, we consider, a sufficient response rate to use the data for analysis, and, where appropriate, to extrapolate this to cover the entire sector. The list of organisations that responded to this survey is provided as Appendix C.

5. *Services for single homeless people*

Each responding organisation was asked to list all the services they run for single homeless people in London, and to categorise them as follows:

- Residential services
- Floating support
- Non-residential

Residential services

Services to be included were those projects for which homelessness, or a history of homelessness, is a condition of eligibility.

Residential services are those projects that provide support with accommodation attached. This may range from projects with staff based on-site 24 hours a day, to dispersed self-contained properties with visiting support. This may include:

- Emergency accommodation
- Hostels
- Supported housing
- Foyers
- Housing schemes

Not included were: accommodation aimed at homeless families, or housing for people with mental health, alcohol or drug issues where homelessness is not a requirement of admission.

Floating support

Respondents were asked to provide information only for those projects for which homelessness, or a history of homelessness, is a condition of eligibility.

Floating support is provided by staff who visit people in their own accommodation. This may include tenancy sustainment schemes.

Not included were: floating support services aimed at homeless families or people with mental health, alcohol or drug issues where homelessness is not a requirement of admission.

Non-residential services

Respondents were asked to include only those projects which are targeted at people who are homeless or have a history of homelessness.

Non-residential services are advice and support projects that are not linked to accommodation.

These may include:

- Day centres
- Street outreach services
- Advice projects
- Health services
- Training and employment schemes

Not included were: services aimed specifically at homeless families or people who are not homeless, or projects that provide only practical help (eg furniture projects, soup runs).

Over a quarter of all day centres for homeless people are located in London, which has a higher level of provision of this type of service than any other region in England.²

Excluded services

Responding organisations were asked to exclude from their answers any other services such as projects that were:

- Outside London
- For homeless families or single parents/pregnant women only
- Specialist services that do not also require clients to be in housing need (eg services for people with alcohol, drug and mental health problems but are not necessarily homeless)
- Statutory and private sector services
- Refuges for people escaping domestic violence
- Second tier services (eg campaigning, marketing functions)

² Survey of Needs and Provision, Homeless Link & RIS, 2008

Results

Most organisations offered multiple services and multiple types of services. The table below shows how many organisations offered each type of service in London. About 80% of responding organisations provide some residential accommodation for homeless people and almost 60% of organisations provide day centres, advice services, outreach services, employment or health projects. A significant proportion of organisations provide some floating support services, with almost 40% of organisations offering this type of service.

Table 5.1 Services run in London by respondents

Service type	Yes	No	No response	Percentage
Residential	80	21	1	78%
Floating support	40	61	1	39%
Non-residential	59	43	-	58%

6. Geographical coverage

Each organisation was asked to list which of the 33 London boroughs they operated services in. Although clients may come from a wider geographical area, we were focusing here on where services are actually located or delivered.

The 102 organisations that responded to the survey provided services in every London borough between them. We had examples of floating support providers and non-residential service providers from every single borough, and only 3 boroughs were not locations for supported residential accommodation. These boroughs (Bexley, Havering and Sutton) all have very low levels of residential provision for single homeless people in any event.

Table 6.1 Boroughs of operation of survey respondents

Borough	Residential	Floating support	Non-residential	Total
Barking & Dagenham	1	1	4	6
Barnet	7	6	8	13
Bexley	-	3	4	7
Brent	13	9	8	20
Bromley	2	2	4	7
Camden	18	4	9	25
City of London	4	1	4	8
Croydon	4	4	6	11
Ealing	9	3	7	16
Enfield	7	3	6	13
Greenwich	5	3	6	11
Hackney	13	4	9	21
Hammersmith & Fulham	20	8	9	29
Haringey	11	4	8	17
Harrow	2	2	4	8
Havering	-	1	5	6
Hillingdon	4	5	6	12
Hounslow	3	3	5	9
Islington	13	7	9	22
Kensington & Chelsea	9	6	8	17
Kingston upon Thames	3	2	4	8
Lambeth	14	5	11	21
Lewisham	13	4	11	19
Merton	5	3	5	10
Newham	6	3	7	12
Redbridge	1	1	5	7
Richmond upon Thames	3	4	5	8
Southwark	14	5	12	23
Sutton	-	3	4	6
Tower Hamlets	10	7	9	20
Waltham Forest	8	5	6	13
Wandsworth	12	6	7	17
Westminster	19	3	14	26

Note that as providers may operate more than one type of service in an individual borough, the borough totals are not a simple sum of the service type totals.

The boroughs with the most service providers operating within their borough were as follows.

Table 6.2 Boroughs with more service providers

Borough	Providers	Percentage
Hammersmith & Fulham	29	28%
Westminster	26	25%
Camden	25	25%
Southwark	23	23%
Islington	22	22%
Lambeth	21	21%
Hackney	21	21%
Brent	20	20%
Lewisham	19	19%
Wandsworth	17	17%
Haringey	17	17%
Kensington & Chelsea	17	17%

As might be expected, the majority (9 out of 12) of these boroughs are located in Inner London. The 3 or 4 boroughs at the top of this table are in direct contact with (and normally in funding relationships with) about one quarter of all the service provider organisations in London.

An analysis by London's sub-regions shows that between 33% and 52% of providers operate in each sub-region. Many providers therefore operate in multiple sub-regions across London. Ten providers run services in each of London's sub-regional borough groupings.

Table 6.3 Service providers by sub-regional groupings

Sub-region	Providers	Percentage
North	53	52%
East	36	35%
South East	36	35%
South West	34	33%
West	46	45%

Looking at the geographical coverage data from the point of view of the providers, about half of providers (49%), mainly the smaller ones, only operate in a single borough. Some of the larger providers run services in many boroughs, and one provider operates services in 26 of London's 33 boroughs. The number of boroughs served by individual providers is shown in the table below:

Table 6.4 Number of boroughs service providers operate in

Number of boroughs operating in	Providers	Percentage
1	50	49%
2	17	17%
3-5	15	15%
6-10	10	10%
11+	8	8%

Note that clients may come from a much wider range of boroughs, and some providers run outreach services in other boroughs than the ones in which their services are based.

7. Finances

Turnover

We asked each organisation about their total annual spend in the last financial year on these services for single homeless people. Where organisations also offered services to other client groups, we asked them to apportion their central overhead costs between these services.

In total 86 of the 102 responding organisations (84% of the sample and over 50% of all providers) were able to provide us with financial information. In 66% of cases, this information was from the 2006/7 financial year, otherwise it was most commonly from the 2005/6 financial year. We consider that this financial data is therefore essentially up to date, although more recent figures would not have been audited at the time of the research.

Table 7.1 Age of financial data

Year	Number	Percentage
April 2006 - March 2007	57	66%
April 2005 - March 2006	17	20%
January 2006 - December 2006	3	3%
Older	3	3%
Not known	6	7%

Total annual reported spending on single homelessness services by these 86 organisations was £194,229,245.

There was very wide range of spending, with the smallest spend being £35,000 and the largest £38,634,000, over 1,000 times larger.

The very wide range of spend levels is shown in table 7.2 below:

Table 7.2 Number of providers banded by turnover

Providers banded by spending (£)	Number	Percentage
1 - 250,000	26	30%
250,001 - 1,000,000	30	35%
1,000,001 - 5,000,000	19	22%
5,000,001 - 10,000,000	7	8%
10,000,001 +	4	5%

Over a quarter of providers have a total spend on single homelessness services in London of under £250,000, whereas 4 providers spend over £10 million annually on their services. The total spend of the smallest 75% of organisations combines to less than the spend of the largest single organisation.

For this reason, the arithmetical average (mean) of annual spending (which is £2,259,184) tells us relatively little, as 70% of organisations actually spend less than the average. The median figures is more illuminating, at £601,467 per annum.

But even so, it seems clear that the organisational needs, plans, financial, staffing and client recording issues of the small number of very large providers will be substantially different from those of the larger number of much smaller organisations. For this reason, we have carried out a separate analysis of just the largest 10 service providers by reported annual spending on homelessness. Where this shows significant differences this analysis is highlighted in the report.

How large is the sector?

Given the very diverse spread of organisational turnover explained above, we need to quite be cautious about extrapolating from the survey data, especially as we deliberately obtained a higher response rate from the larger organisations than the smaller organisations.

However, if we were to assume that median turnover of the non-responding organisations is substantially the same as the responding organisations, then we could estimate the total spend of London's voluntary sector on single homelessness services at about **£240 million** annually.

Most of the service providers, especially the larger ones, operate a range of services of different types. Therefore there is little variation in size of organisation by type of service provided.

Table 7.3 Annual turnover by service type

Service type	Total turnover	Providers	Average (mean)	Average (median)
Residential service providers	£ 189,080,033	80	£ 2,363,500	£ 881,012
Floating support service providers	£ 145,368,475	40	£ 3,634,212	£ 975,981
Non-residential service providers	£ 143,281,226	59	£ 2,428,495	£ 721,818

Sources of funding

All respondents were also asked to breakdown their income by funding source. 99 organisations (97% of respondents) were able to tell us where they received their funding from, and 84 respondents (82% of the total) told us the amounts of income they received from each source. In total, this analysis accounted for about 93% of the total reported spending of the respondents.

Figure 7.4 Income sources: All providers

Source	Number	Percentage	Total	Percentage
Supporting People contracts	66	77%	£82,544,921	46%
Other Local Authority funding	43	50%	£ 14,747,616	8%
London Councils	17	20%	£ 1,727,276	1%
Greater London Authority (GLA)	4	5%	£ 121,000	0%
Communities and Local Government (CLG)	11	13%	£ 7,180,636	4%
Other central government funding (eg PCT, LSC, ESF funding)	21	24%	£ 4,017,724	2%
Other grant making bodies and charitable trusts	49	57%	£ 6,361,812	4%
Donations/gifts/legacies	48	56%	£ 7,843,432	4%
Rents and service charges	63	73%	£ 56,256,863	31%
Commercially generated income	13	15%	£ 333,182	0%
Total	99	100%	£ 181,134,461	100%

The most significant source of income for the sector is clearly Supporting People. 77% of respondents received SP income, which represented about 46% of total income for the sector.

The next most important source of income was from rental and service charge income, which accounted for 31% of total sector income.

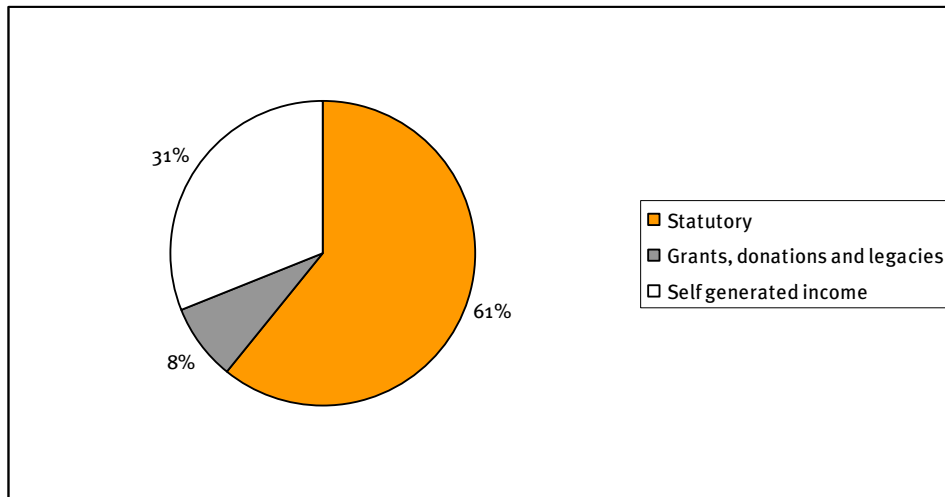
Other income from central and local government accounted for a total of 15% of income of the sector, of which by far the largest amount came from other grants and contracts with Local Authorities.

Charitable income from grant making bodies and charitable trusts was matched by other donations, gifts and legacies and this income combined represented about 8% of the total.

The very low level of commercially generated income was notable. Only 13 organisations reported any income from these sources, for a total of only £333,000, about 0.2% of sector income.

In total, income from all statutory sources represented 61% of sector income. Voluntary grants, donations and legacies accounted for 8% and generated income from rents, service charges and other activities contributes 31%. This is shown graphically in figure 7.5.

Figure 7.5 Income sources: All providers (summary)



It is very interesting to look at the spread of income for the small and large providers to see where there are differences. The following four tables repeat the above analysis for different segments of the provider market based on total reported income. Note that in a few cases providers were not able to supply us with amounts of funding received from each source.

**Table 7.6 Income sources: Large providers
(turnover over £5million pa)**

Source	Number	Percentage	Total	Percentage
Supporting People contracts	10	100%	£54,035,304	50%
Other Local Authority funding	8	80%	£9,220,377	9%
Rents and service charges	9	90%	£26,225,516	24%
Communities and Local Government (CLG)	5	50%	£6,212,936	6%
Other central government funding (eg PCT, LSC, ESF funding)	6	60%	£2,000,881	2%
London Councils	3	30%	£1,044,090	1%
Greater London Authority (GLA)	1	10%	£-	0%
Other grant making bodies and charitable trusts	5	50%	£3,234,158	3%
Donations/gifts/legacies	6	60%	£4,996,089	5%
Commercially generated income	2	20%	£107,093	0%
Total	10	100%	£ 107,076,444	100%

**Table 7.7 Income sources: Medium – large providers
(turnover between £1million and £5million pa)**

Source	Number	Percentage	Total	Percentage
Supporting People contracts	18	95%	£ 20,810,477	43%
Other Local Authority funding	9	47%	£ 3,602,845	7%
Rents and service charges	17	89%	£ 18,290,446	38%
Communities and Local Government (CLG)	3	16%	£ 894,566	2%
Other central government funding (eg PCT, LSC, ESF funding)	5	26%	£ 1,557,277	3%
London Councils	6	32%	£ 456,030	1%
Greater London Authority (GLA)	1	5%	£ -	0%
Other grant making bodies and charitable trusts	10	53%	£ 1,181,761	2%
Donations/gifts/legacies	5	26%	£ 1,731,285	4%
Commercially generated income	4	21%	£ 72,039	0%
Total	19	n/a	£ 48,596,726	100%

Table 7.8 Income sources: Small-medium providers (turnover under £1million pa, but greater than £250,000)

Source	Number	Percentage	Total	Percentage
Supporting People contracts	32	57%	£7,237,395	30%
Other Local Authority funding	22	39%	£1,924,394	8%
Rents and service charges Communities and Local Government (CLG)	34	61%	£10,590,743	44%
Other central government funding (eg PCT, LSC, ESF funding)	3	5%	£73,134	0%
London Councils	8	14%	£459,566	2%
Greater London Authority (GLA)	7	13%	£227,156	1%
Other grant making bodies and charitable trusts	2	4%	£121,000	1%
Donations/gifts/legacies	33	59%	£1,945,893	8%
Commercially generated income	33	59%	£1,116,058	5%
	7	13%	£154,050	1%
Total	56	n/a	£ 23,849,388	100%

Table 7.9 Income sources: Small providers (turnover under £250,000 pa)

Source	Number	Percentage	Total	Percentage
Supporting People contracts	12	46%	£1,010,090	25%
Other Local Authority funding	10	38%	£530,121	13%
Rents and service charges Communities and Local Government (CLG)	14	54%	£1,737,647	42%
Other central government funding (eg PCT, LSC, ESF funding)	1	4%	£-	0%
London Councils	3	12%	£ 111,006	3%
Greater London Authority (GLA)	1	4%	£ 2,000	0%
Other grant making bodies and charitable trusts	2	8%	£ -	0%
Donations/gifts/legacies	14	54%	£ 567,420	14%
Commercially generated income	14	54%	£ 143,173	3%
	1	4%	£ -	0%
Total	26	n/a	£ 4,101,457	100%

Some clear trends show up here as we look at income sources by size of organisation:

1. Supporting People

As organisations get larger, Supporting People contacts provide a higher percentage of income, rising from 25% of the turnover of the smallest organisations to 50% of the largest. This is a steady trend as organisations get larger.

2. Rents and service charges

Conversely, income from rents and service charges diminishes as a proportion of total income as organisations get larger, from 42% of the income of the smallest organisations to 24% of the largest. This drop off only occurs for the very largest organisations. The most likely cause of this is the dominance of the larger providers in the provision of SP-funded floating support contracts.

3. Central Government income

Only the very large providers receive significant funding direct from CLG for their work. This is to be expected as the bulk of this funding is now routed via local authorities, who provide a larger proportion of the income of smaller organisations.

4. Fundraising income

The smaller providers are more reliant on fundraising from charitable trusts, companies and individual donations and legacies. This represents 17% of the income of the smallest organisations, but only 8% of the largest.

Again, viewing this information graphically, and clustering income sources into statutory (contracts and statutory sector grants, non-statutory (charitable trust grants, donations and legacies) and self-generated (rents, service charges, other activities) illustrates the trend. As organisations get larger, they become increasingly reliant on statutory funding and derive a much smaller percentage of income from voluntary and self-generated sources.

Figure 7.10 Income sources: Large providers (turnover over £5million pa) (summary)

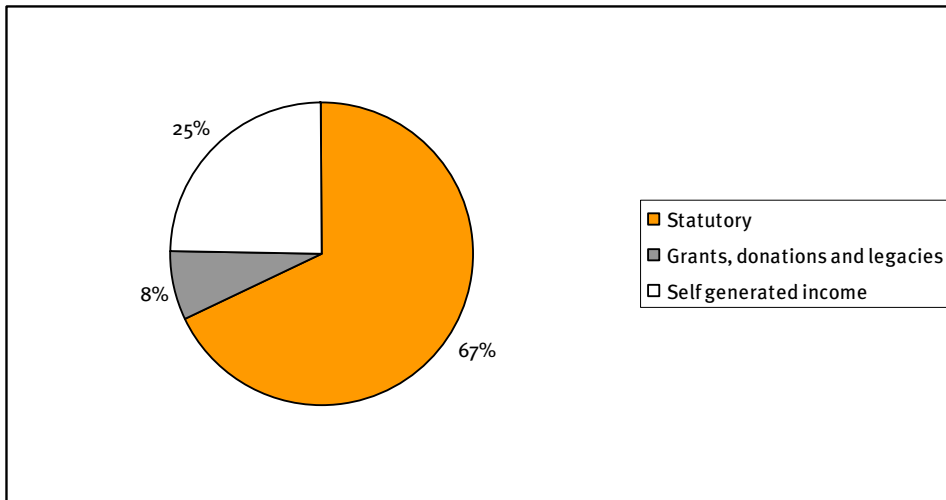


Figure 7.11 Income sources: Medium – large providers (turnover between £1million and £5million) (summary)

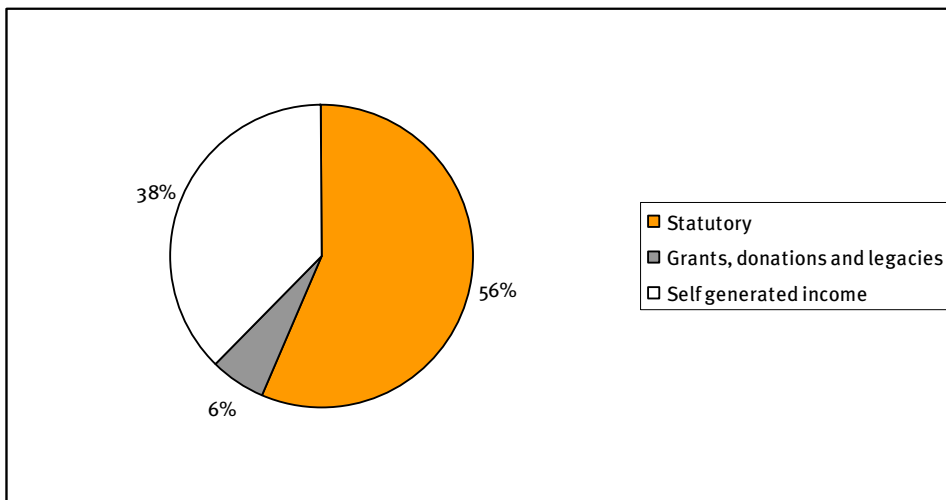


Figure 7.12 Income sources: Small-medium providers (turnover under £1million pa, but greater than £250,000) (summary)

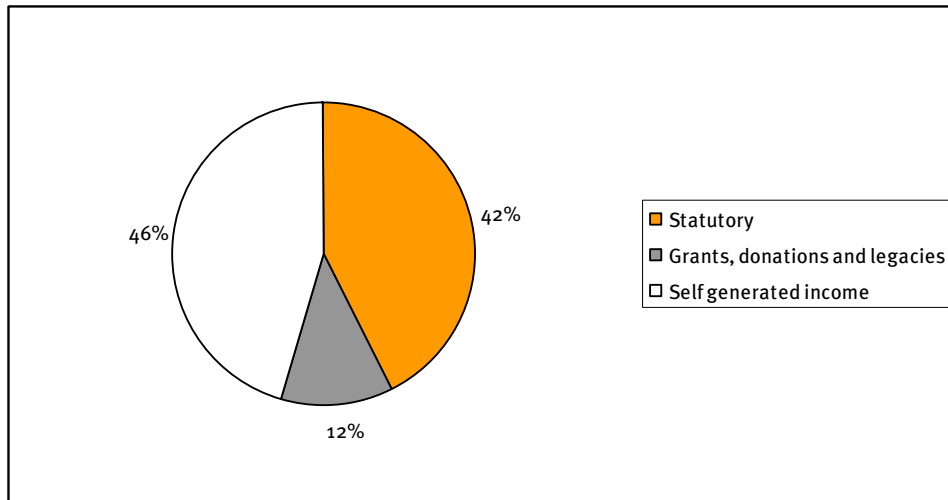
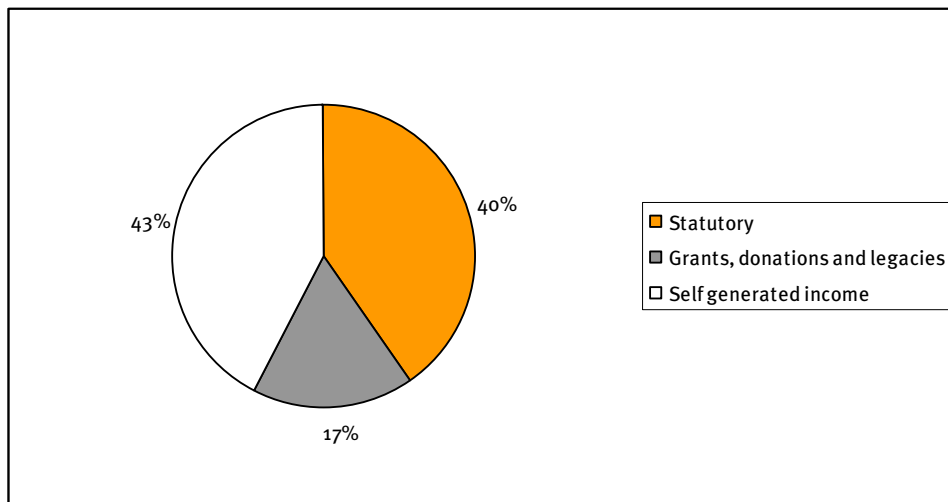


Figure 7.13 Income sources: Small providers (turnover under £250,000 pa) (summary)



8. Staffing

All respondents were asked about their staffing. We wanted to know about the numbers of staff working directly with homeless people, rather than the totals employed by the service providers.

Almost all respondents (100 out of 102, or 98% of the total) were able to provide us with data in this area. Total staff working directly with clients was about 3,367 full-time equivalents, or an average of 34 staff per organisation.

If we extrapolate staff numbers from respondents to the entire sector, using the same methodology outlined above for turnover, we estimate that there are about 4,500 staff (full-time equivalent) working directly with homeless people.

The 10 largest providers between them reported employment of 1,882 staff (FTE) working directly with homeless people (55% of the total).

We also asked about the numbers of volunteers working directly with clients. A smaller number of organisations answered this question, which may well reflect that some organisations use no volunteers in front-line work at all. However 77 organisations (75% of the total) reported use of volunteers working directly with clients.

The total of 16,863 volunteers in use was significantly higher than the number of staff employed to work directly with clients. However a large percentage of this total was from 3 organisations that reported totals of 8,000, 6,000 and 1,000 volunteers. Excluding these three outliers from our survey as possibly unreliable, would produce a total of about 1,863 volunteers working in the other 74 organisations, an average of about 25 per organisation. The 10 largest providers use proportionally fewer volunteers, a total of 407 volunteers (only 21% of the adjusted total)

Table 8.1 Staff and volunteer numbers

Staffing	Responses	Total staff	Average staff
How many staff working directly with clients?	100	3,367	34
How many volunteers working directly with clients?	77	16,863	219
How many volunteers working directly with clients - excluding outliers	74	1,863	25

If we consider the spend per member of staff working directly with clients, we come to an average figure of £53,796. Clearly this not only includes the salary costs of the staff, but also all the other costs of running a hostel or day centre and the costs of the management, admin and ancillary staff as well.

9. Clients

Determining the exact numbers of homeless people receiving services from the homelessness sector in London is a difficult challenge. Issues of definition, repeat visits or stays and homeless people receiving services from multiple agencies over a period of time make it hard to achieve a definitive figure without a formal method of identifying clients in order to be able to cross-reference and

de-duplicate results. In this survey, which was designed as a first attempt to get a wider picture of the issue, we approached this question in two ways.

Firstly we asked organisations about the capacity of their services. For residential and floating support services this is relatively straightforward as it can be measured by bedspaces for residential services and contract capacity for floating support services. For non-residential services, we used the proxy of the number of people using the service each day.

In total, 98 respondents (96% of the total) were able to give us information in this area:

Table 9.1 Client numbers by type of service

Clients	Responses	Response rate	Total	Average
Number of bedspaces in residential accommodation	78	98%	10,716	137
Capacity of floating support services	40	100%	7,158	179
Number of people using non-residential services per day	51	86%	7,058	138

In total therefore, the responding organisations could offer services to a total of about 25,000 homeless people on any day. The total number of homeless people actually receiving services on any one day would be less than this, partly because of void bedspaces or spare capacity in floating support services, but mainly because of clients of residential or floating support services also making use of non-residential services during the day, and because of homeless people using multiple non-residential services during one day.

The 10 largest providers account for about 47% of the total capacity of the sector. They provide about this proportion of the residential accommodation, over 70% of floating support services, but a much smaller proportion of non-residential services.

Table 9.2 Client numbers by type of service (large providers)

Clients	Total	Percentage of total
Number of bedspaces in residential accommodation	5,090	47%
Capacity of floating support services	5,174	72%
Number of people using non-residential services per day	1,141	16%

There is also a question to consider about the inclusion of all the clients of floating support services in any count of homeless households. The trend in

London over recent years has been for floating support services to be commissioned as larger contracts covering a range of vulnerable client groups. The proportion of these households that can be considered to be homeless (or receiving support because of prior homelessness or to prevent imminent homelessness) is uncertain. Additional research may be needed in this area.

Data from Supporting People indicates total funded capacity of 14,386 homeless households (mainly single people) in supported accommodation in London when both primary and secondary client groups are included, or 12,012 households by primary client group only³

It would therefore be difficult to place a precise estimate on the number of homeless people receiving services on any one day, or to extrapolate this number to cover those organisations that did not respond to the survey. A cautious estimate might be made using the following methodology

- Assume that no people are staying in more than one residential service.
- Assume that no-one is receiving floating support and residential services at the same time.
- Assume an appropriate void rate in residential and floating support services.
- Assume that a percentage of users of non-residential services are not in supported residential accommodation or receiving floating support (eg. people sleeping rough)
- Make an estimate for the number of services visited by people only using non-residential services on an average day.
- Extrapolate from these responses to the sector as a whole.

Additional research is needed to determine reliable figures to use for these assumptions. An examination of client data from some non-residential services might assist in this area.

And then from the daily figures, it would still be difficult to move to an annual figure, as data on average length of stay is required, plus agreement would be needed on how to account for repeat visits and use of multiple services by homeless people. Again examination of client data for a sample of services may assist in this area. To this end, we asked all respondents about their arrangements for client recording and monitoring.

10. *Client recording and monitoring*

The final section of the survey concerned client recording and monitoring. We were interested in surveying this area, as the reliability of further research to determine an unduplicated count of homeless people served by service providers, is dependent on the quality of client data available. For example, it

³ Survey of Needs and Provision, Homeless Link & RIS, 2008

would be necessary to be able to identify those clients who receive services from multiple providers during any given timeframe. We therefore asked all respondents about their arrangements for client recording and monitoring, and the data that they recorded about their clients and could therefore potentially report on.

The response rate of around 90% to this section of the survey was high. Over 90% of service providers do monitor their clients and can identify them uniquely. However this still indicates that there are a significant proportion (of about 10% of providers) that apparently do no client monitoring whatsoever.

A smaller number of providers (81% of respondents) have systems that can also produce reports on their clients. As we will see, this is probably because of the range of manual and in-house IT-based systems in use across the sector, with a much smaller number of providers using commercial IT-based systems.

Table 10.1 Client monitoring by providers

Client monitoring	Responses	Response rate	Yes	No	Percentage
Providers that monitor their clients	91	89%	85	6	93%
Method of client identification	82	90%	74	8	90%
Can produce reports	85	93%	69	16	81%

Each respondent was asked to categorise the system(s) they have in use in their organisations. Note that some organisations have multiple systems in use, each covering different parts of the organisation.

All of the 10 largest providers have client monitoring systems in place, and can uniquely identify their clients. Some of them cannot produce reports on this data, normally due to having multiple systems in place across different parts of the organisation or due to technical issues with systems.

Table 10.2 Client monitoring by large providers

Client monitoring	Responses	Response rate	Yes	No	Percentage
Providers that monitor their clients	10	100%	10	0	100%
Method of client identification	10	100%	10	0	100%
Can produce reports	10	100%	7	3	70%

Most organisations have developed systems in house. The extent to which manual systems are still in use is striking, with the total number here as large as those using in house databases.

Table 10.3 Client monitoring systems

Systems (multiple answers possible)	Number	Percentage
In house manual system	45	49%
In house database	51	56%
Commercial	28	31%

28 organisations (31% of respondents) reported use of a commercial IT-based client recording system. Not all of these were able to give full details of the systems they were using, but 25 organisations did. Only a few systems were used by multiple organisations. Of these the most significant were the RIS Link system used by 9 organisations, and the Omniledger Housing Management System used by 5 organisations.

Table 10.4 Named commercial systems

Commercial systems	Number
Link	11
Omniledger	5
CORE	2
IBS	2
AIMS	2
SP Assistant	1
SHIP	1
Futura	1
Keypoint	1
CTX	1

In order to be able to at a future point obtain a de-duplicated list of homeless people receiving services in London we would need service providers to be capable of identifying clients. We therefore asked providers about which data items they recorded to establish identity. In the absence of a robust national identify number, establishing definitive identification is often only possible via multiple data items.

Although the majority of organisations (80% of respondents) record the names of clients, much smaller numbers record additional identifying information. A bare majority of respondents (59%) record dates of birth and only 31% record National Insurance numbers. It is clear that further work would be needed in this area to build the capacity of the sector to uniquely identify individuals across multiple organisations – even if sharing this data was permitted under Data Protection regulations.

Table 10.5 Client identifiers in use

Client identifiers (multiple answers possible)	Number	Percentage
Name	60	81%
NI number	31	42%
Date of birth	44	59%
Internal ID	39	53%

We also asked responding organisations what information they recorded about their clients in order to be able to build up a profile of the homeless population by demographic and other factors. These are listed in the table below, sorted by how widespread recording of this data is in the sector.

Basic demographic data on age, gender and ethnicity is very widely recorded, with almost 90% of respondents recording this data. Recording of disability status is lower, but still recorded by 69% of respondents. Far fewer respondents record information about sexuality and immigration status.

Information about support needs, outcomes, reasons for homelessness and housing situations is relatively frequently recorded, with between two-thirds and three-quarters of respondents recording information in these areas. Relatively fewer organisations also record information about what work has been carried out with their clients, or their duration of homelessness.

However, for the purpose of establishing a profile of the homeless population, it is not essential to have 100% coverage of these information items in order to achieve a statistically significant and reliable profile.

It should be noted that we asked respondents whether or not their systems were set up to record the data but we did not ask respondents the extent to which their client recording systems held complete data on any of these areas.

Table 10.6 Subjects monitored in client recording systems

Subjects monitored	Number	Percentage
Age	80	88%
Gender	80	88%
Ethnic Origin	79	87%
Support needs	69	76%
Outcomes	67	74%
Disability	63	69%
Housing situation	59	65%
Reasons why homeless	57	63%
Details of work undertaken with client (eg services accessed, courses attended)	54	59%
Duration of homelessness	48	53%
Immigration status	47	52%
Sexuality	41	45%

The survey of homeless service providers in London has provided some useful data to help build a picture of the supply of services to single homeless people by organisation. We can start to make estimates about the size of the sector in financial, staffing and capacity terms and the geographical and functional spread of services. In combination with other recent research, this report provides a useful baseline for subsequent research to build upon and to be able to identify trends in the future.

The total size of the sector is significant. This research estimates the total annual spend of London's homelessness sector at £240 million, employing 4,500 staff (FTE) working directly to provide support and assistance to homeless people. Over 15,000 people also volunteer to help in these services annually.

The survey indicates the diversity of providers across London, with a large number of small providers. About half of all providers (49%) only operate in a single borough, and are generally small in size. 55% of providers have an annual turnover of less than £1million, and 26% have a turnover of less than £250,000. These providers receive proportionally less income from statutory sources and more from voluntary grants and donations.

Conversely there are a number of much larger providers. The 10 largest providers who responded to our survey account for about 59% of total spending in the sector, and provide about 60% of the residential and floating support services in London, although they account for a smaller proportion (17%) of non-residential service users. These providers have a total turnover of over £100 million, provide over 10,000 units of supported housing or floating support and employ about 1,900 staff working directly with homeless people.

Issues relating to client numbers are harder to obtain, and the survey reveals that the client recording capacity of the sector is not yet at a level that would enable a robust, de-duplicated count of homeless people receiving services to be obtained. The diverse range of providers and types of services operated may make this task unachievable at present. However all the largest providers in London do monitor their clients, and research to combine and analyse this data could provide a fruitful examination of a significant data set that would give some rich information about homeless people in London.

The effort required to obtain a representative response rate to a survey such as the one carried out for this report should not be underestimated. The design and construction of the survey and survey process was compromised to some extent by the need to keep it brief enough to be answered in a short time frame by a single individual in an organisation. And despite this, the staff time that needed to be spent in obtaining a representative response rate was very high. Consideration would need to be given to survey methods and focus in order to obtain significant results without disproportionate effort.

We hope that the information provided in this report will be of benefit to service providers, funders, commissioning bodies, researchers and other interested parties. In combination with other recently commissioned research, this survey helps to give a clearer picture of the state of the homelessness sector in London. Some of the findings of this research can be used to influence the direction of support and coordination services provided to the sector by organisations such as those represented on the steering group.

Resource Information Service
May 2008

State of the Sector Questionnaire

Section 1: Services

Please answer the following questions in relation to your services for *single homeless people in London only*.

Name of your Organisation:

Questions 1-3 ask you to list by name the residential, floating support and non-residential services you run for single homeless people in London. If you would prefer to send us an existing service list document, please email it to homelessness@ris.org.uk or post it to Gemma Cantelo, Resource Information Service, Bramah House, 65-71 Bermondsey Street, London SE1 3XF.

1) Do you run any RESIDENTIAL services for *single homeless people in London*?

(eg supported housing, emergency accommodation, hostels, foyers, housing schemes)

- Yes
 No

If yes, please list your residential projects by name.

2) Do you run any FLOATING SUPPORT services for *single homeless people in London*?

(eg services offered to people in their own accommodation, including tenancy sustainment schemes)

- Yes
 No

If yes, please list your floating support services by name.

3) Do you run any NON-RESIDENTIAL services for *single homeless people in London*?

(eg day centres, outreach services, advice, health, training and employment projects)

- Yes
 No

If yes, please list your non-residential projects by name and service type.

4) Please indicate the London Boroughs in which you run services for single homeless people.

(Select all that apply)

	Residential	Floating Support	Non-residential
Barking & Dagenham	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Barnet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bexley	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bromley	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Camden	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City of London	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Croydon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enfield	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greenwich	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hackney	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hammersmith & Fulham	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Haringey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harrow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Havering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hillingdon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hounslow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Islington	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kensington & Chelsea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kingston upon Thames	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lambeth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lewisham	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Merton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newham	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Redbridge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Richmond upon Thames	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Southwark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sutton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tower Hamlets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waltham Forest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wandsworth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Westminster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes

Use this space if you wish to clarify any of the information given in this section.

Section 2: Financial information

Please answer the following questions in relation to funding of your services for *single homeless people in London only*.

EXPENDITURE

5) In the last financial year, what was your total spend in pounds (£) on services for *single homeless people in London*?

What period is this figure for? (eg April 2006 - March 2007)

6) Please indicate how much your organisation spent on each type of service in the last year (£). This figure should relate to your services for *single homeless people in London only*.

<input type="text"/>	Residential
<input type="text"/>	Floating Support
<input type="text"/>	Non-residential

INCOME

7) Please indicate the funding sources for your services for *single homeless people in London*.

Tick all that apply

<input type="checkbox"/>	Local Authority Supporting People contracts
<input type="checkbox"/>	Other Local Authority funding
<input type="checkbox"/>	Rents and service charges
<input type="checkbox"/>	Communities and Local Government (CLG)
<input type="checkbox"/>	Other central government funding (eg PCT, LSC, ESF funding)
<input type="checkbox"/>	London Councils
<input type="checkbox"/>	Greater London Authority (GLA)
<input type="checkbox"/>	Other grant making bodies and charitable trusts
<input type="checkbox"/>	Donations/gifts/legacies
<input type="checkbox"/>	Commercially generated income
<input type="checkbox"/>	Other (please specify)

8) Where possible, please enter the total amount of funding received from each source. Only enter funds that relate to your services for *single homeless people in London*.

Enter this figure in pounds (£)

<input type="text"/>	Local Authority Supporting People contracts
<input type="text"/>	Other Local Authority funding

- Rents and service charges
- Communities and Local Government (CLG)
- Other central government funding
- London Councils
- Greater London Authority (GLA)
- Other grant making bodies and charitable trusts
- Donations/gifts/legacies
- Commercially generated income
- Other

Please email any supplementary financial information (eg annual reports, statement of accounts, etc) to homelessness@ris.org.uk, or post to Gemma Cantelo, Resource Information Service, Bramah House, 65-71 Bermondsey Street, London SE1 3XF.

Notes

Use this space if you wish to clarify any of the information given in this section.

Section 3: Staffing

*Please answer the following questions in relation to your services for **single homeless people in London only**.*

9) How many paid staff (or posts) does your organisation have giving face-to-face support to *single homeless people in London*? (Do not include volunteers or number of locums used.)

Number of full-time equivalent posts:

10) How many volunteers does your organisation have giving face-to-face support to *single homeless people in London*?

Number of volunteers:

Notes.

Use this space if you wish to clarify any of the information given in this section.

Section 4: Client Information

Please answer the following questions in relation to your services for *single homeless people in London only*.

11) Please indicate the total number of single homeless people in London you are able to provide residential, floating and non-residential support to on an average day.

RESIDENTIAL:

Indicate the total number of bedspaces you have for single homeless people in London.

FLOATING SUPPORT:

Indicate the total number of single homeless people in London you are able to support at any one time.

NON-RESIDENTIAL:

Indicate the average number of people that use your services for single homeless people each day.

12) Do you collect monitoring information about your clients?

Yes

No

If you answered 'No' to question 12, you have completed the survey. If you answered 'Yes', please proceed to question 13.

13 a) If yes, what system do you use to record this information?

In-house manual system

In-house database *(Please specify in space below)*

Commercial system *(Please specify in space below)*

Other *(Please specify in space below)*

13 b) If you answered *In-house Database, Commercial System* or *Other*, please name/describe the system you use.

14) Are clients recorded in this system individually identified?

Yes

No

15) If yes, what do you use to identify clients in this system?

(Tick all that apply)

- Name
 - National Insurance Number
 - Date of Birth
 - Internal ID number
 - Other (please specify)
-

16) Which of the following do you monitor?

(Tick all that apply)

- Age
- Gender
- Sexuality
- Ethnic origin
- Immigration status
- Disability
- Support needs
- Housing situation
- Reasons why homeless
- Duration of homelessness
- Outcomes
- Details of work undertaken with client (eg services accessed, courses attended)

17) Are you able to produce client profile reports for each of your services (eg reports on the proportion of women, people from ethnic minority groups, etc using the service)?

- Yes
- No

If yes, please email any reports to homelessness@ris.org.uk, or post them to Gemma Cantelo, Resource Information Service, Bramah House, 65-71 Bermondsey Street, London SE1 3XF.

Notes.

Use this space if you wish to clarify any of the information given in this section.

Returning the Survey

Where possible we would like you to complete the survey online. Your unique survey web address is in the email we sent you at the beginning of the project. If you did not receive this email, or do not have access to it, please contact us. If you are unable to complete the survey online, please post or fax it back to us.

Resource Information Service
Bramah House, 65-71 Bermondsey Street, London SE1 3XF
Tel: 020 7939 0670; Fax: 020 7939 0643; email: homelessness@ris.org.uk

Please read the General Guidance at the beginning of this document (pages 1-2) prior to starting the online survey.

We recommend that you **collate the information you need before starting the online survey**. Please refer to the question-by-question guidance (pages 2-7 of this document) if any of the questions are unclear.

GENERAL GUIDANCE

Scope of research

You should answer the survey in relation to your projects for *single homeless people in London*.

Projects you should include

Please include information about all projects that meet the following criteria:

- Based in London
- Aimed at single homeless people
- Voluntary sector services
- Provide direct support (residential, floating support and non-residential projects)

Projects you should not include

Do not include information about projects that are:

- Outside London
- For homeless families or single parents/pregnant women only
- Specialist services that do not also require clients to be in housing need (eg services for people with alcohol, drug and mental health problems but are not necessarily homeless)
- Statutory and private sector services
- Refuges for people escaping domestic violence
- Second tier services (eg campaigning, marketing functions)

Completing the online questionnaire

How to complete the survey

- Read General Guidance notes (pages 1-2 of this document)
- Download and print the printer-friendly version of the questionnaire (link from Introduction page of the online survey)
- Refer the Question-by-question Guidance (pages 2-7 of this document) if any questions are unclear
- Collate the information required
- Return the information to RIS via the online questionnaire
- Email or post us any additional document

If you have cookies enabled on your browser you will be able to enter data in the survey, exit, and return to it at a later stage. If you do not have cookies enabled, or wipe cookies when you close your browser window, you will start a new questionnaire each time you click on the survey link.

Please note that if you forward the survey link to a colleague, they will be taken to a new questionnaire and will not see the information you have entered.

Introduction

The first page of the survey contains a brief introduction to the project, its scope, details of the steering group and contact information.

Questionnaire sections

The questionnaire is divided into 4 sections:

- Services
- Financial Information
- Staffing
- Client Information

Navigation

If you exit the survey and return to it at a later stage, you will automatically be taken to the last page you viewed. To move between pages, use the 'Previous Section' and 'Next Section' links at the bottom of each page.

Notes fields

Use the 'Notes' field at the bottom of each page to highlight any additional or explanatory information that does not fit in the main body of the survey.

Sending additional documents

If you have any supplementary information you wish us to consider as part of this research, you can email it to homelessness@ris.org.uk. You may be able to answer some questions by sending us existing documents rather than completing certain parts of the online survey. You will be prompted to send additional documents in those sections where this may apply.

QUESTION-BY-QUESTION GUIDANCE

Section 1 - Services

All services listed in this section should be based in London and aimed at single homeless people. See the *Scope of Research* section at the beginning of this document for further information about projects you should include.

If you have an existing document that clearly lists by name the residential, floating support and non-residential services you run for single homeless people in London, you may wish to email this to us and proceed to question 4.

1) Do you run any RESIDENTIAL services for homeless people in London?

You should include only those projects for which homelessness, or a history of homelessness, is a condition of eligibility.

Residential services are those projects that provide support with accommodation attached. This may range from projects with staff based on-site 24 hours a day, to dispersed self-contained properties with visiting support. This may include:

- Emergency accommodation
- Hostels
- Supported housing
- Foyers
- Housing schemes

Do not include: accommodation aimed at homeless families, or housing for people with mental health, alcohol or drug issues where homelessness is not a requirement of admission.

2) Do you run any FLOATING SUPPORT services for single homeless people in London?

You should include only those projects for which homelessness, or a history of homelessness, is a condition of eligibility.

Floating support is provided by staff who visit people in their own accommodation. This may include tenancy sustainment schemes.

Do not include: floating support services aimed at homeless families or people with mental health, alcohol or drug issues where homelessness is not a requirement of admission.

3) Do you run any NON-RESIDENTIAL services for single homeless people in London?

You should include only those projects which are targeted at people who are homeless or have a history of homelessness.

Non-residential services are advice and support projects that are not linked to accommodation. These may include:

- Day centres
- Street outreach services
- Advice projects
- Health services
- Training and employment schemes

Do not include: services aimed specifically at homeless families or people who are not homeless, or projects that provide only practical help (eg furniture projects, soup runs).

4) Please indicate the London Boroughs in which you run services for single homeless people.

You should tick each borough in which you run Residential, Floating Support and Non-residential services for single homeless people. You may find it helpful to refer back to the services you listed in questions 1-3.

Please note that you should only tick boroughs in which you *operate* services. For residential projects and building-based non-residential projects (day centres etc), indicate the borough in which a project is based. For floating support schemes and non-residential projects that are not building-based (outreach teams etc), indicate the borough/s in which support is provided.

This question is not asking for details of the boroughs you are able to accept clients from.

If you run a hostel in Lewisham, you should put a tick next to Lewisham in the 'Residential' column. If you run outreach in Westminster and Camden, you should tick in the 'Non-residential' columns for both Westminster and Camden.

Section 2 – Financial Information

EXPENDITURE

Questions 5 and 6 are concerned with your annual spend on services for single homeless people in London.

If you have an existing document that clearly indicates the amount you spend on residential, floating support and non-residential services for single homeless people in London, you may wish to email this to us and proceed to question 7.

5) In the last financial year, what was your total spend on services for single homeless people in London?

Please enter in pounds (£) the total amount your organisation spent on services for single homeless people in London – ie the collective spend on all the residential, floating support and non-residential services you listed in questions 1-3.

You should give expenditure for the last full year for which you have figures available. Please indicate this period in the box provided (eg April 2006–March 2007, year end Dec 06, etc).

Include overheads, administration and governance costs where you are reasonably able to attribute them to your support services for single homeless people in London (ie the services you listed in questions 1-3). If your organisation's sole function is to provide support services for single homeless people in London, you will probably wish to include all running costs in the figure you give. If your organisation runs services for a range of clients or has both support and 2nd tier services, then allocate your overheads/administration/governance costs as accurately as you are able.

6) Please indicate how much your organisation spent on each type of service in the last year.

Please give your total annual spend in pounds (£) for each service type, ie residential, floating support and non-residential. You may find it useful to refer back to the services for single homeless people you listed in answer to questions 1-3.

These figures should be the last full year for which you have figures available. This should be the same as period given in answer to question 5 (if it is not, please give details in the *Notes* field at the end of the section).

Where you are reasonably able to attribute overheads/administration/governance costs to each service type, please include these costs in the figure you give.

INCOME

Questions 7 and 8 are concerned with the funding you receive for your services for single homeless people in London. If you have an existing document that clearly indicates the amount of funding you receive for your services for single homeless people in London from each of your sources of funding, you may wish to email this to us and proceed to question 9.

7) Please indicate the funding sources for your services for single homeless people in London.

Tick all of the sources from which you received funding for your services for single homeless people in London. You should only tick those sources from which you received funding in the last full year for which you have figures available (ie the period you indicated in question 5). Ideally, we would like you to tick only those sources that helped to fund the services you offer directly to homeless people and not funding that goes towards second tier services (such as campaigning and marketing).

If you received funding from any source not in the list, please tick the 'Other' option and provide brief details.

8) Where possible, please enter the total amount of funding received from each source.

Please give in pounds (£) the amount you received from each funding source. You should only include figures for those sources from which you received funding in the last full year for which you have figures available (ie the period you indicated in question 5). Ideally, the figures you give should only include the funding you received for services that provide direct support to homeless people and not funding that goes towards second tier services (such as campaigning and marketing).

If you selected the 'Other' option in answer to question 7, please indicate the amount received here. If this information does not fit in this box, use the *Notes* field at the end of the page.

Section 3 - Staffing

9) How many paid staff (or posts) does your organisation have giving face-to-face support to single homeless people in London?

Please give the number full-time posts within your organisation that involve providing face-to face support to single homeless people.

One full-time staff member equals one full-time post. A member of staff who works for around 18 hours a week equates to 0.5 of a full-time post. Therefore, if you have 3 staff working 36 hours a week and 2 staff working 18 hours a week, you have 4 full-time equivalent posts.

Do not include volunteers or the number of locums used in your answer. We will ask you about volunteers in question 10. You will not be asked about the number of locum staff you use as this will lead to double-counting when we analyse the answers given across organisations.

10) How many volunteers does your organisation have giving face-to-face support to single homeless people in London?

Please indicate the number of unpaid volunteers you currently have who provide direct support to single homeless people in London. Please just give the total number of volunteers you have, there is no need to give full-time equivalents (as for question 9).

Section 4 – Client Information

11) Please indicate the total number of single homeless people in London you are able provide residential, floating and non-residential support to on an average day.

We would like to get a snapshot of the number of clients you provide support to at any one time. You may find it helpful to refer back to the list of services you gave in answer to questions 1-3.

If you run residential services for single homeless people, please give the total number of bedspaces you currently have for single homeless people in London. We are interested in your capacity to provide support, so please include all bedspaces, regardless of whether they are filled or vacant.

If you run floating support services for single homeless people, please give the total number of single homeless people you are able to support at any one time. This figure should include all places on your scheme (not the number of clients who actually receive support on an average day).

If you run non-residential services for single homeless people, please give the average number of users these services have per day. If you do not record this information, please give an estimate.

We will not be publishing user numbers for each provider, but hope to use this data to give a broad indication of the number of homeless people using voluntary sector services in London.

You can use the *Notes* field at the bottom of this page to give any further explanation of the figures you have provided.

12) Do you collect monitoring information about your clients?

Please indicate whether you record *any* information about your clients. If yes, please answer the following questions about the type of information you collect. If you answered no, you have finished the survey.

13) If yes, what system do you use to record this information?

Please tick any system that you use to record information about clients. You can select more than one option if necessary.

Select *In-house manual system* if you record data about clients in writing. You do not need to select this option if you initially record data by hand, but later enter it into an electronic system.

Select *In-house database* if you record information about clients in an Access database, Excel spreadsheet or other electronic system developed by your organisation. Please give brief details of the system used, eg 'Access database', in the space opposite (question 13b).

Select *Commercial system* if you record information about clients in an electronic system provided by an external organisation (eg LINK). Please give brief details of the system used in the space opposite (question 13b).

14) Are clients recorded in this system individually identified?

Please indicate whether you record information that helps ensure that there is only one client record per individual. Examples of information that may be used to individually identify clients include name, national insurance number, an ID number and date of birth.

If you answer *No* to this question, proceed to question 16.

15) What do you use to identify clients in this system?

If you answered *Yes* to question 14, please indicate what data you use to identify clients. For example, if you track client records by both client name and their date of birth, tick both of these options.

16) Which of the following do you monitor?

Tick any of the information you record about clients.

17) Are you able to produce client profile reports for each of your services (eg reports on the proportion of women, people from ethnic minority groups, etc using the service)?

Please indicate whether you are able to produce reports on the client group who use your services. We are interested in whether you are able to produce a profile of who uses your service, not in information about individual clients. You may, for example, be able to indicate the proportion of your clients who are women, the different ethnic backgrounds your clients come from, the number who are rough sleeping, etc.

Please send us any reports on the make up of your client group.

Supporting Information

In addition to the details you have provided via the survey, we would like to receive any supporting information. This may include:

- Annual reports
- Financial reports and accounts
- Analyses of the clients who use your services (eg breakdown by gender, ethnic group, age range)

Contact details

If you have any queries about the project or the online survey, please contact:

Gemma Cantelo
Resource Information Service
Bramah House, 65-71 Bermondsey Street, London SE1 3XF
Switchboard: 020 7939 0641; Direct line: 020 7939 0670; Fax: 020 7979 0643
Email: homelessness@ris.org.uk

Appendix C List of responding organisations

The following organisations returned completed survey forms and provided their organisation name (which was optional). A further 22 organisations completed the survey anonymously.

Ackee Housing Project
Acton Homeless Concern
Alone in London (part of Circle Anglia)
ARP Charitable Services Ltd
Ashiana Network
Baron's Court Project
Borderline
Broadway
Bromley Churches
Carr-Gomm
Causeway Irish Housing
CAYSH
Centrepont
Church Army - Marylebone Project
City YMCA
Community Housing and Therapy
Connection at St Martins
Crisis UK
Depaul Trust
Deptford Churches Centre
Dogs Trust
Earls Court YMCA
Eaves Housing
Ebony Sistren Housing Association
Emmaus Greenwich
First Fruit Ltd
Grenfell Housing Association
Grove Housing
Homeless Resource Centre
Housing Action Barnet
Innisfree HA
Kingston and Wimbledon YMCA
Kingston Churches Action on Homelessness
Lee Housing Association
London Cyrenians Housing Ltd
London Irish Centre Housing
Look Ahead
Mace Housing Coop
Marsha Phoenix Memorial Trust
Merton Action for the Single Homeless
Nacro

North London Action for the Homeless
Norwood
Notting Hill Churches Homeless Concern
Novas Group
P3
Providence Row
Queen Victoria Seamen's Rest
Redbridge Nightshelter
Riverlink Housing Co-operative
Rugby Portobello Trust
Safe Start Foundation
Salvation Army
Servol Community Trust
SHIAN
Single Homeless Project
Sir Oswald Stoll Foundation
South London YMCA
Southern Housing Group
Spear
St Christopher's Fellowship
St Cuthbert's Centre
St Mungo's
Thames Reach
The Passage
The Renewal Programme
The Society of Missionaries of Charity
The Spires Centre
Threshold Housing Advice
Threshold Support
Turning Point Hungerford Drug Project
Upper Room
U-Turn Recovery Project
Waltham Forest Young People's Housing Project
Webber Street
West London YMCA
Woodstock Housing Trust
Wytham Hall
YMCA Hornsey