

HOMELESS SATISFACTION

SURVEY

PHASE TWO

2005/06



Homeless Users
Temporary Accommodation

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1.0 Introduction

The Research Unit was commissioned by Client Services in September 2005 to undertake a survey of satisfaction with the Housing Executive's homelessness service. It was decided, because of the complexity and sensitivity of the subject, to separate the research into four distinct phases examining the different stages at which homeless people interact with the Housing Executive. It was envisaged that this approach would allow results to be compared across each of the phases. The four phases of homelessness were defined as:

1. homeless presentation,
2. temporary accommodation,
3. homeless applicants providing their own temporary accommodation, and
4. permanent re-housing.

This report summarises the findings of Phase 2 of the homelessness survey, which examined applicants' satisfaction/dissatisfaction with temporary accommodation facilities.

2.0 Methodology

A random sample was selected from Housing Executive records of homeless applicants whom the Housing Executive had a duty to place in temporary accommodation.

The Housing Executive's Research Unit conducted fieldwork between November 2005 and August 2006. Research staff carried out face-to-face interviews with 167 homeless applicants in temporary accommodation across the following five areas: Belfast, North East, South East, South and West. (It should be noted that those individuals selected to participate in Phase Two are not the same individuals surveyed in Phase One.)

3.0 Summary of findings

- The most common reasons for registering as homeless were: notice to quit/eviction (21%), intimidation (15%), marital or co-habitation breakdown (14%), parental dispute/family problems (11%) and breakdown in sharing arrangements (11%).
- Current temporary accommodation included: private (single let) (44%), hostel (26%), Housing Executive (14%), voluntary organisations (9%), bed and breakfast (4%) and sheltered accommodation (4%).
- The majority of respondents stated that they found Housing Executive staff; courteous (80%), helpful (74%), and sympathetic (70%).
- More than two-thirds of respondents (67%) said that Housing Executive staff had explained the Homeless Assessment Procedure to them.
- Almost half (47%) of respondents were aware that the Housing Executive has a legal responsibility for homeless people.
- Almost one-third (31%) of respondents said Housing Executive staff had offered to arrange storage of furniture, 20% said they had not been offered this service and almost half (49%) had not required the service.
- The majority (86%) of respondents, when first registering as homeless, said that they had not been offered a taxi or transport back to their home/accommodation/district office/temporary accommodation. Of the 14% of respondents offered transport, almost all accepted the offer.
- More than three-quarters (79%) of respondents did not have a spouse/partner. Of those who had a spouse/partner (20%) more than three-quarters (26 respondents; 76%) were living in the same temporary accommodation. The partners of eight respondents' were staying in alternative temporary accommodation.
- More than two-thirds (67%) of respondents had dependants. Of these, 50% had one dependant, 30% had two and 11% said they had three dependants. Equal proportions (5% in each case) had four and five or more dependants. The majority (78%) of dependants were staying in the same temporary accommodation as the respondents.
- Including their current accommodation 47% of respondents had stayed in one temporary facility, 27% had stayed in two, 14% had stayed in three, 5% had stayed in four and 7% had stayed in five or more temporary accommodation facilities.

- Almost three-quarters (71%) of respondents were satisfied with their current accommodation, 86% were satisfied with their location, 47% were satisfied with the level of contact they had with the Housing Executive and 54% were satisfied with the way Housing Executive staff had treated them.
- Immediately before moving into their current accommodation 44% of respondents had lived a house, 26% had lived in hostels, 15% in flats/bed-sits, 4% in hotel/B&Bs and 2% had been in hospital. Equal proportions (1% in each case) had lived in bungalows, lodgings, caravan and prison. Smaller proportions had lived in other accommodation types.
- Main reasons for leaving their last address included: notice to quit/eviction (21%), overcrowding (16%), health reasons (10%), offered better/other accommodation (8%) and intimidation (8%).
- Tenure of previous address included: hostel (26%), private rented (25%), Housing Executive (18%), owner occupied (17%) and housing association (4%). Smaller proportions (8%) stated other tenures.
- More than half (55%) of respondents did not consider their previous address to be their permanent home, 44% considered it to be a permanent address and 1% did not know.
- More than half (59%) of respondents said they had been living in temporary accommodation for two years or more, 20% (19 respondents) had been in temporary accommodation between one and two years, 12% (11 respondents) had been in temporary accommodation between six to twelve months, 5% (5 respondents) have been living in temporary accommodation for one to three months and 2% (<5 respondents) had been in temporary accommodation four to six months.
- More than half (53%) had moved between two and five times (since their last permanent address), 38% of respondents had moved once, 6% had moved between six and 10 times and 3% had moved more than 10 times.
- More than two-thirds (67%) of respondents said they would prefer a house as their permanent accommodation, 14% a flat/bed-sit, 13% a bungalow and 4% said they would prefer any type of permanent accommodation. Smaller proportions stated other types.
- A few respondents (10; 6%) had been referred by the multi-needs assessment team to social workers, occupational therapists and care managers.

- Almost two-thirds (63%) of respondents were not working, 19% were sick/disabled, 5% were working part-time, 4% were students and 3% were looking after family home. Smaller proportions (2% in each case) were working full-time, retired or on voluntary or maternity leave.
- Almost three-quarters (70%) of respondents described their religion as Catholic, 19% as Protestant, 6% as other, 4% as none, 1% as mixed and 1% refused to state their religion.
- The vast majority (96%) of respondents described their ethnic origin as white and equal proportion (1% in each case) described their ethnic origin as Irish Traveller, Black African and Timorese.
- More than two-fifths (42%) of respondents had a disability which affected their day-to-day activities.

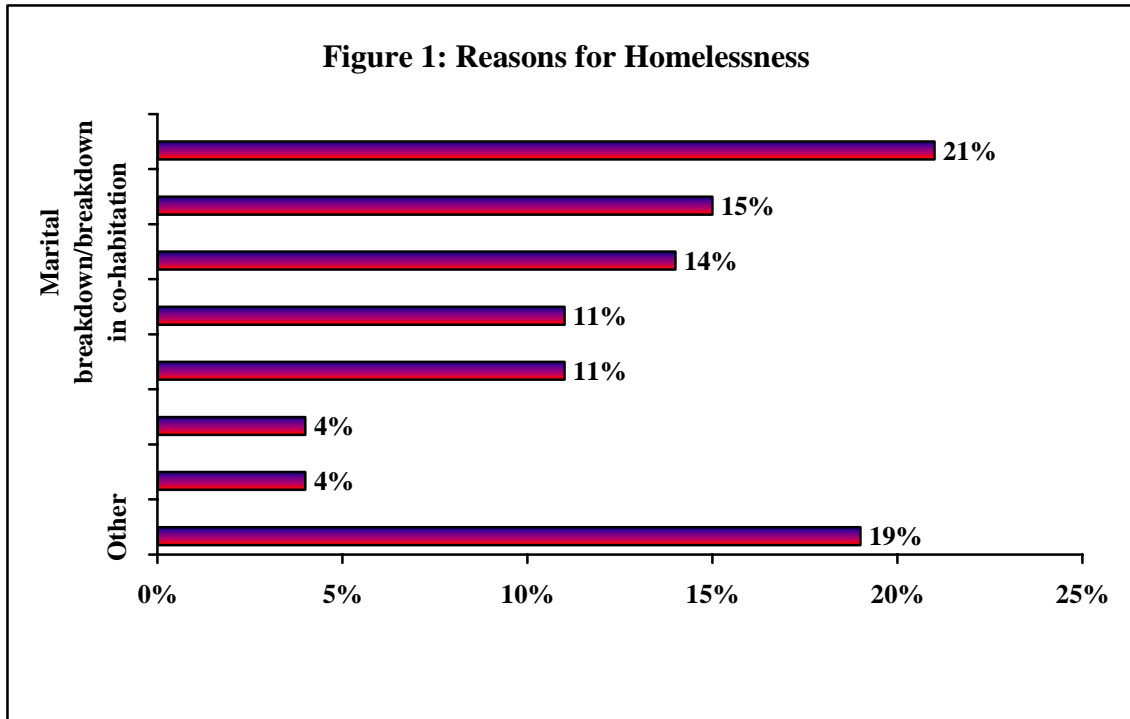
4.0 Analysis

Type of current temporary accommodation

- 4.1** More than two-fifths (42%) of respondents were residing in private (single let) properties, 26% were in hostels, 14% were in Housing Executive temporary accommodation and 9% were in accommodation run by voluntary organisations. Equal proportions (4% in each case) were in sheltered accommodation and bed and breakfast accommodation (Table 2).

Registering as Homeless

- 4.2** The main reasons given by respondents for registering as homeless were; notice to quit/eviction (21%), intimidation (15%), breakdown of marriage or cohabitation (14%). Equal proportions (11% in each case) had registered as homeless because of a parental dispute/family problems and breakdown in sharing arrangements. Fewer respondents (4% in each case) said they had registered as homeless because they wanted to move back to their own area and because of domestic violence. Other reasons for registering as homeless (given by 19% of respondents) included: release from prison or other penal institution, overcrowding in family home, discharged from care, health reasons, financial reasons and fire, flood or other natural disaster (Figure 1; Table 3).



Advice and helpfulness

4.3 Four-fifths (80%) of respondents described Housing Executive staff as courteous; 75% said staff had been helpful and 70% stated that Housing Executive staff had been sympathetic regarding their situation (Table 4).

Homeless Assessment Procedure

4.4 More than two-thirds (67%) of respondents said the homeless assessment procedure had been explained to them, 32% said it had not been explained and 2% said they did not know (Table 5).

Legal responsibility

4.5 More than half (53%) of respondents were unaware that since (1st April 1989) the Housing Executive is legally responsible for homeless people; 47% were aware of the Housing Executive’s legal responsibility (Table 6).

Storage of furniture

- 4.6 Respondents were asked if the Housing Executive had offered to arrange storage of furniture while they were staying in temporary accommodation. Almost half (49%) said they did not require storage of furniture, 31% said Housing Executive staff had offered to arrange storage of furniture and one-fifth (20%) said they had not been offered storage of furniture whilst staying in temporary accommodation. Of those respondents who had been offered storage of furniture (31% of all respondents) the majority (86%: 44 respondents) had accepted the offer (Table 7 and 8).

Transportation

- 4.7 The majority of respondents (86%) said that, when they first registered as homeless Housing Executive staff had not offered to arrange a taxi or transport back to their home, accommodation, district office or temporary accommodation. Fourteen percent (24 respondents) had been offered transport. Of those who had been offered a taxi or other transport, almost all (23 respondents; 96%) had accepted the offer (Tables 9 and 10).

Marital status

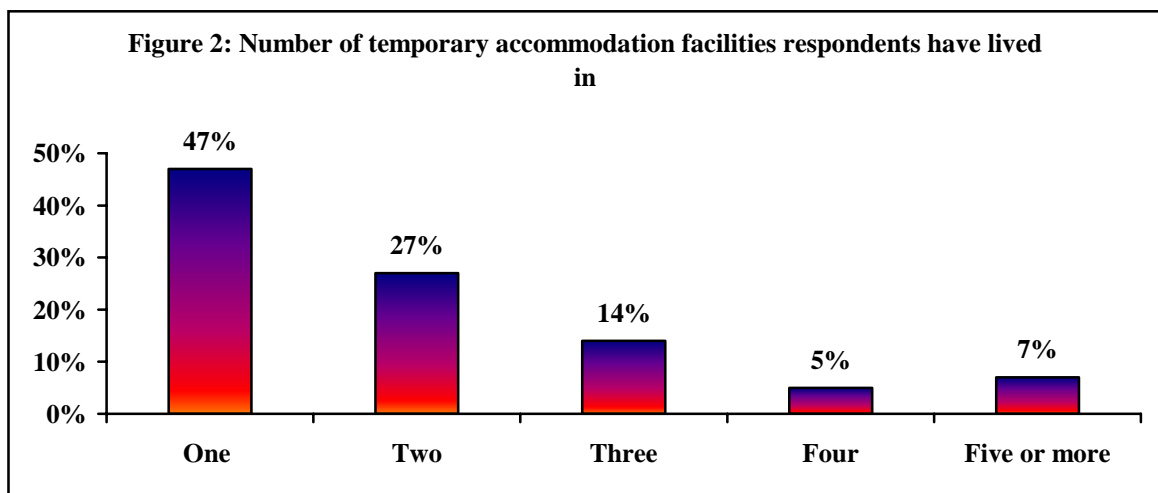
- 4.8 Most respondents (79%) did not have a spouse/partner. Of those respondents who do have a spouse/partner (20% of all respondents) 26 (76%) said their spouse/partner was living with them in the same temporary accommodation. The spouses/partners of eight respondent's were living in alternative temporary accommodation (Tables 11 and 12).

Dependants

- 4.9 More than two-thirds (67%) of respondents had dependants and 34% had no dependants (Table 13).
- 4.10 Of those respondents with dependants (67% of all respondents), 50% said they had one dependant, 30% had two dependants and 11% had three dependants. Equal proportions (5% in each case) said they had four or five or more dependants. Most respondents (78%) stated their dependants were staying in the same temporary accommodation. Twenty-two percent stated their dependants were staying in other temporary accommodation (Tables 14 and 15).

5.0 Temporary accommodation facilities

5.1 Almost half of all respondents (47%) said they have lived in one temporary accommodation – including their current temporary accommodation, 27% had lived in two, 14% had lived in three, 7% had lived in five or more and 5% of respondents have lived in four temporary accommodation facilities (Figure 2; Table 16).

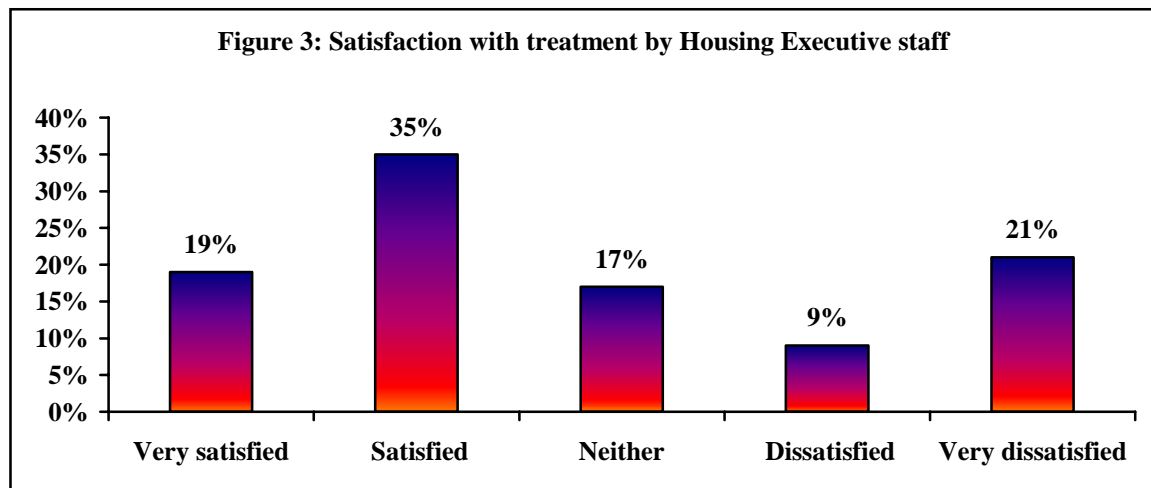


Overall satisfaction levels

5.2 Almost three-quarters of respondents (71%) were satisfied with their temporary accommodation, 28% were not satisfied and 1% did not know (Table 17).

5.3 The majority (86%) of respondents stated that they were satisfied with the location of their temporary accommodation, 14% were dissatisfied and 1% did not know. Almost half of respondents (47%) said they were satisfied with the amount of contact they had received from Housing Executive staff while in temporary accommodation; 50% were dissatisfied and 4% did not know (Table 18).

5.4 More than half (54%) of respondents were very satisfied/satisfied with the way Housing Executive staff had treated them; 17% were neither satisfied nor dissatisfied and 30% were dissatisfied (Figure 3; Table 19).

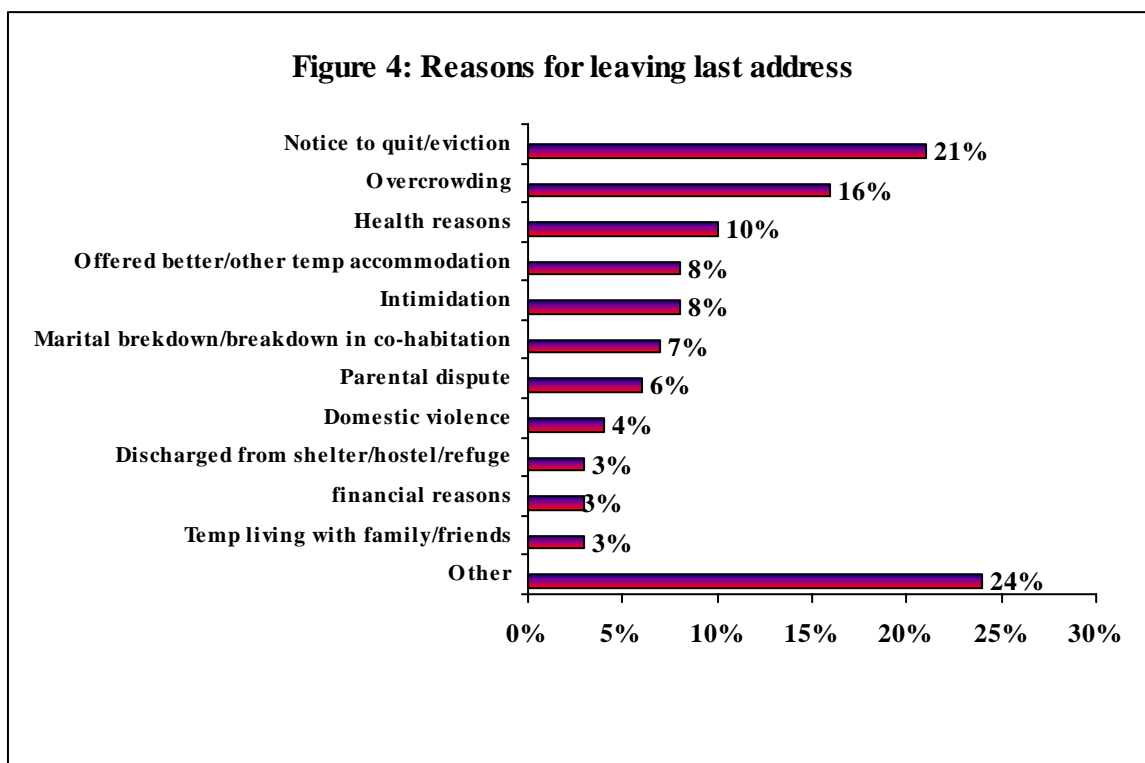


Previous temporary accommodation

5.5 Immediately before moving into their current temporary accommodation, 44% of respondents said they had lived in a house, 26% had lived in a hostel, 15% had lived in a flat/bed-sit, 4% in a hotel or bed and breakfast accommodation and 2% had been in hospital. The remaining nine percent said they had lived in other types of accommodation (e.g. foster home, semi-independent housing, night shelter, sleeping rough) (Table 20).

5.6 At their previous address, one-quarter (25%) of all respondents said they had lived with children, 24% had lived alone, 19% had lived with their spouse/partner, 13% had lived with relatives, 10% had lived with parents and 7% lived with friends. Smaller proportions (2%) gave other responses (Table 21).

5.7 Respondents were asked why they had left their previous address: reasons included notice to quit/eviction (21%), overcrowding (16%), health reasons (10%), intimidation (8%), offered better or other accommodation (8%), marital breakdown or breakdown in cohabitation (7%), parental dispute (6%), and domestic violence (4%). Equal proportions (3% in each case) had been discharged from shelter/hospital/refuge, had moved due to financial reasons and had been living with family/friends. The remainder (24%) stated other reasons (e.g. vandalism of property, accommodation unsuitable, too far away from town and disliked previous accommodation) (Figure 4; Table 22).



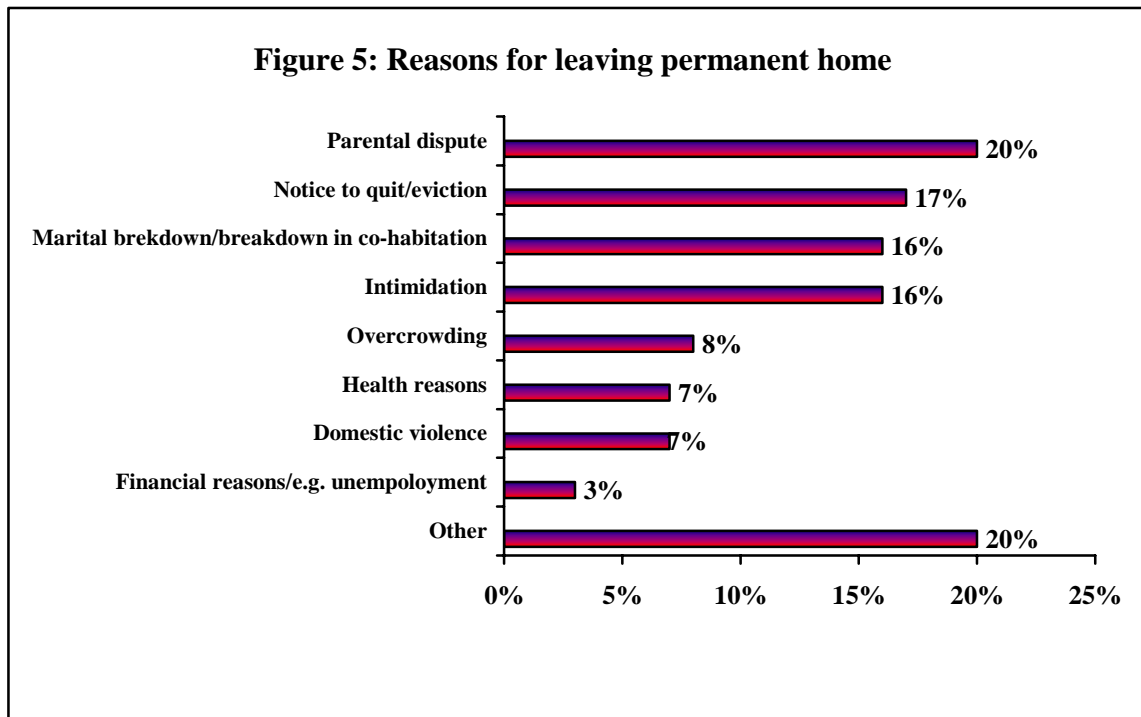
Tenure of last address

- 5.8 Respondents were asked the tenure of their last address: 26% had been in hostel accommodation, 25% had been in private accommodation, 18% had been Housing Executive tenants, 17% had been owner occupiers and 4% had been housing association tenants (Table 23).
- 5.9 More than half (55%) of respondents did not consider their previous address to be their permanent home; 44% said they did consider their previous address to be their last permanent home and 1% said they did not know (Table 24).
- 5.10 Of those who did not consider their last address to be their permanent home (55% of all respondents), 59% (55 respondents) said it had been two years or more since they had lived in what they considered to be a permanent home; 20% (19 respondents) had not lived in a permanent home for between one and two years, for 12% (11 respondents) it had been six to twelve months and for 7% (seven respondents) they had not lived in what they consider to be a permanent home for less than six months (Table 25).
- 5.11 When asked if they had lived with anyone at the time, 42% (39 respondents) said they had lived with parents, 26% (24 respondents) had lived with their spouse/partner, 14% (13 respondents) had lived alone, 10% (9 respondents) had lived with children, 8% (7 respondents) had lived with relatives and 1% (<5 respondents) had lived in foster care (Table 26).

6.0 Last Permanent Accommodation

- 6.1 Respondents were asked to state the type of accommodation they had lived in, as their last permanent address. More than three-quarters (78%) of respondents had lived in a house, 16% had lived in a flat/bed-sit and 2% had lived in a bungalow. Smaller proportions had lived in other types of accommodation including: hostel, lodging, prison, foster care, caravan and maisonette. More than two-fifths (42%) said their last permanent address had been Housing Executive property, 24% had been owner occupiers and 24% had been private renters. Six percent said they had been housing association tenants and 4% gave other responses, including: council house, prison, care, caravan, married quarters and hostel (Tables 27 and 28).
- 6.2 When asked how many times they had moved since leaving their last permanent home, 38% said they had moved once, 53% had moved between two and five times, 6% said they had moved between six and 10 times and 3% had moved more than 10 times (Table 29).

6.3 Respondents were asked why they had left their permanent home; reasons included: parental dispute (20%), notice to quit/eviction (17%), marital breakdown or breakdown in co-habitation (16%), intimidation (16%), overcrowding (8%), health reasons (7%), domestic violence (7%) and financial reasons (3%). The remainder (20%) gave other reasons, including: seeking own independence, wanted to move back to home town, neighbour problems, seeking employment in N.I. (Figure 5; Table 30).



6.4 Respondents were asked what type of permanent accommodation they would prefer to live in. Two-thirds (67%) of respondents said they would prefer to live in a house, 14% said they would prefer a flat/bed-sit, 13% a bungalow and 4% said they would live in any type of accommodation. Smaller proportions (2%) gave other responses, including sheltered accommodation, ground floor flat, caravan and 1% did not know (Table 31).

7.0 Health of respondents.

7.1 The Housing Executive has a multi-needs assessment team who can provide support for people with complex needs. A small proportion of respondents (6%: 10 respondents) were referred by the Housing Executive multi-needs assessment team to social workers, occupational therapists or care managers (Table 32).

7.2 All respondents were asked if they had any social or health problems. Almost two-thirds (61%) of respondents said they had no such problems and 39% stated they had health and/or social problems (Table 33).

Main responses of respondents with social and/or health problems:

- mental health issues (45 respondents)
- family relationship issues (24 respondents)
- alcohol related issues (19 respondents)
- neighbour related issues (13 respondents)
- drug related issues (8 respondents)
- other health issues (< 5 respondents)

Base 66 respondents.

Some respondents gave more than one response.

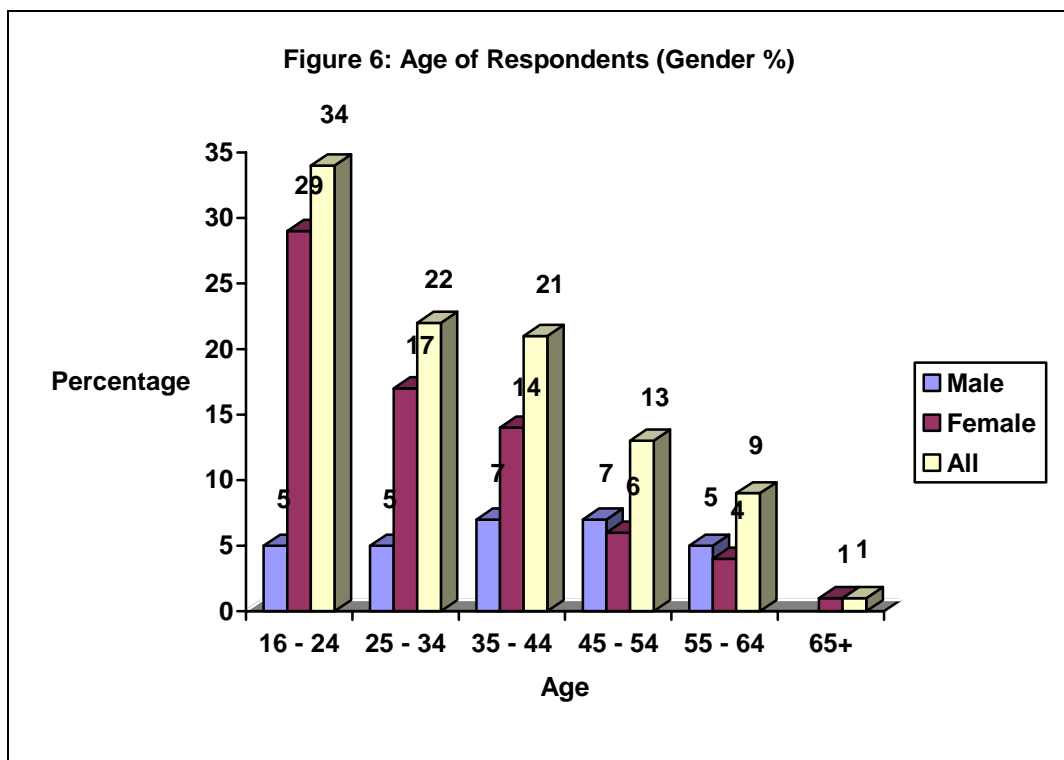
8.0 Profile of respondents

Gender of respondent

8.1 Seventy percent of respondents were female and 30% were male (Table 34).

Age of respondent

8.2 More than one-third (34%) of respondents were aged between 16 and 24, 22% were aged between 25 and 34 and 21% were between 35 and 44. Thirteen percent were aged between 45 and 54, 9% were aged between 55 and 64 and 1% were 65 or older. The remaining 1% refused to state their age (Figure 6; Table 35).



Employment Status

- 8.3 Sixty-three percent of respondents were not working at the time of interview, 19% were sick or disabled, 5% were working part-time, 4% were students, 3% were looking after family home and equal proportions (2% in each case) were working full-time and retired. Smaller proportions (2%) said they did voluntary work or were on maternity leave (Table 36).

Religion

- 8.4 Religion of respondents was as follows: Catholic (70%), Protestant (19%), other (6%), no religion (4%), and mixed religion (1%). The remaining one percent refused to state their religion (Table 37).

Ethnic Origin

- 8.5 The majority of respondents (96%) were white and equal proportions (1% in each case) stated their ethnic origin as Irish Traveler, Black African and Timorese (Table 38).

Disability

- 8.6 More than two-fifths (42%) of all respondents said they had a disability which affected their day-to-day activities; 58% stated they did not have a disability and a small proportion (1%) did not know (Table 39).

9.0 General

9.1 On completion of the questionnaire respondents, were given the opportunity to make general comments on any aspect of their temporary accommodation. In total, 70% commented on a number of issues about living in temporary accommodation.

The comments included:

- Treated well/ happy with temporary accommodation,
- Need own home/house for stable environment,
- Waiting on permanent accommodation to long,
- Repairs need completed by landlord,
- Damp in house,
- Didn't like area offered,
- Have not been fairly treated by NIHE,
- Need more contact from NIHE,
- Current temporary accommodation not suitable for children.

APPENDIX 1

Tabular Report

*Homeless Users Survey
Temporary Accommodation*

TABULAR REPORT – HOMELESS SATISFACTION SURVEY PHASE 2

(Note: Due to rounding some tables may not add to 100 %. Also, in some cases where the number of responses has been less than five, the actual figures have been omitted and these are shown as <5)

Table 1: Percentages of responses in each Housing Executive Area.

| | Num | % |
|--------------|------------|------------|
| Belfast | 66 | 40 |
| West | 38 | 23 |
| South East | 26 | 16 |
| South | 24 | 14 |
| North East | 13 | 8 |
| Total | 167 | 100 |

Base: 167 respondents.

N.B. Due to rounding percentages do not add to 100.

Table 2: Type of temporary accommodation.

| | Num | % |
|-------------------------|------------|------------|
| Private (Single Let) | 73 | 44 |
| Hostel | 43 | 26 |
| Housing Executive | 23 | 14 |
| Voluntary Organisations | 15 | 9 |
| Bed & Breakfast | 7 | 4 |
| Sheltered Accommodation | 6 | 4 |
| Total | 167 | 100 |

Base: 167 respondents.

N.B. Due to rounding percentages do not add to 100.

Table 3: Reasons that led you to register with the Housing Executive as homeless?

| | Num | % |
|---|------------|------------|
| Notice to quit/eviction | 35 | 21 |
| Intimidation | 25 | 15 |
| Marital breakdown/breakdown in co-habitation | 23 | 14 |
| Parental dispute/ family problems | 19 | 11 |
| Breakdown in sharing arrangements | 18 | 11 |
| Wanted to move back home | 7 | 4 |
| Domestic violence | 6 | 4 |
| Prison or other penal institution | 5 | 3 |
| Overcrowding in family home | 5 | 3 |
| Discharged from care | <5 | 2 |
| Health reasons | <5 | 2 |
| Financial reasons/e.g. unemployment | <5 | 1 |
| Fire, flood or other natural disaster | <5 | 1 |
| Discharged from hospital | <5 | 1 |
| Vandalism of property | <5 | 1 |
| Problem with neighbours | <5 | 1 |
| Others reasons (included repossession of home, physical assault, property unsuitable for rearing child, became guardian of brothers and sisters and wanted home in own area). | 7 | 4 |
| Total | 167 | 100 |

Base: 167 respondents.

N.B. Due to rounding percentages do not add to 100.

Table 4: When you registered as homeless were Housing executive staff....?

| | Yes | | No | | Total | |
|-------------|-----|----|-----|----|-------|-----|
| | Num | % | Num | % | Num | % |
| Helpful | 123 | 74 | 44 | 26 | 167 | 100 |
| Courteous | 133 | 80 | 34 | 20 | 167 | 100 |
| Sympathetic | 116 | 70 | 51 | 31 | 167 | 100 |

Base: 167 respondents.

N.B. Due to rounding percentages do not add to 100.

Table 5: Did Housing Executive staff explain the Homeless Assessment procedure to you?

| | Num | % |
|--------------|------------|------------|
| Yes | 111 | 67 |
| No | 53 | 32 |
| Don't know | <5 | 2 |
| Total | 167 | 100 |

Base: 167 respondents.

N.B. Due to rounding percentages do not add to 100.

Table 6: Are you aware that since 1st April 1989 the Housing Executive has a legal responsibility for homeless people?

| | Num | % |
|--------------|------------|------------|
| Yes | 78 | 47 |
| No | 87 | 52 |
| Don't know | <5 | 1 |
| Total | 167 | 100 |

*Base: 167 respondents.***Table 7: Did the Housing Executive offer to arrange storage for your furniture while you are in temporary accommodation?**

| | Num | % |
|--------------------|------------|------------|
| Yes | 51 | 31 |
| No | 34 | 20 |
| Did not require it | 82 | 49 |
| Total | 167 | 100 |

*Base: 167 respondents.***Table 8: Did you accept the offer to store your furniture?**

| | Num | % |
|--------------|------------|------------|
| Yes | 44 | 86 |
| No | 7 | 14 |
| Total | 51 | 100 |

*Base: 51 respondents.***Table 9: When you first registered as homeless did the Housing Executive offer to arrange taxi/transport back to your home/accommodation/District Office/temporary accommodation?**

| | Num | % |
|--------------|------------|------------|
| Yes | 24 | 14 |
| No | 143 | 86 |
| Total | 167 | 100 |

*Base: 167 respondents.***Table 10: Did you accept the offer of a taxi/transportation?**

| | Num | % |
|--------------|------------|------------|
| Yes | 23 | 96 |
| No | <5 | 4 |
| Total | 24 | 100 |

Base: 24 respondents.

Table 11: Do you have a spouse/partner?

| | Num | % |
|--------------|------------|------------|
| Yes | 34 | 20 |
| No | 132 | 79 |
| Refusal | <5 | 1 |
| Total | 167 | 100 |

*Base: 167 respondents.***Table 12: Is your spouse/partner staying at another temporary accommodation?**

| | Num | % |
|--------------|------------|------------|
| Yes | 8 | 24 |
| No | 26 | 76 |
| Total | 34 | 100 |

*Base: 34 respondents.***Table 13: Do you have any dependants?**

| | Num | % |
|--------------|------------|------------|
| Yes | 111 | 67 |
| No | 56 | 34 |
| Total | 167 | 100 |

*Base: 167 respondents.**N.B. Due to rounding percentages do not add to 100.***Table 14: Number of dependants.**

| | Num | % |
|--------------|------------|------------|
| One | 55 | 50 |
| Two | 33 | 30 |
| Three | 12 | 11 |
| Four | 5 | 5 |
| Five or more | 6 | 5 |
| Total | 111 | 100 |

*Base: 111 respondents.**N.B. Due to rounding percentages do not add to 100.***Table 15: Are your dependants staying at another temporary accommodation?**

| | Num | % |
|--------------|------------|------------|
| Yes | 24 | 22 |
| No | 87 | 78 |
| Total | 111 | 100 |

Base: 111 respondents.

Table 16: How many temporary accommodation facilities have you lived in?

| | Num | % |
|--------------|------------|------------|
| One | 78 | 47 |
| Two | 45 | 27 |
| Three | 24 | 14 |
| Four | 9 | 5 |
| Five or more | 11 | 7 |
| Total | 167 | 100 |

*Base: 167 respondents.***Table 17: Are you satisfied with the current temporary accommodation?**

| | Num | % |
|--------------|------------|------------|
| Yes | 119 | 71 |
| No | 47 | 28 |
| Don't Know | <5 | 1 |
| Total | 167 | 100 |

*Base: 167 respondents.***Table 18: Are you satisfied with the.....?**

| | Yes | | No | | Don't know | |
|---|-----|----|-----|----|------------|---|
| | Num | % | Num | % | Num | % |
| Location of current temporary accommodation | 143 | 86 | 23 | 14 | <5 | 1 |
| Level of contact from H.E staff while staying at this accommodation | 78 | 47 | 83 | 50 | 6 | 4 |

*Base: 167 respondents.**N.B. Due to rounding percentages do not add to 100.***Table 19: How satisfied/dissatisfied are you with the way Housing Executive staff have treated you?**

| | Num | % |
|------------------------------------|------------|------------|
| Very satisfied | 31 | 19 |
| Satisfied | 58 | 35 |
| Neither satisfied nor dissatisfied | 28 | 17 |
| Dissatisfied | 15 | 9 |
| Very dissatisfied | 35 | 21 |
| Total | 167 | 100 |

*Base: 167 respondents.**N.B. Due to rounding percentages do not add to 100.*

Table 20: Immediately before moving into this temporary accommodation, what type of accommodation did you live in?

| | Num | % |
|--------------|------------|------------|
| House | 74 | 44 |
| Hostel | 43 | 26 |
| Flat/Bed-sit | 25 | 15 |
| Hotel/B&B | 6 | 4 |
| Hospital | <5 | 2 |
| Lodging | <5 | 1 |
| Bungalow | <5 | 1 |
| Caravan | <5 | 1 |
| Prison | <5 | 1 |
| Other | 8 | 5 |
| Total | 167 | 100 |

*Base: 167 respondents.***Table 21: Whom did you live with at your last address?**

| | Num | % |
|--|------------|------------|
| Lived with children | 42 | 25 |
| Lived alone | 40 | 24 |
| Lived with spouse/partner | 31 | 19 |
| Lived with relatives | 22 | 13 |
| Lived with parents | 16 | 10 |
| Lived with friends | 12 | 7 |
| Other (included: prison and lived with others from care) | <5 | 2 |
| Total | 167 | 100 |

Base: 167 respondents.

Table 22:

Did you leave your last address because?

| | Num | % |
|--|-----|----|
| Notice to quit/eviction | 35 | 21 |
| Overcrowding | 26 | 16 |
| Health reasons | 16 | 10 |
| Offered better/other temporary accommodation | 14 | 8 |
| Intimidation | 14 | 8 |
| Marital breakdown/breakdown in cohabitation | 11 | 7 |
| Parental dispute | 10 | 6 |
| Domestic violence | 7 | 4 |
| Discharged from shelter/hostel/refuge | 5 | 3 |
| Financial reasons | 5 | 3 |
| Temporarily living with family/friends | 5 | 3 |
| Other (e.g. vandalism of property, accommodation unsuitable, too far from town, disliked previous accommodation) | 40 | 24 |

Base: 167 respondents.

N.B. Respondents could give more than one answer.

Table 23:

Tenure of last address?

| | Num | % |
|---|------------|------------|
| Hostel | 43 | 26 |
| Private rented | 42 | 25 |
| Housing Executive | 30 | 18 |
| Owner occupied | 28 | 17 |
| Housing Association | 7 | 4 |
| Hospital | <5 | 2 |
| Care | <5 | 2 |
| Council house | <5 | 1 |
| B&B | <5 | 1 |
| Other, (included: prison, sleeping rough, night shelter, and caravan) | <5 | 2 |
| Total | 167 | 100 |

Base: 167 respondents.

N.B. Due to rounding percentages do not add to 100.

Table 24:

Would you consider your previous address to be your permanent home?

| | Num | % |
|--------------|------------|------------|
| Yes | 74 | 44 |
| No | 92 | 55 |
| Don't know | <5 | 1 |
| Total | 167 | 100 |

Base: 167 respondents.

Table 25: If you didn't consider you last address to be your permanent home, how long ago is it since you did live in what you consider a permanent home?

| | Num | % |
|----------------------------------|------------|------------|
| 1 month but less than 4 months | 5 | 5 |
| 4 months but less than 6 months | <5 | 2 |
| 6 months but less than 12 months | 11 | 12 |
| 1 year but less than 2 years | 19 | 20 |
| 2 years or over | 55 | 59 |
| Total | 92 | 100 |

Base: 92 respondents.

N.B. Due to rounding percentages do not add to 100.

Table 26: Whom did you live with at your last permanent address?

| | Num | % |
|---------------------------|------------|------------|
| Lived with parents | 39 | 42 |
| Lived with spouse/partner | 24 | 26 |
| Lived alone | 13 | 14 |
| Lived with children | 9 | 10 |
| Lived with relatives | 7 | 8 |
| Foster care | <5 | 1 |
| Total | 92 | 100 |

Base: 92 respondents.

N.B. Due to rounding percentages do not add to 100.

Table 27: What type of accommodation was your last permanent address?

| | Num | % |
|---|------------|------------|
| House | 131 | 78 |
| Flat/Bed-sit | 26 | 16 |
| Bungalow | <5 | 2 |
| Lodging | <5 | 1 |
| Other (included: hostel, prison, foster home, caravan and maisonette) | 5 | 3 |
| Total | 167 | 100 |

Base: 167 respondents.

Table 28:

Tenure of last permanent address.

| | Num | % |
|--|------------|------------|
| Housing Executive | 70 | 42 |
| Owner occupied | 40 | 24 |
| Private rented | 40 | 24 |
| Housing Association | 10 | 6 |
| Other, (included: council house, prison, care, caravan, married quarters and hostel. | 7 | 4 |
| Total | 167 | 100 |

Base: 167 respondents.

Table 29:

How many times have you moved since your last permanent address?

| | Num | % |
|---------------|------------|------------|
| Once | 64 | 38 |
| 2 – 5 times | 88 | 53 |
| 6 – 10 times | 10 | 6 |
| Over 10 times | 5 | 3 |
| Total | | 100 |

Base: 167 respondents.

Table 30:

Did you leave your last permanent home because of

| | Num | % |
|--|------------|----------|
| Parental dispute | 34 | 20 |
| Notice to quit/eviction | 28 | 17 |
| Marital breakdown/breakdown in co-habitation | 27 | 16 |
| Intimidation | 27 | 16 |
| Overcrowding | 13 | 8 |
| Health reasons | 12 | 7 |
| Domestic violence | 11 | 7 |
| Financial reasons/e.g. unemployment | 5 | 3 |
| Drink related problems | <5 | 2 |
| Discharged from prison or other penal institution | <5 | 2 |
| Seeking own independence | <5 | 2 |
| Vandalism of property | <5 | 2 |
| Fire, flood or other natural disaster | <5 | 2 |
| Seeking employment in N.I. | <5 | 1 |
| Problem with neighbours | <5 | 1 |
| Others (e.g. seeking own independence, wanted to move back to home town, neighbour problems, seeking employment in N.I.) | 14 | 8 |

*Base: 167 respondents.**N.B. Respondents could give more than one answer.*

Table 31: What type of permanent accommodation would you prefer to live in?

| | Num | % |
|---|------------|------------|
| House | 111 | 67 |
| Flat/Bed-sit | 24 | 14 |
| Bungalow | 21 | 13 |
| Any type of accommodation | 6 | 4 |
| Other(included: sheltered accommodation, ground floor flat and caravan) | <5 | 2 |
| Don't know | <5 | 1 |
| Total | 167 | 100 |

*Base: 167 respondents***Table 32: Respondents referred by the Housing Executives multi-needs assessment team to .. ?**

| | Num |
|------------------------|-----------|
| Social worker | 7 |
| Occupational therapist | <5 |
| Care manager | <5 |
| Total | 10 |

*Base: 10 respondents.***Table 33: Do you have any problems with any of the following?**

| | Yes | | No | | Refusal | |
|-------------------------------|-----|----|-----|----|---------|---|
| | Num | % | Num | % | Num | % |
| Mental health issues | 45 | 27 | 121 | 73 | <5 | 1 |
| Family relationship issues | 24 | 14 | 142 | 85 | <5 | 1 |
| Alcohol related issues | 19 | 11 | 147 | 88 | <5 | 1 |
| Neighbour related issues | 8 | 5 | 158 | 95 | <5 | 1 |
| Drug related issues | 5 | 3 | 161 | 96 | <5 | 1 |
| Other illnesses/ disabilities | <5 | 1 | 164 | 98 | <5 | 1 |

*Base: 167 respondents.**N.B. Due to rounding percentages do not add to 100.**Respondents could give more than one response.***Table34: Gender of respondents.**

| | Num | % |
|--------------|------------|------------|
| Male | 50 | 30 |
| Female | 117 | 70 |
| Total | 167 | 100 |

Base: 167 respondents

Table 35:

Age/gender of Respondents.

| Age groups | Male | | Female | | All | |
|--------------|-----------|-----------|------------|-----------|------------|------------|
| | Num | % | Num | % | Num | % |
| 16-24 | 9 | 5 | 48 | 29 | 57 | 34 |
| 25-34 | 9 | 5 | 28 | 17 | 37 | 22 |
| 35-44 | 12 | 7 | 23 | 14 | 35 | 21 |
| 45-54 | 11 | 7 | 10 | 6 | 21 | 13 |
| 55-64 | 9 | 5 | 6 | 4 | 15 | 9 |
| 65+ | - | - | <5 | 1 | <5 | 1 |
| Refused | - | - | <5 | 1 | <5 | 1 |
| Total | 50 | 30 | 117 | 70 | 167 | 100 |

Base: 167 respondents.

N.B. Due to rounding percentages do not add to 100.

Table 36:

Employment status.

| | Num | % |
|---|------------|------------|
| Not working | 105 | 63 |
| Sick/disabled | 31 | 19 |
| Working part-time | 8 | 5 |
| Student | 7 | 4 |
| Looking after family home | 5 | 3 |
| Working full-time | <5 | 2 |
| Retired (excludes looking after home) | <5 | 2 |
| Other (include: voluntary work and maternity leave) | <5 | 2 |
| Total | 167 | 100 |

Base: 167 respondents.

Table 37:

Religion

| | Num | % |
|----------------|------------|------------|
| Catholic | 117 | 70 |
| Protestant | 32 | 19 |
| Other | 10 | 6 |
| None | 6 | 4 |
| Mixed religion | <5 | 1 |
| Refused | <5 | 1 |
| Total | 167 | 100 |

Base: 167 respondents.

N.B. Due to rounding percentages do not add to 100.

Ethnic Origin of Respondent**Table 38:**

| | Num | % |
|-----------------|------------|------------|
| White | 161 | 96 |
| Irish traveller | <5 | 1 |
| Black African | <5 | 1 |
| Timorese | <5 | 1 |
| Total | 167 | 100 |

Base: 167 respondents.

N.B. Due to rounding percentages do not add to 100.

Table 39:**Do you have a disability which affects you day to day activity?**

| | Num | % |
|--------------|------------|------------|
| Yes | 70 | 42 |
| No | 96 | 58 |
| Don't know | <5 | 1 |
| Total | 167 | 100 |

Base: 167 respondents.

N.B. Due to rounding percentages do not add to 100.