

# Danny Phillips

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# PREVENTION OF HOMELESSNESS PARTNERSHIP EVALUATION

Section 11 Homelessness etc. (Scotland) Act 2003 Pilot Project

by  
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# Methodology

Qualitative

Record views and experiences of clients

Use the learning

# Research Methods

- semi structure interviews
- focus group
- staff interviews
- stakeholder interview

# Questions

- Did we improve the lives of clients?
- If so, in what ways?
- Did clients health improve?
- How do clients rate the service?
- Did partnership working improve?
- Recommendations and learning



# FINDINGS

significant effect on health  
considerable stress and anxiety for clients  
complex underlying problems  
professional, needs led, services improve lives

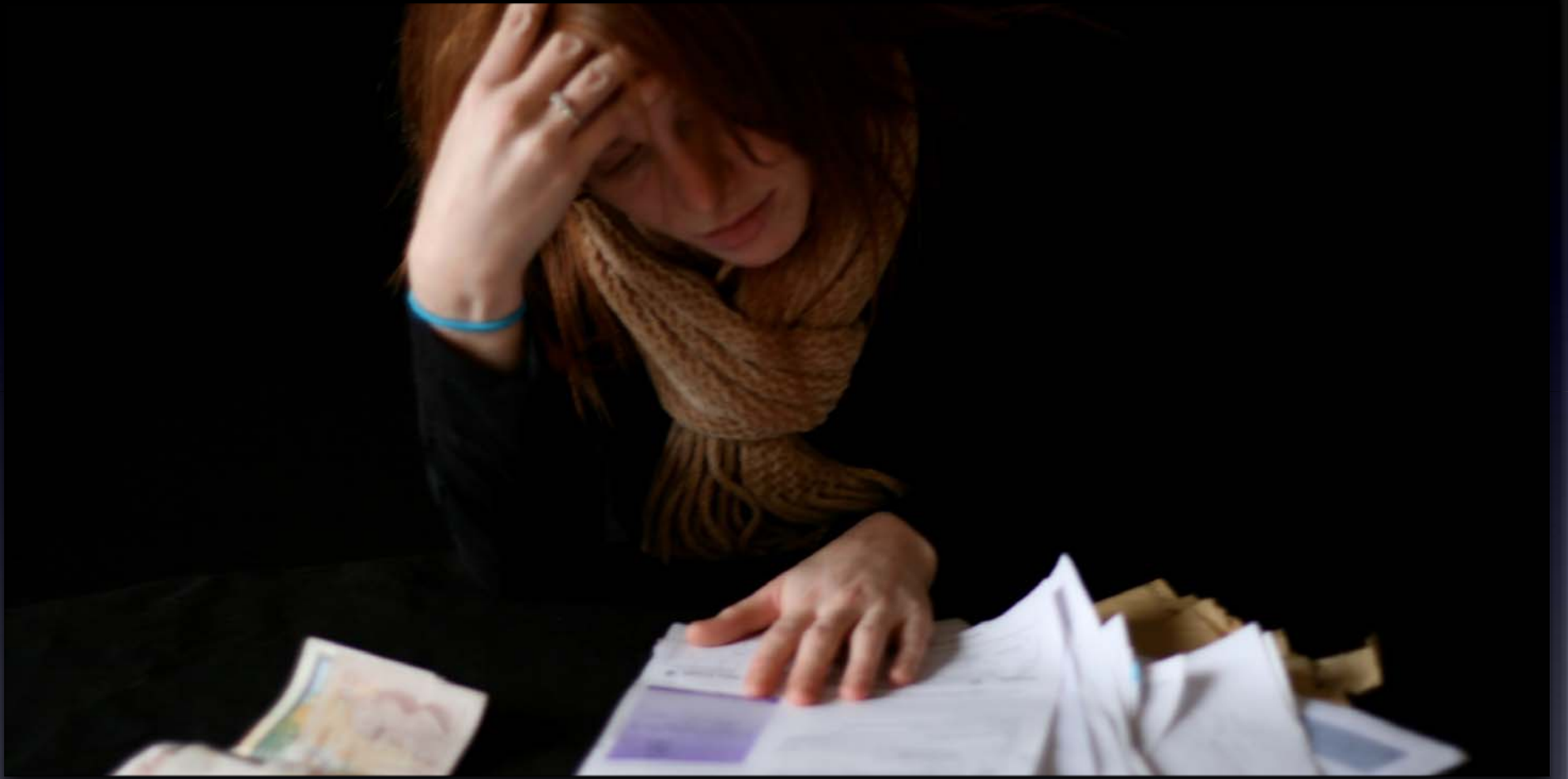
# Presenting Problem

- Debt and Arrears
- Reduced Income
- Low Standard of Housing
- Legal Action
- Benefit delays and problems
- Relationship/Family breakdown

# Underlying Problems

- Long term mental health
- Relationships
- Drugs and alcohol
- Victims of crime and violence
- Childhood neglect
- Domestic Violence





# Stress and ill-health

# Mental Health

- clients under huge stress
- effecting every part of lives
- anxiety before appointments
- mini-breakdowns
- depression
- suicidal thoughts

# Effects

- not able to sleep
- not eating
- taking drugs
- childcare
- depression
- lost weight
- 'I was a mess'



# Client Experiences

# Experience of Service

- life saving, fantastic and friendly
- listening
- knew her stuff and knew what she was doing
- non judgmental and sympathetic
- trusted her - integrity
- took me seriously
- professional

# 'Professionalism'

- trust and confidence
- approachable & didn't judge and they listened
- kept their word and phoned them back
- same person
- receptionist smiled and took them seriously
- 'knew what she was doing' and 'told you straight'
- 'on my side'

# Improved Outcomes

- Health
- Confidence
- Relationships
- Work, Training and Education

# Gaps in S.11 referrals

- LAs do not have to act
- Client state of mind
- Evictions from family and friends
- Relationship breakdown
- Private Landlords
- Not everyone gets advice



# Learning

- May be difficult to replicate
- Individual tailored approaches
- Professional service improves outcomes
- Section 11 real potential to improve lives



# Recommendations

Information

Policy

Long - term outcomes

Resources