

Active Opportunities Pathway: Social Impact Report The Housing Network

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Homeless Link

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Executive Summary

This report presents initial findings from the first stage of a three-year evaluation partnership between The Housing Network and Homeless Link.

The evaluation aims to establish a robust and scalable approach to measuring the impact of The Housing Network's Active Opportunities Pathway (AOP) supported housing services, both for residents and for the wider public sector.

The analysis applies a cost consequences methodology to estimate the financial impact of AOP provision by modelling what would be likely to happen if supported housing were not available. It provides a focused first-stage estimate of the immediate and measurable public sector cost consequences associated with the withdrawal of AOP supported housing.

AOP is designed to operate in alignment with the principles of the Supported Housing (Regulatory Oversight) Act, with a consistent emphasis on transparency, outcomes and quality of provision.

Headline Findings

The current cohort of **394 residents** represents 45% of the total 880 units commissioned since the launch of AOP in September 2024.

Using initial data sets for this cohort, an initial estimate of annual public sector cost consequence of at least **£3,510,720** has been calculated, if supported housing were withdrawn. This equates to an average of **£8,910** per household per year.

The above value has been calculated using the 'Keeping Safe' outcome measurement, which is most clearly defined at this year one reporting stage. Where the 'maintaining tenancy' outcome measurement is used, the estimate of annual public sector cost consequences could increase by a **further £1,897,480** per year.

There is a clear variation within year one cost consequence values between the distinct cohorts that are supported through different strands of AOP services, which also include wider AOP Momentum for care leavers and AOP Link for prison leavers.

- AOP Breathe (Families): **£5,779 per household** per year
- AOP Seen & Heard and AOP Live & Grow (Singles): **£11,097 per person** per year



AOP's value lies not only in the accommodation it provides at a favourable cost to local authorities, but in the intensive support and crisis management work that enables

both single people and families to engage with the services and make progress towards their goals and aspirations.

Across the pathway, THN's team is helping residents and families manage risk, avoid escalation of need, rebuild stability and move towards safe, more sustainable futures.

The cost consequences analysis captures the immediate measurable public sector value of this work, while the wider impact is seen in reduced crisis, improved stability, stronger family routines and increased confidence to move forward.

As the services scale to support over 800 households, made up of former care leavers, single people and families, these benefits are expected to translate into a significant cost saving to public services.

"Following an accident, my mental health took a downward spiral. This impact affected every part of my life and eventually led to the breakdown of my relationship... I found myself homeless and sleeping rough. The support I received has encouraged me to focus on my mental wellbeing, build healthy routines and set goals for the future." – Case Study: Single 2

The findings show that AOP delivers value for single people and families, through three connected forms of impact.



A key learning from this first stage of this three-year evaluation is that progression towards independence should be understood as an outcome of AOP support and the positive impact this has had on individuals' and families' lives.

Where residents and households are now reporting a higher level of stability, confidence and ability to manage, this reflects the role of AOP in creating the conditions for that progress.

£3.51 million	Estimated annual public cost consequence if supported housing was withdrawn for the 394 residents and households in AOP Breathe, AOP Seen & Heard and AOP Live & Grow
394 residents	Included in the snapshot cohort across AOP Breathe, AOP Seen & Heard and AOP Live & Grow services
£8,910	Average estimated year one consequence savings across the resident cohort
£5,779	Estimated annual cost consequence for AOP Breathe, expressed per household or family
£11,097	Estimated annual cost consequence for AOP Seen & Heard and AOP Live & Grow, reflecting greater exposure to rough sleeping and crisis pathways
£5,405 vs £21,320	THN's estimated annual AOP support cost is approximately £5,405 per household/resident, compared with a modelled local authority funded temporary accommodation cost of £21,320 per unit per year
300 children	Supported through AOP Breathe, THN's family provision, over a 12-month period. This underlines that housing stability is central to preventing adverse childhood experiences and reducing future demand on high-cost public services

Key Insights

Prevention and stabilisation are central to THN's impact

AOP provides psychologically and trauma informed accommodation and support for residents and households experiencing homelessness, multiple disadvantage and crisis. The team takes a strength-based approach to the support it provides.

Within the currently live AOP services, resident profile differs from some more traditional supported housing cohorts, with lower levels of recent rough sleeping and lower representation of some high-cost pathways such as prison and psychiatric care. However, this should not be interpreted as evidence of low need. The analyses across the cohorts highlight consistently high levels of recorded support needs in all three models.

For single homeless clients in particular, the high proportions placed in local authority-funded unsupported temporary accommodation and/or supported housing suggest that local authorities have determined they may be in priority need under Section 188 duty—representing a high threshold for this group to meet. This indicates that, despite lower visibility in some acute pathways, many residents present with significant vulnerability and complexity of need.

This is central to the value of the model. AOP is not only responding to crisis; it is actively preventing further crisis, wider system cost and trauma. It also indicates that AOP is often operating earlier in the pathway, working with residents and households before needs escalate further.

AOP supports complex and high-need cohorts

The available data does not fully reflect the day-to-day intensity of AOP delivery. We have identified that across some AOP Seen & Heard and AOP Live & Grow schemes, THN's team is managing significant levels of complexity, crisis and risk. This includes substance use, serious health incidents, safeguarding issues, domestic abuse, anti-social behaviour, neighbour incidents and repeat homelessness, often driven by multiple and intersecting needs.

This context is important. The cost consequences model estimates only what can be quantified using the available data. It does not capture the full intensity of operational delivery, the level of professional skill required to manage complex cases, or the preventative value of stabilising residents before further escalation occurs.

Notably, AOP Seen & Heard and AOP Live & Grow services operate with a deliberately non-risk-averse approach, where eviction is treated as the last resort. This model significantly reduces the risk of 'journey failure', helping to prevent further trauma and supporting residents to maintain trust and confidence in the wider system.

AOP should therefore be understood as a model that works with a diverse cohort, including residents and households experiencing severe and multiple disadvantage with complex needs.

Progression towards independence should be understood as an outcome of support

The analysis identifies a substantial number of residents who, at the point of review, appeared closer to being able to manage with less support. This finding requires careful interpretation.

This is not evidence that those residents did not need AOP support. Rather, it may indicate that residents have stabilised and progressed as a result of the accommodation and support provided. In other words, movement towards independence is best understood as an outcome of successful stabilisation, not as an absence of need.

AOP operates in alignment with Supported Housing (Regulatory Oversight) Act principles, using a data-led approach to assess and respond to support needs and risks. Through THN's OmniLedger Webchart system, a continuous and dynamic profile is maintained for each resident, capturing needs, risks and support interactions over time.

The data file helps clarify that this finding is not driven primarily by AOP Seen & Heard classification. Of **190** cases allocated to "own accommodation with sufficient support", **102** are from AOP Breathe, **79** are from AOP Live & Grow, and **9** are from AOP Seen & Heard. The finding is therefore better understood as an output of the counterfactual allocation criteria and available review data, rather than a simple consequence of service classification.

AOP offers an alternative to unsupported temporary accommodation.

AOP provides a supported housing alternative to unsupported temporary accommodation, including B&B accommodation, which is cost-effective and outcome-focused.

This distinction matters. Unsupported temporary accommodation may provide a place to stay, but it does not necessarily provide the support, structure, advocacy, risk management and progression planning that residents and households need to stabilise and move forward.

AOP adds value by combining high-quality accommodation with tailored support, helping residents and households reduce risk, rebuild confidence and work towards longer-term stability.

Different value profiles for households and single people

AOP Seen & Heard and AOP Live & Grow provision for single people shows higher immediate measurable cost consequences, reflecting greater exposure to rough sleeping and crisis-driven service use.

For families, AOP Breathe shows lower immediate measurable cost consequences on a household basis, but the long-term value is potentially very significant. This includes stabilising children's routines, reducing stress, supporting access to education, preventing repeat homelessness and reducing the risk of adverse childhood experiences.

“Most importantly, this accommodation has given our family stability, hope, and the opportunity to focus on building a better future together.”

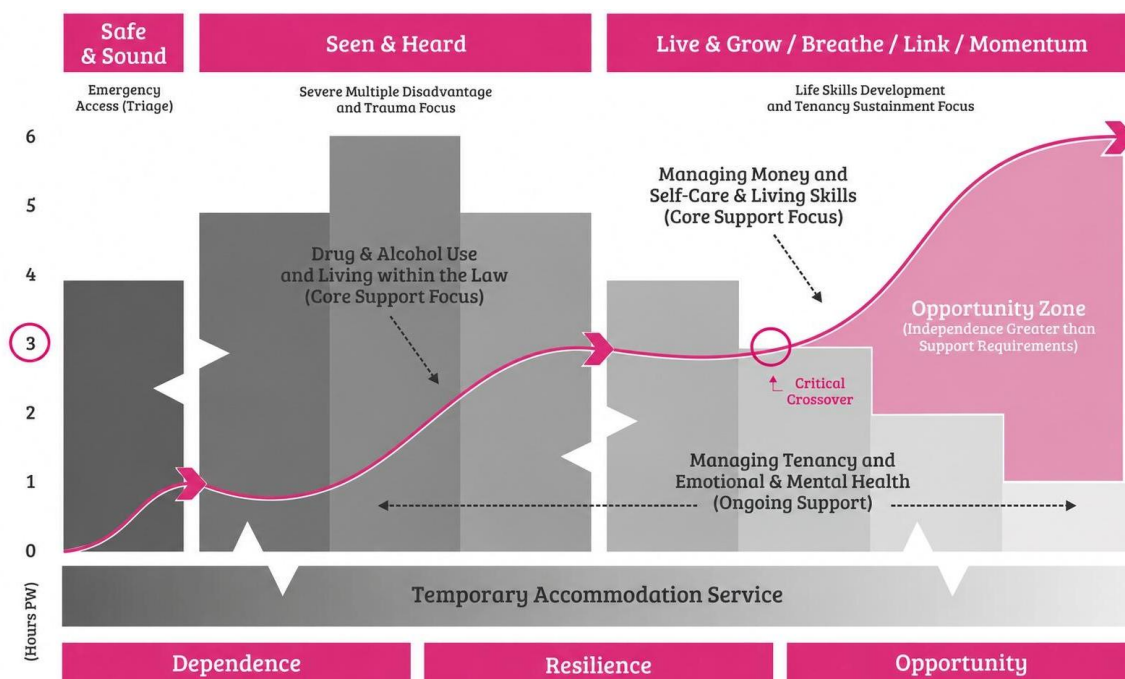
– Case Study: Family 1

Integrated Local Pathways enabling Seamless Step-Up / Step-Down Transition

* MEAM (Making Every Adult Matter) Principles Embedded (Buckinghamshire is a MEAM Area)

The Active Opportunities Pathway Model

AOP supports residents and households from homelessness and crisis towards stability, confidence and independence through safe accommodation, tailored support and structured progression planning.



AOP is THN's supported housing model for single people and families experiencing or at risk of homelessness and facing multiple or severe multiple disadvantage. Delivered in collaboration with local authorities, AOP provides safe accommodation with support for people experiencing homelessness and multiple disadvantage, helping them stabilise, make safe choices, build confidence and move towards independent living.

The model is structured, trauma-informed, strength-based and person-centred. Support is designed to meet residents where they are, helping each person progress at their own pace and ensuring they receive the right level of help at the right time.

For this evaluation, the analysis focuses on three AOP services listed below. These represent a subset of the six AOP services that THN have now also been commissioned and will be incorporated into the evaluation over the next two years:

- AOP Breathe
- AOP Seen & Heard
- AOP Live & Grow

AOP Momentum for care leavers and AOP Link for prison leavers will be incorporated into the evaluation over the next two years.

Together, these services provide a flexible pathway of support for households and single people experiencing homelessness, housing instability, multiple disadvantage and barriers to independent living.

AOP Breathe

AOP Breathe provides supported housing for vulnerable families at risk of repeat homelessness.

The service supports households who need more than accommodation alone. It provides a safe and stable environment where families can begin to recover from housing instability, rebuild routines and work towards longer-term stability.

For households with children, this stability can be especially important, helping reduce disruption, maintain routines, support access to education and create the conditions for improved wellbeing and prevent further adverse childhood experiences.

Critically, this preventative approach contributes to the reduction of ACEs, by improving stability, reducing exposure to crisis and trauma, supporting safe, more secure living environments for children and families.

AOP Breathe combines accommodation with practical and emotional support. Households are supported to stabilise their circumstances, address barriers to sustaining accommodation and plan for a more secure future. The service plays an important preventative role by helping households move away from crisis and reducing the risk of repeat homelessness.

AOP Breathe helps households move from crisis, uncertainty and housing instability into safety, routine and longer-term stability.

AOP Seen & Heard

AOP Seen & Heard is a micro-hostel model with 24/7 on-site support for vulnerable single people who are learning to understand and overcome barriers.

The service provides a higher-support environment for residents who may be experiencing homelessness, multiple disadvantage, trauma, mental health needs, substance use or other barriers to stability. The availability of 24/7 support enables staff to respond to risk, crisis and emerging need in real time, while also building trusting relationships with residents.

AOP Seen & Heard operates with a deliberately non-risk-averse approach, in which eviction is treated as a last resort. This enables residents experiencing crisis and instability to remain engaged with support.

Seen & Heard is designed to help residents stabilise, develop confidence and begin to understand the barriers that may have contributed to homelessness or repeated instability. Through structured, person-centred support, residents are helped to build life skills, improve wellbeing and take positive steps towards greater independence.

AOP Seen & Heard provides intensive support for vulnerable single people, helping residents understand barriers, stabilise and begin moving forward.

AOP Live & Grow

AOP Live & Grow provides dispersed housing for people moving on from homelessness, with support to develop the life skills needed to live independently.

The service supports residents who are ready to progress within the pathway but still need structured help to build confidence, routines and independence. Dispersed housing enables residents to experience a more independent living environment while continuing to access support that helps them sustain accommodation and prepare for move-on.

Live & Grow focuses on practical progression. This may include support with tenancy management, self-care, living skills, money management, wellbeing, relationships, community participation and planning for the future. These areas reflect the wider AOP focus on helping residents develop the skills, stability and confidence needed for independent living.

AOP Live & Grow supports residents moving on from homelessness to develop the confidence, routines and life skills needed for sustainable independence.

A key strength of the AOP model is its ability to operate as a seamless step-up and step-down pathway. The close alignment between AOP Seen & Heard and AOP Live & Grow enables residents to move flexibly between higher and lower support environments in response to changing needs, without losing continuity of care.

This reduces the risk of 'journey failure', ensuring that individuals can remain within a trusted support system during periods of crisis or transition. In practice, this approach

avoids unnecessary disruption, minimising risk of further trauma and helping sustain engagement with services.

It also contributes to more efficient use of wider system resources by preventing escalation into higher-cost interventions. Where services are co-located or in close proximity, as seen in Leicester, this model has demonstrated particular effectiveness, enabling responsive, person-centred transitions that support stability and progress.

Introduction

This report presents initial conclusions from the first stage of a three-year impact evaluation partnership between The Housing Network and Homeless Link.

The evaluation is designed to identify and mainstream measures that demonstrate the impact THN has for residents, households, local authorities and the wider public sector. The initial priority was to establish a method to assess and evidence the financial impact of AOP supported housing services at a broad-brush level.

To support this, Homeless Link selected a cost-consequences methodology, developed in partnership with HGO Consultancy, and this report sets out the results of that approach. Alongside the quantitative analysis, case studies highlight the lived experiences of residents and households, illustrating how stability, support and progression are achieved in practice.

Future phases of the evaluation (years two and three) will expand the scope of analysis to incorporate recognised social value frameworks, including HACT, enabling a more comprehensive assessment of both fiscal impact and wider added social value.

“Before moving here, there was a lot of uncertainty and stress... having a safe place to live has made a huge difference [to us].” – Case Study: Family 1

**“I was living under a bridge, feeling completely disconnected from society and unsure how I would ever turn things around... having access to [The Housing Network’s] supported accommodation gave me the foundation I needed to start looking forward and making plans for the future.”
– Case Study: Single 2**

Cost Consequences Methodology

This methodology seeks to establish what would happen to residents living in supported housing at a given point in time if that provision were withdrawn. It constructs a series of counterfactual scenarios based on individual circumstances. In

practice, these scenarios represent more than alternative housing outcomes. They reflect the potential loss of stability, support, risk management and direction.

Counterfactuals used

The methodology uses a limited number of potential alternative provisions that might be made available to certain individuals or households, or which will follow consequently from the removal of the supported housing. This includes:

- A return to custody
- Admission to psychiatric care
- Admission to a refuge for residents fleeing domestic abuse
- Placement in a registered care home
- Movement in and out of rough sleeping
- Own accommodation with sufficient support
- Own accommodation without sufficient support
- Placement in temporary accommodation by the local authority due to being accepted as a duty case under the Homelessness Reduction Act 2017.

It is accepted that a significant proportion of residents will fall outside these cohorts. Some residents may remain homeless or move in and out of rough sleeping. Others may find accommodation, potentially with assistance, but may not be able to access the support they need to sustain it.

The model also recognises that some residents may find alternative accommodation and sufficient support from family, friends, other agencies or their own resources.

Basis for establishing costs

Where the counterfactual involves placement in another form of statutory or commissioned provision, the direct cost of that provision is assumed to be the cost consequence. Where no placement is made, the model uses an estimate of additional generic service consumption across housing, health and criminal justice services, based on relevant research.

Costs are calculated on a weekly basis and then annualised. This avoids the difficulty of estimating how long a resident or household would remain in an alternative provision. The absence of cost in some parts of the model should not be interpreted as absence of impact. In some cases, stability and prevention are precisely what reduce measurable crisis costs.

Basis for determining the counterfactuals

The counterfactual is determined by triangulating three categories of data:

- Housing status prior to moving into supported housing
- Case history, including mental health, offending behaviour and care needs
- Assessment and review information from complex needs support staff

Historically, this methodology has been applied using purpose-designed snapshot surveys, which provide a high level of detail at resident level. For THN, information drawn from the existing OmniLedger Webchart system has been used. This provides a practical basis for this first stage of analysis, but the limitations of the data should be recognised when interpreting the findings.

In particular, the data captured at a single point in time does not fully capture the intensity of support, the complexity of risk, or the extent to which residents and households have progressed since entering AOP.

Limitations of the methodology

The methodology applied is intentionally conservative and likely to underestimate total impact. A key factor is the high proportion of residents assessed as independent, which creates a “dampening effect” on cost estimates. However, this reflects the nature of the AOP model:

- Supporting individuals earlier in their journey
- Stabilising people before crisis escalation
- Preparing residents for independence

The methodology also does not capture longer-term impacts, particularly in relation to repeat homelessness and social exclusion. As THN’s data capture approach continues to evolve, there is increasing scope to incorporate more granular and longitudinal information.

For example, while existing data can identify the presence of a diagnosed mental health condition, enhanced data capture will enable a more detailed understanding of how needs are being managed over time, including patterns of risk, intervention and stability.

As this level of detail develops, it will support more accurate modelling of outcomes and strengthen the ability to evidence both the depth and sustainability of impact achieved through AOP services.

Data Used

Data from **394 open cases** was used as of 20 May 2026 from AOP Breathe, AOP Seen & Heard and AOP Live & Grow services. The data file records **162 AOP Breathe cases**, **56 AOP Seen & Heard cases** and **176 AOP Live & Grow cases**, as per the service breakdown used in this first-stage analysis.

Table 1: Breakdown of cases used in snapshot data exercise by service type

Service Type	Number of Cases
AOP Breathe (supported housing for families)	162 open cases
AOP Seen & Heard (supported housing where the focus is on developing confidence and life skills)	56 cases

AOP Live & Grow (supported housing where the focus is on preparing residents for independence)	176 cases
Total	394 cases

A key insight is that the resident profile differs from some more traditional supported housing cohorts, with lower representation of some high-cost pathways. However, this should be interpreted carefully. It does not mean that AOP residents and households have low or less complex needs. Rather, it reflects the fact that the model often intervenes earlier in the pathway, helping people stabilise and manage risk before needs escalate further.

Other fields used include:

- Primary support need
- Whether the resident is in receipt of a care package
- Whether the resident is under licence or on a community order
- Pregnancy
- Experience of domestic abuse
- Experience of rough sleeping in the last three years
- Keeping Safe score

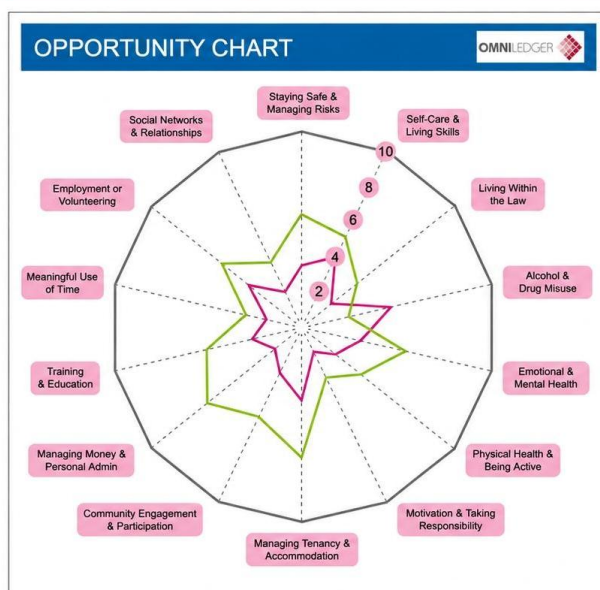
This early intervention approach is critical—preventing exposure to further trauma, reducing escalation into more intensive and costly service, and easing pressure on the wider system

Table 2: Breakdown of THN’s co-produced “Next Step Scores” definitions

1	Blocked	"Leave me alone"	Dependence
2	Seeing	"I can see what's stopping me"	
3-4	Accepting	"I want someone else to sort things for me"	Resilience
5-6	Trying	"I can make a difference and it's up to me aswell"	
7-8	Learning	"I am learning how to do this"	
9	Motivated	"I want to do things for myself"	Opportunity
10	Achieving	"I can manage without help"	

This breakdown of cases is underpinned by THN’s support planning and risk management system, which assesses client movement across fourteen different outcome objectives through a “Next Step Scores” approach.

Digital Support Planning and Risk Management System



CLIENT MOVEMENT

OUTCOME OBJECTIVE	START:	END:	CHANGE:
01 - Staying Safe & Managing Risks	4	5	+1
02 - Self-Care & Living Skills	2	4	+2
03 - Living Within the Law	5	3	-2
04 - Alcohol & Drug Misuse	4	6	+2
05 - Emotional & Mental Health	3	5	+2
06 - Physical Health & Being Active	2	4	+2
07 - Motivation & Taking Responsibility	4	7	+3
08 - Managing Tenancy & Accommodation	3	5	+2
09 - Community Engagement & Participation	2	6	+4
10 - Managing Money & Personal Admin	3	5	+2
11 - Training & Education	2	3	+1
12 - Meaningful Use of Time	4	5	+1
13 - Employment or Volunteering	2	4	+2
14 - Social Networks & Relationships	3	6	+3

Chart Obj.	01	02	03	04	05	06	07	08	09	10	11	12	13	14
24/2/25	5	4	3	6	5	4	7	5	6	5	3	5	4	6
25/1/25	4	2	5	4	3	2	4	3	2	3	2	4	2	3
22/12/24	3	2	3	3	4	1	2	1	2	1	2	2	1	2

STEP SCORES

1	Blocked	"Leave me alone"	Dependence
2	Seeing	"I can see what's stopping me"	1
3-4	Accepting	"I want someone else to sort things for me"	Resilience
5-6	Trying	"I can make a difference and it's up to me as well"	1
7-8	Learning	"I am learning how to do this"	1
9	Motivated	"I want to do things for myself"	Opportunity
10	Achieving	"I can manage without help"	1

THN has worked in partnership with its More than a Voice (MtaV) lived experience resident groups to co-design AOP support planning and risk management processes.

Using OmniLedger Webchart (OLW) functionality, this has led to the development of seven distinct but interconnected "journey travelled" models, tailored to each AOP service area.

These journey models enable residents to work collaboratively with their Complex Needs Support Worker (CNSW) to assess their current strengths, needs and risks. Through a visual Webchart interface, residents can identify key areas that may be affecting their ability to progress towards stability and independence.

Support planning is co-produced, strengths-based, and rooted in shared understanding. MtaV residents have also contributed to the development of "real-world" definitions for the "Next Step Score" framework, ensuring that scoring reflects lived experience as well as professional assessment.

All residents—both single people and families—receive an initial OLW support and risk planning session within 72 hours of moving in. This is reviewed every four weeks, or more frequently following any significant change in circumstances, ensuring that support remains dynamic and responsive.

Using the data snapshot provided by THN, criteria were established for allocating cases to the relevant counterfactual scenarios. The weekly costs that are used to calculate the cost consequences with the explanation of where this originates, are shown in the following table.

Table 3: Co-produced support planning and alternative scenario modelling framework

Alternative Scenario	Criteria for Allocation
They will be placed in psychiatric care	If they had been in psychiatric care before they moved into supported housing, then it is assumed that they would return. There is not sufficient nuance around the mental health conditions in THN's data to assume that anyone else would follow this scenario
They will be recalled to prison	If they were previously in prison before they moved into supported housing or if they are currently on licence and have a Keeping Safe score of less than 7 then it is assumed that they will return to prison
They will be placed in a Registered Care Home	If they have a current social care package and are in receipt of a high level of support in their current accommodation
They will secure accommodation in a Refuge	If they were in a Refuge immediately before they moved into supported housing or present a primary support need of domestic abuse
They will be accepted as a homeless duty case and placed in LA-funded Temporary Accommodation	If they were in LA funded TA immediately prior to moving into supported housing or were pregnant or were a homeless family and had a Keeping Safe score of below 7
They will find themselves In and out of rough sleeping	If they were rough sleeping prior to moving in to supported housing or if they had experienced rough sleeping in the previous 3 years and had a Keeping Safe Score of below 7
They will be in their own accommodation with sufficient support	If none of the above criteria apply and they have a Keeping Safe score of 10
They will be in their own accommodation but without sufficient support	The balance of cases where none of the above criteria apply and the individual does not have a Keeping Safe score of 10

Results

This year one analysis estimates an annual cost consequence of at least **£3,510,720** equivalent to an average of **£8,910 across the resident cohort per year**.

The above value has been calculated using the 'Keeping Safe' outcome measurement, which is most clearly defined at this year one reporting stage. Where the 'maintaining tenancy' outcome measurement is used, the estimate of annual public sector cost consequences could increase by a **further £1,897,480 per year**.

This headline figure masks important variation between household and single-person provision. The split between AOP Breathe and single-person services is particularly important:

- AOP Breathe: **£5,779 per household per year**
- AOP Seen & Heard and AOP Live & Grow: **£11,097 per person per year**

Single-person provision shows higher immediate measurable cost consequences due to greater exposure to rough sleeping and crisis pathways.

AOP Breathe shows lower immediate measurable cost consequences on a household basis, but significant longer-term value, particularly in relation to children, domestic abuse, coercive control, repeat homelessness, education, safeguarding and adverse childhood experiences.

Table 4: Projected counterfactual scenarios for the whole cohort

Counterfactual Scenario	Numbers
In Psychiatric Care	0
In Prison	4
In Registered Care Home	0
In Refuge	10
In LA funded Temporary Accommodation	96
In and out of rough sleeping	16
Living in dispersed accommodation with floating support	190
In their own accommodation but without sufficient support	78
Total	394

The category "living in dispersed accommodation with floating support" should be interpreted carefully. It does not mean residents have no need for support. It indicates that, based on the data available at the point of review, some residents have been supported by THN's team to move closer to managing successfully in alternative accommodation, provided that suitable housing and support are in place.

This should also be understood in the context of AOP's impact. Where residents have become more stable, more confident or better able to manage day-to-day challenges, this is often a direct result of the support they have received. In many cases, individuals

have been supported effectively, demonstrating how AOP enables residents to overcome barriers that were previously preventing progress towards independence.

Table 5: Counterfactual cost consequences per week

Counterfactual Scenario	Weekly Counterfactual Costs
In Prison	£4,276
In Refuge	£7,670
In LA funded Temporary Accommodation	£39,360
In and out of rough sleeping	£3,856
In their own accommodation but without sufficient support	£12,168
Total	£67,330

The weekly costs used in the model produce a total weekly counterfactual cost of **£67,330**, which annualises* to **£3,510,720**. This is the estimated immediate measurable public sector cost consequence if AOP supported housing were withdrawn.

The above value has been calculated using the 'Keeping Safe' outcome measurement, which is most clearly defined at this year one reporting stage. Where the 'maintaining tenancy' outcome measurement is used, the estimate of annual public sector cost consequences could increase by a **further £1,897,480** per year.

Table 6 sets out the underlying weekly unit costs for each counterfactual scenario. These are applied to the distribution of residents across scenarios (Table 4) to produce the aggregated weekly cost consequence shown in Table 5.

** Weekly Counterfactual Cost annualised across 52.14 weeks.*

Table 6: Weekly costs used in calculating the costs of counterfactual scenarios

Counterfactual Scenario	Weekly Cost	Explanation	Reference
Prison	£1,069	Based on cost per prison place figure for 2023/24, uplifted by annual CPI.	Ministry of Justice (2025) Costs per place and costs per prisoner. https://assets.publishing.service.gov.uk/media/67e51acfba11d0060f606d68/costs-per-place-costs-per-prisoner-2023-2024-summary.pdf

Psychiatric care	£2,042	Based on weekly cost per psychiatric acute inpatient placement for 2023/24, uplifted by annual CPI.	Claimont Health (2025) How Much Does a Psychiatric Hospital Cost? https://claimonthhealth.co.uk/blog/how-much-does-psychiatric-hospital-cost/
Local authority-funded temporary accommodation	£410	Based on total spend on temporary accommodation in 24/25, divided by number of households in temporary accommodation at the end of March 2025.	Ministry of Housing, Communities & Local Government (2025) Local authority revenue expenditure and financing England: 2024 to 2025 – second release. https://www.gov.uk/government/statistics/local-authority-revenue-expenditure-and-financing-england-2024-to-2025-first-release/local-authority-revenue-expenditure-and-financing-england-2024-to-2025-first-release
Refuge	£767	Based on Refuge study in 2018/19 where weekly cost was estimated at £597, uplifted by annual CPI.	Women's Aid (2019) Funding specialist support for domestic abuse survivors. https://womensaid.org.uk/wp-content/uploads/2019/12/Funding-Specialist-Support-Full-Report.pdf
Care home	£1,298	Based on average care home costs.	Carehome.co.uk (2026) Care home costs 2026: How much do you pay?

			https://www.carehome.co.uk/advice/care-home-fees-and-costs-how-much-do-you-pay
Rough sleeping	£241	Based on average service usage costs, uplifted by CPI.	Crisis (2016) Better than Cure? Testing the case for Enhancing Prevention of Single Homelessness in England. https://www.crisis.org.uk/media/20680/crisis_better_than_cure_2016.pdf
Accommodation without support	£156	Based on average service usage costs quoted by “Benefits Realisation Research” for Supporting People services.	Communities and Local Government (2009) Research into the financial benefits of the Supporting People programme. https://assets.publishing.service.gov.uk/media/5a78e3dd40f0b62b22cbd9c5/1274439.pdf

The above costs are based on the results provided in each of the references included. The weekly cost represents the total cost of each alternative counterfactual scenario.

Interpreting the results

The estimate of at least **£3.51 million** demonstrates that AOP is associated with significant public sector value. However, the financial estimate should be read alongside the wider impact of the model. The cost consequences approach captures measurable costs associated with alternative scenarios such as prison, refuge, temporary accommodation, rough sleeping and accommodation without sufficient support. It does not fully capture the value of:

- Preventing crisis escalation
- Reducing repeat homelessness
- Supporting residents to manage substance use, mental health and risk
- Stabilising children and households
- Managing safeguarding concerns
- Rebuilding confidence and routines
- Supporting move-on and longer-term independence

The case studies gathered as part of this exercise show how these broader impacts are experienced by residents and households.

“The accommodation gave us breathing space and somewhere to feel secure while we worked through very difficult circumstances.”

– Case Study: Family 2

“They didn’t just help me find accommodation; they helped me start believing in myself again.” – Case Study: Single 2

Cost-benefit analysis: AOP and unsupported temporary accommodation

AOP provides a supported housing alternative to unsupported temporary accommodation. This distinction is important. Unsupported temporary accommodation may provide a place to stay, but it does not necessarily provide the support, structure, advocacy, risk management and progression planning that residents and households need to stabilise and move forward.

This is particularly significant in the current national context. Temporary accommodation is placing increasing pressure on local authority finances. Based on published data, temporary accommodation costs are at record levels, with reported spending in England reaching **£2.29 billion in 2023–24**, while real costs are likely to be closer to **£2.42 billion**.¹

This means that the **annual cost of AOP support is less than 25% of the modelled cost consequence of unsupported temporary accommodation**, before taking into account the wider benefits of AOP support.

This demonstrates that AOP provides an outcome-focused supported housing solution for single people and vulnerable families at less than half the cost of unsupported temporary accommodation, delivering both improved outcomes and greater value for local authorities.

These figures should not be treated as a full like-for-like comparison of total accommodation costs. The AOP figure reflects THN’s standard support charge, while the temporary accommodation figure reflects the modelled local authority-funded temporary accommodation cost consequence used in this analysis. However, the

¹ <https://www.homelessnessimpact.org/publication/spending-on-temporary-accommodation-value-for-money>

comparison is useful because it illustrates the additional value of investing in supported housing rather than relying on unsupported temporary accommodation.

AOP combines accommodation with structured trauma-informed and strength-based support, crisis prevention, safeguarding, family stabilisation and progression planning. These elements help reduce repeat homelessness, improve stability and reduce wider demand on public services. In this context, AOP offers value not only because its support cost compares favourably with the modelled cost consequence of unsupported temporary accommodation, but because it provides the support needed to help residents and households move away from crisis and towards more sustainable futures.

The Housing Network's estimated annual **AOP support cost is approximately £5,405 per household or resident**, compared with a modelled **local authority funded temporary accommodation cost consequence of £21,320 per year** while also providing structured support, crisis prevention and progression planning.

The AOP figure reflects THN's support charge of £34.65 x 3 hours x 52 weeks = £5,405.40. Temporary accommodation figure is based on the modelled local authority-funded temporary accommodation cost consequence of £410 per week x 52 weeks = £21,320.

Figures are illustrative and not directly comparable to total accommodation costs. Support levels—and therefore costs—may vary across AOP services (e.g. AOP Seen & Heard and AOP Breathe) in line with differing cohort needs and commissioned support intensity.

Adverse Childhood Experiences (ACEs)

The longer-term consequences due to family homelessness may be significant, due to the impact of ACEs on the children housed.

Over a 12-month period, THN housed 207 families who had a total of 300 children, broken down by age group as follows:

- 0–4-year-olds: 142
- 5–10-year-olds: 83
- 11–18-year-olds: 75

ACEs can have long-lasting impacts on adult health, wellbeing and behaviour. Relevant experiences include abuse, neglect, victimisation, domestic abuse, coercive control and household instability.

The draft analysis estimated that the possible lifetime cost associated with adverse childhood experiences for this cohort could be £8.6 million, based on assumptions drawn from published research.

This assumes that 32% of these children might have at least four ACEs, and that the lifetime cost as a result is £90,000 per child. THN actively seeks to reduce this by responding quickly to the incidence of homelessness and preventing repeat incidents of homelessness.

ACEs that have long-lasting impacts on adult health and anti-social behaviour include various forms of abuse (sexual, physical and emotional) as well as neglect and victimisation.

A study of hidden homelessness found that those who had experienced homelessness were 2.5 times as likely to have had at least one ACE (85.5% vs 34.2%), and twelve times as likely to have had four ACEs (32.4% vs 2.7%) ⁽²⁾.

Draft analysis across AOP Breathe indicates that early intervention through the model **could mitigate up to £8.6 million in lifetime costs** linked to ACEs, by reducing exposure to trauma and **supporting more stable childhood environments.**

In terms of the cost consequences of ACE one study found that across all outcomes studied, the total estimated annual ACE-attributable cost across England and Wales was £42.8 billion, equivalent to 2.6% of the total Gross Value Added in England and Wales and representing approximately £1800 per household per annum.

Most of these costs related to multiple ACE categories. In another study undertaken in the UK, the lifetime cost per victim of non- fatal child maltreatment by a primary caregiver has conservatively been estimated at £90 000 ⁽³⁾. Again, a larger proportion of the value in this figure resulted from multiple ACEs.

Almost two-thirds of families in AOP Breathe identified at least one secondary support need. Mental health difficulties were reported by 45% of households, while one in five had experienced domestic abuse. A further six families identified domestic abuse as their primary support need.

² Barnes AJ, Gower AL, Sajady M, Lingras KA. Health and adverse childhood experiences among homeless youth. BMC Pediatr. 2021;21(1):164

³ Conti G, Morris S, Melnychuk M, et al. The economic costs of child maltreatment in the UK. London: NSPCC and University College London, 2017. [https:// learning. nspcc. org. uk/ research-resources/ 2017/ economic- cost- child- maltreatment/](https://learning.nspcc.org.uk/research-resources/2017/economic-cost-child-maltreatment/)

Among the 64 families placed in B&B accommodation—the most unstable form of temporary accommodation—two had a primary support need of domestic abuse and 66% (42 families) had additional secondary support needs. These circumstances significantly increase the risk of children being exposed to adverse childhood experiences (ACEs), underlining the importance of the stability and support provided through AOP Breathe.

THN is developing additional ways of capturing data to evidence outcomes experienced for children in terms of school attendance and their achievements based on person-centred goals and aspirations. Qualitative feedback already suggests that stable supported housing has helped families re-establish daily routines, reduce disruption and support children's engagement with education.

Some families and staff have reported improvements in school attendance; however, the early findings at this stage of the evaluation did not have access to sufficient attendance data to verify this outcome.

The final evaluation report will focus on this aspect specifically to establish a direct correlation between supported housing for families and school attendance.

**“Having a stable home has reduced stress and uncertainty and allowed us to focus on being a family rather than worrying about where we would live.” –
Case Study: Family 1**

**“Having accommodation close to my children's schools has made a huge difference to our wellbeing. It has allowed them to continue accessing education and specialist support they need without disruption.”
– Case Study: Family 2**

Case study highlights

The case studies included in this report provide important context to the financial analysis. They illustrate how access to stable accommodation, combined with tailored support, enables residents and households to rebuild confidence, establish routines and move forward with their lives.

Family stability and hope

**“Most importantly, this accommodation has given our family stability, hope and the opportunity to focus on building a better future together.”
– Case Study: Family 1**

Permanent accommodation and longer-term stability

“Thanks to support from The Housing Network, I’ve now secured permanent accommodation, giving my family the long-term stability we’ve been working towards and a foundation for the next chapter of our lives.”

– Case Study: Family 2

Structure, support and confidence

“Supported accommodation offered more than just a place to stay. It provided structure, support and the opportunity to rebuild my confidence.”

– Case Study: Single 1

From rough sleeping to rebuilding a life

“Having somewhere safe and secure to live has given me the stability I desperately needed. It’s allowed me to focus on rebuilding my life rather than worrying about where I was going to sleep each night.”

– Case Study: Single 2

Purpose, volunteering and reconnection

“Volunteering has reminded me that I still have something valuable to offer. It’s helped me rebuild my confidence and feel like a contributing member of society again.”

– Case Study: Single 2

Conclusions

This analysis provides a clear and credible first-stage assessment of the impact of The Housing Network’s Active Opportunities Pathway (AOP) supported housing model, which has been rapidly mobilised and is already delivering significant social impact across 394 of the 880 commissioned units.

Using a deliberately conservative cost consequences methodology, the findings demonstrate that AOP generates meaningful system value, even when assessed through a narrow, short-term financial lens.

The estimated annual cost consequence of at least £3.51 million for the current cohort demonstrates the significant level of demand that would likely fall to public services in

the absence of AOP supported housing. This should be understood as a conservative estimate, capturing only the most immediate and measurable system impacts, rather than the full value generated through prevention, stabilisation and longer-term outcomes.

A key feature of the findings is the proportion of residents and households who, at the point of review, appear closer to sustaining their living arrangements with appropriate support in place. This provides a strong indicator of the effectiveness of the AOP approach. Furthermore, it reflects the model's ability to intervene early, stabilise individuals and families, and support progress towards independence.

In this context, reduced reliance on higher-cost pathways should not be interpreted as lower need, but as evidence of needs being effectively managed before escalation occurs.

This is central to AOP's value: preventing exposure to crisis and trauma, reducing escalation into more intensive and costly services, and easing pressure on the wider system.

This is reinforced by the resident profile, which differs from more traditional supported housing cohorts. Lower levels of recent rough sleeping and reduced representation of high-cost pathways indicate that AOP is operating earlier in the pathway, working with people before needs escalate.

As a result, the model is better understood as a preventative intervention, with its strongest value lying in avoiding future demand rather than generating immediate, cashable savings.

The distinction between families and single people further highlights how this value is distributed:

- For single people, the model demonstrates stronger short-term cost avoidance, reflecting higher exposure to rough sleeping and crisis-driven service use
- For families, the immediate financial impact is lower, but the long-term value is likely to be significantly greater, particularly through reducing the risk of repeat homelessness and mitigating adverse childhood experiences

Taken together, these findings reflect the strength of the wider AOP model across its full range of service offers—including AOP Breathe, AOP Seen & Heard and AOP Live & Grow, as well as AOP Momentum for care leavers, AOP Link for prison leavers and AOP Safe & Sound for single people.

Across these pathways, AOP delivers a flexible, outcomes-focused approach that responds to differing levels of need, prevents escalation and supports sustained progress towards independence.

The potential impact on children is especially significant. The scale of estimated lifetime costs associated with adverse childhood experiences reinforces the importance of early intervention and housing stability. In this context, AOP plays a critical role in breaking cycles of disadvantage and reducing future system pressure.

For local authorities, the findings strengthen the case for AOP as a viable and effective alternative to traditional unsupported temporary accommodation. The model delivers:

- Lower net costs at an estimated ~£15,915 per unit per year
- Improved stability and outcomes for residents
- Reduced risk of repeat homelessness and ongoing demand

It also contributes to addressing financial pressures, including those associated with temporary accommodation subsidy loss, while supporting broader system sustainability. While some cost effects may be distributed across different parts of the public sector, the overall impact is one of greater system efficiency and better outcomes.

The case studies included throughout this report provide important context to these findings. They illustrate how access to stable accommodation, combined with tailored support, enables individuals and families to rebuild confidence, establish routines, and move forward with their lives:

Looking ahead, the next phase of the evaluation provides an opportunity to build on this foundation by:

- Refining the methodology to capture more nuanced risk and need profiles
- Exploring cohort segmentation further, particularly between families and single people
- Strengthening the evidence base on longer-term outcomes and system impacts
- Developing a clearer understanding of where AOP delivers the greatest value across different resident groups
- Publishing a case study by following a small cohort over longer periods (e.g. 12-24 months post-exit) to evidence sustained independence and reduced repeat homelessness
- Including measures of distance travelled from initial to subsequent “Next Step Scores”

It is important to note that this first-stage analysis is based on a snapshot of current assessment scores at a single point in time. As such, it does not capture the progression that individuals and households may have made since entering AOP, including improvements in stability, confidence and ability to manage risk. This means that some of the outcomes reflected in the analysis, particularly movement towards independence, should be understood as the result of support already provided, rather than as an absence of need.

Future phases of the evaluation will incorporate longitudinal data, enabling analysis of change over time between initial and subsequent assessments. This will provide a more complete and nuanced understanding of how AOP support drives progression, strengthens outcomes and contributes to sustained impact for residents and households.

In conclusion, AOP represents a preventative, stabilising model of supported housing that delivers measurable short-term value and substantial longer-term benefits. Its greatest strength lies in preventing escalation, supporting independence, and improving outcomes for residents while contributing to a more sustainable and effective public service system.



Engaging, Educating and Driving Standards
with Landlords & Investors across the UK

Appendix 1

Case Study: Single 1

How has your experience of living in this accommodation been?

My experience has been really positive. Before moving here, I was going through a difficult period and had lost a lot of confidence in myself. Having a safe and stable place to live has given me the opportunity to focus on my wellbeing and start enjoying life again.

One of the biggest things this accommodation has given me is stability. Knowing I have somewhere secure to live has taken away a lot of stress and allowed me to think about the future rather than just getting through each day. The support has been excellent. Staff have always treated me with respect, listened to me, and encouraged me to pursue things that are important to me. They haven't just focused on housing; they've looked at me as a person and helped me reconnect with things I enjoy.

Music has always been a big part of my life, and through the support I've received, I've been able to reignite that passion. It's given me something positive to focus on and has had a real impact on my wellbeing, and I have now released some music on YouTube.

Communication has been good, and I've always felt informed about what's happening with my support. Staff take the time to explain things and involve me in decisions that affect me.

If there was one thing that could be improved, it would be having even more opportunities and activities available for residents, but overall, my experience has been very positive.

Can you tell me a bit about what was happening before you moved into this accommodation?

Before moving here, I was in a difficult situation and needed support to get back on my feet. I was struggling with uncertainty and didn't have the stability I needed to focus on my wellbeing or my future.

At that time, the most important thing I needed was somewhere safe and secure to live. I also needed support from people who understood my situation and could help me move forward.

Supported accommodation offered more than just a place to stay. It provided structure, support, and the opportunity to rebuild my confidence. It gave me the chance to start focusing on positive things again and work towards my goals. Looking back, having that support in place at the right time made a huge difference.

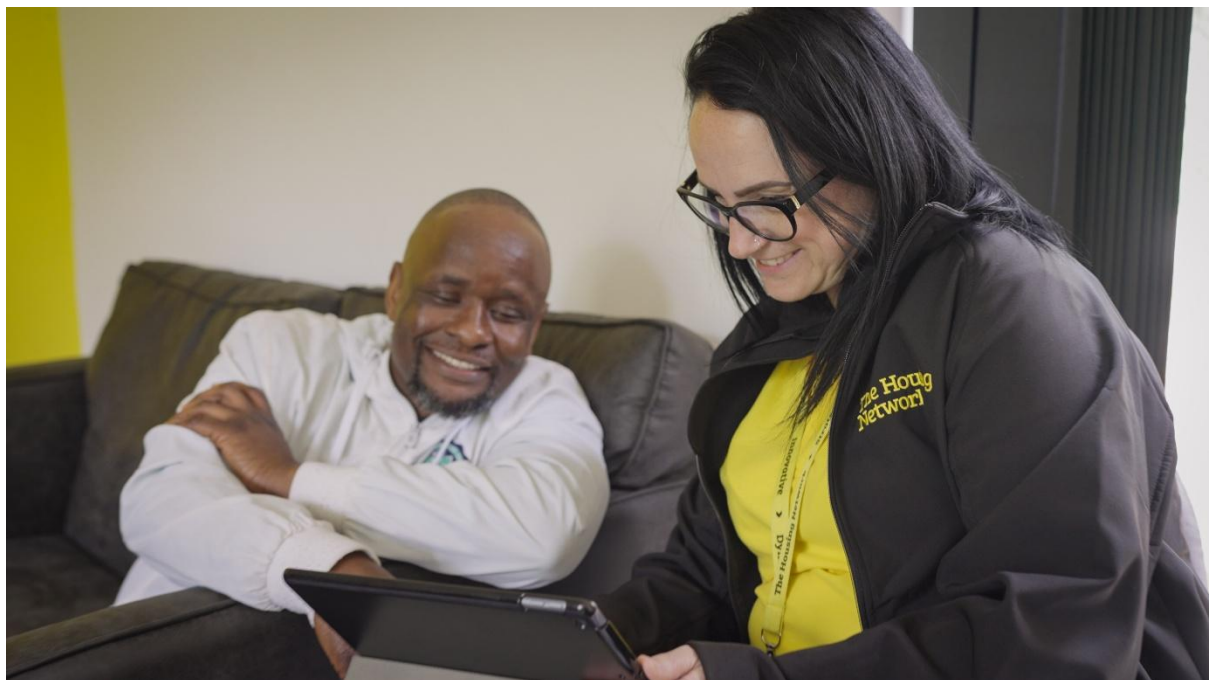
How has your experience of living in this accommodation impacted your wellbeing?

The impact on my wellbeing has been significant. Having a stable place to live has helped me feel more settled, less anxious, and more positive about the future.

One of the biggest changes has been regaining a sense of purpose. Through the encouragement of staff, I've been able to reconnect with my love of music, which has given me confidence, motivation, and something to look forward to.

The support team understand my needs and communicates in a way that works for me. They listen, offer guidance when I need it, and genuinely care about helping me succeed. I feel much more stable than I did before moving in. Instead of focusing on the challenges I was facing, I've been able to focus on personal growth and rebuilding my confidence.

Most importantly, this accommodation has allowed me to move forward with hope. It's provided the stability and support I needed to rediscover parts of myself that I'd lost along the way.



Appendix 2

Case Study: Single 2

How has your experience of living in this accommodation been?

Having somewhere safe and secure to live has given me the stability I desperately needed. It's allowed me to focus on rebuilding my life rather than worrying about where I was going to sleep each night.

The support from The Housing Network has been incredible. Staff took the time to understand my situation and what I wanted to achieve. They didn't just help me find accommodation; they helped me start believing in myself again.

They supported me to access courses, develop new skills and explore opportunities that would help me move forward. They encouraged me to focus on my wellbeing and take positive steps towards creating a better future.

I've always felt listened to and involved in decisions about my support. The staff genuinely care and have always treated me with respect, dignity and understanding.

Can you tell me a bit about what was happening before you moved into this accommodation?

Before moving here, life had become very difficult. Following an accident, my mental health took a downward spiral. The impact affected every part of my life and eventually led to the breakdown of my relationship.

As things got worse, I found myself homeless and sleeping rough. At one point, I was living under a bridge, feeling completely disconnected from society and unsure how I would ever turn things around.

What I needed most was stability, support and an opportunity to start again. I needed somewhere safe where I could focus on my recovery and begin rebuilding my confidence. At the time, I wasn't thinking years ahead. I was just trying to get through each day. But having access to supported accommodation gave me the foundation I needed to start looking forward and making plans for the future.

More than anything, I wanted to become a better version of myself—for my children, for my future and for my own wellbeing.

How has your experience of living in this accommodation impacted your wellbeing?

The impact on my wellbeing has been huge. Having a stable place to live has helped me regain confidence, structure and purpose. One of the most important things has been having the opportunity to work on myself. The support I've received has encouraged me to focus on my mental wellbeing, build healthy routines and set goals for the future.

I've been able to take part in courses that have helped me develop new skills and increase my confidence. I've also started volunteering at a local farm, which has been incredibly rewarding. It has given me a sense of purpose, helped me reconnect with people and allowed me to contribute to something positive.

Volunteering has reminded me that I still have something valuable to offer. It's helped me rebuild my confidence and feel like a contributing member of society again. Most importantly, I've been able to focus on becoming the person and father I want to be for my children. The stability and support I've received have given me the opportunity to work towards rebuilding those relationships and creating a better future.

Looking back at where I was a year ago and where I am today, the difference is incredible. The Housing Network didn't just give me somewhere to live; they gave me the support, encouragement and opportunities I needed to start rebuilding my life.



Appendix 3

Case Study: Family 1

How has your experience of living in this accommodation been as a family?

The Housing Network's accommodation has made a huge difference to our family. Before moving here, there was a lot of uncertainty and stress, but having a safe and stable home has allowed us to settle down and focus on the future. My 1-year-old child has a secure place to grow up, and we've been able to establish routines that weren't possible before.

The support has been one of the most important parts of the experience. Staff have taken the time to get to know us, understand our situation, and help us work through challenges. They've always been approachable and willing to listen when we've needed advice or support. Living here has helped reduce a lot of the pressure we were under. It's given us stability, peace of mind, and somewhere we can call home while we work towards our longer-term goals.

Overall, communication has been good, and I've felt informed and supported throughout. I do feel listened to and involved in decisions about my housing and support. Staff regularly check in with me, ask for my views, and make sure I understand what's happening. They treat us with respect and make us feel valued rather than just another case.

Can you tell me a bit about what was happening for you and your family before you moved into this accommodation?

Before moving here, our situation was very unstable, and we lost our family home. We were facing uncertainty about where we were going to live, and that created a lot of stress and anxiety for the whole family.

At that point, our main priority was finding somewhere safe and secure where we could stay together as a family. We needed stability, but we also needed support to help us move forward and rebuild our lives. Supported housing was offered as an option because it could provide both accommodation and the additional support we needed. The decision was made based on what would give our family the best chance of becoming stable and independent again.

What mattered most to us was having a safe home, support we could trust, and an environment where our child could thrive. We wanted somewhere that would help us move away from the crisis and start planning for the future.

How has your experience of living in this accommodation impacted your family's wellbeing?

The impact on our wellbeing has been significant. Having a stable home has reduced stress and uncertainty and allowed us to focus on being a family rather than worrying about where we would live.

We've been able to build routines, feel more settled, and create a positive environment for our child. Knowing that we have a safe place to live has improved our confidence and helped us feel more optimistic about the future and enabled my wife to get back into education and help her with her English, as not her first language.

The support from staff has been especially helpful. They've been understanding, supportive, and available when we've needed guidance. They've helped us navigate challenges and encouraged us to keep moving forward. Since living here, I haven't felt at immediate risk of homelessness because there has been support around us and a stable place to stay. That security has made a real difference to our wellbeing.

Staff understand our needs and communicate in a way that works for us. They take time to explain things, answer questions, and keep us updated. Overall, we've felt informed, respected, and supported throughout our journey.

Most importantly, this accommodation has given our family stability, hope, and the opportunity to focus on building a better future together.



Appendix 4

Case Study: Family 2

How has your experience of living in this accommodation been as a family?

Living here has made a huge difference to our family. Before moving in, there was a lot of uncertainty and pressure. As a single dad with two disabled children, not knowing where we were going to live next was incredibly stressful and made it difficult to focus on anything else.

Having a safe and stable home has allowed us to establish routines, which is particularly important for my children. The stability has helped reduce anxiety and given us a sense of normality that we hadn't experienced for a long time. One of the biggest benefits has been being located close to schools that can meet my children's specific needs. As a parent of two disabled children, having access to the right educational support is incredibly important. Being nearby has made attending school much easier, reduced disruption to their routines, and ensured they can access the specialist support they need to thrive.

The support from The Housing Network has been one of the most valuable parts of our journey. Staff took the time to understand our situation and the challenges we were facing. They were always available to offer advice, guidance and practical support when we needed it. The accommodation gave us breathing space and somewhere to feel secure while we worked through some very difficult circumstances. It helped take away the constant worry about housing and allowed me to focus on being the best parent I could be for my children.

Communication has generally been very good. I felt listened to, respected and involved in decisions about my housing and support. Staff regularly checked in with me and kept me informed about what was happening and what the next steps might be.

The biggest outcome is that, with the support I received, I've now been offered permanent accommodation. That means my family can finally look forward to a more secure future and begin moving on with our lives.

Can you tell me a bit about what was happening for you and your family before you moved into this accommodation?

Before moving into The Housing Network's accommodation, our situation was very unstable. I was trying to support my family while dealing with housing uncertainty and the challenges that come with being a single parent after a relationship breakdown.

I have two disabled children who rely on routine, consistency and support, but without a stable home it was difficult to provide the environment they needed. At the same time, one of my sons had become involved with the wrong crowd and is currently in care. That was incredibly difficult as a parent, and I knew that creating stability for the family was essential if things were going to improve.

When we were looking for accommodation, one of the most important factors was finding somewhere that would allow my children to access the schools and specialist support they need and having their own space, before we all shared the same space. Because of their additional needs, consistency and routine are incredibly important, and any disruption to their education could have had a significant impact on them.

At that stage, what we needed most was somewhere safe, secure and suitable for our needs. We needed a home that would allow us to focus on rebuilding our lives rather than constantly worrying about where we would live next. Supported accommodation was offered because it could provide both housing and practical support. It gave us the opportunity to stabilise our situation and start working towards a longer-term solution.

More than anything, we needed hope and a chance to move forward. We wanted somewhere that would help us move away from crisis and towards a more positive future.

How has your experience of living in this accommodation impacted your family's wellbeing?

The impact on our wellbeing has been significant. Having a safe and stable place to live has reduced a huge amount of stress and uncertainty for all of us. For my children, having consistency and routine has been incredibly important. Being able to settle into a home environment has helped them feel more secure and supported. For me, it's meant being able to focus on parenting and supporting my family rather than constantly worrying about housing.

Having accommodation close to my children's schools has made a huge difference to our wellbeing. It has allowed them to continue accessing the education and specialist support they need without disruption. The consistency of being able to attend the right schools has helped them feel more settled, confident and secure.

For me as a parent, knowing my children are receiving the support they need and can maintain their routines has reduced a great deal of stress and given me confidence that we are moving in the right direction as a family. The support from staff has played a huge part in that. They understood our circumstances, listened without judgement and helped me navigate some very challenging situations. Knowing there were people I could turn to make a real difference.

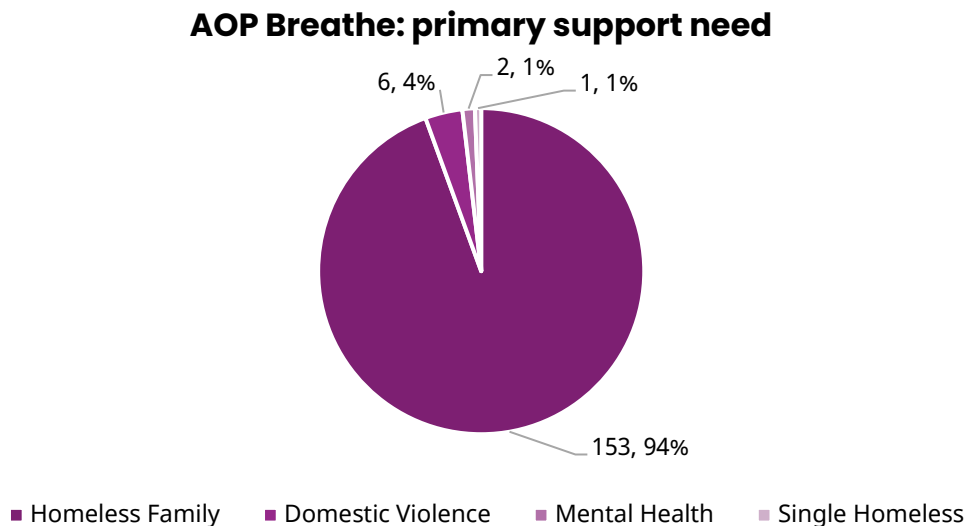
Throughout our time here, I haven't felt alone in dealing with our challenges. Staff kept me informed, communicated clearly and made sure I understood what support was available. I always felt treated as a person rather than just a case.

Most importantly, this accommodation gave us the stability we needed to move forward. It has helped us build confidence, regain hope and work towards a brighter future. Thanks to the support from The Housing Network, I've now secured permanent accommodation, giving my family the long-term stability we've been working towards and a foundation for the next chapter of our lives.

Appendix 5

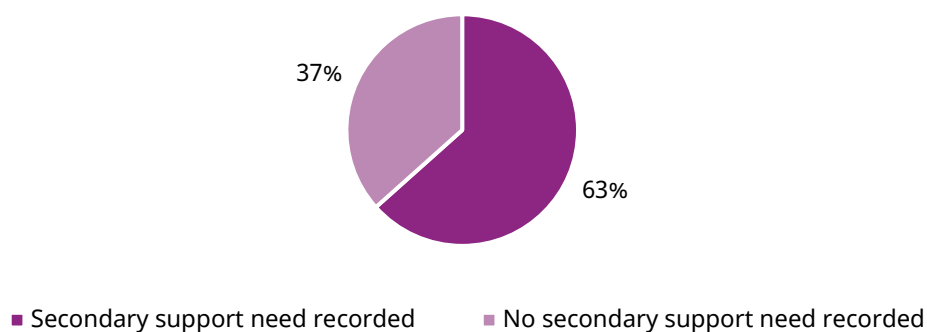
AOP Breathe: profile of homeless families

The majority of households supported through AOP Breathe were recorded as having a primary support need of “homeless family”:



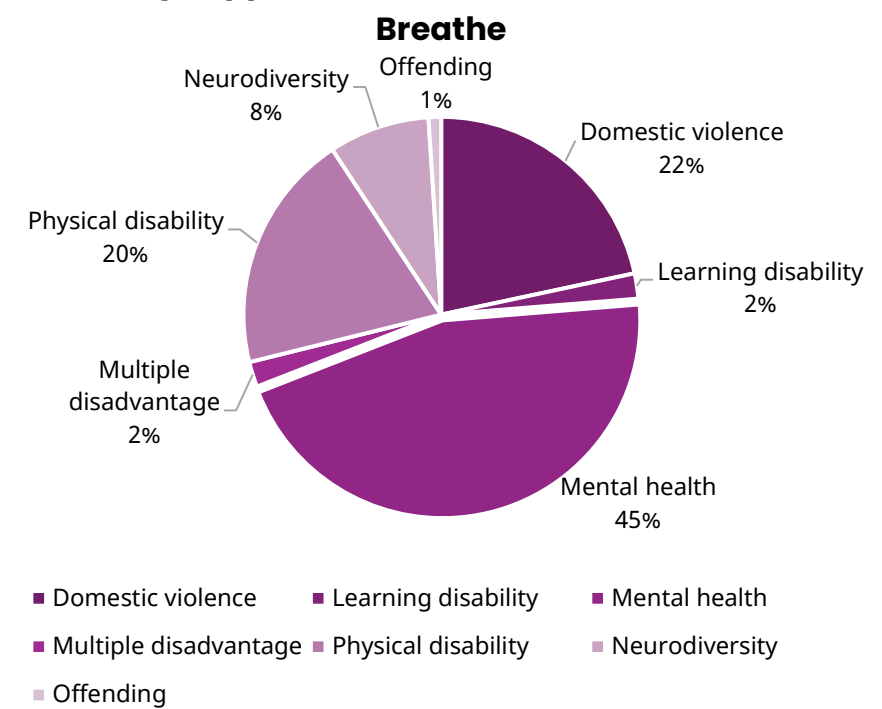
However, a substantial proportion—almost two thirds—also had identified secondary support needs, indicating a high level of complexity within the cohort.

Additional support needs of homeless families in AOP Breathe



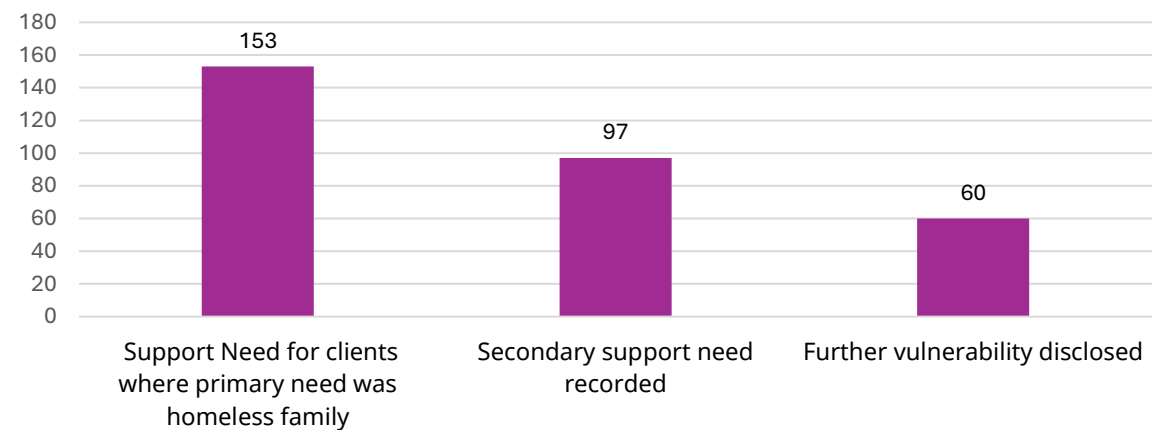
A wide range of additional needs was identified and supported within the service. The most common secondary support need was mental health, affecting 45% of households. In addition, one in five households included a member with a physical disability, and over one fifth had experienced domestic abuse.

Secondary support needs of homeless families in AOP



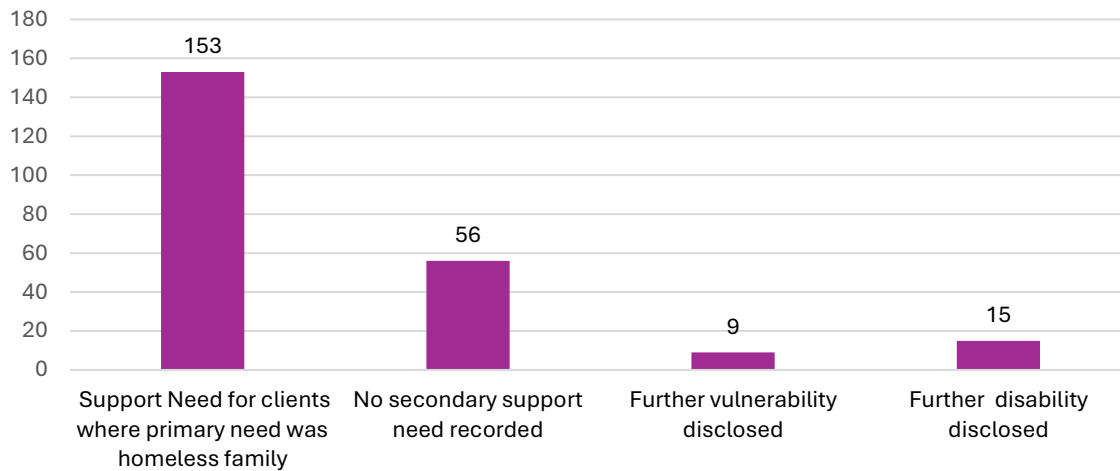
Some families also disclosed further vulnerabilities beyond their recorded primary and secondary support needs. These additional factors highlight the extent to which families may be experiencing layered and compounding challenges.

Additional support needs of homeless families in AOP Breathe



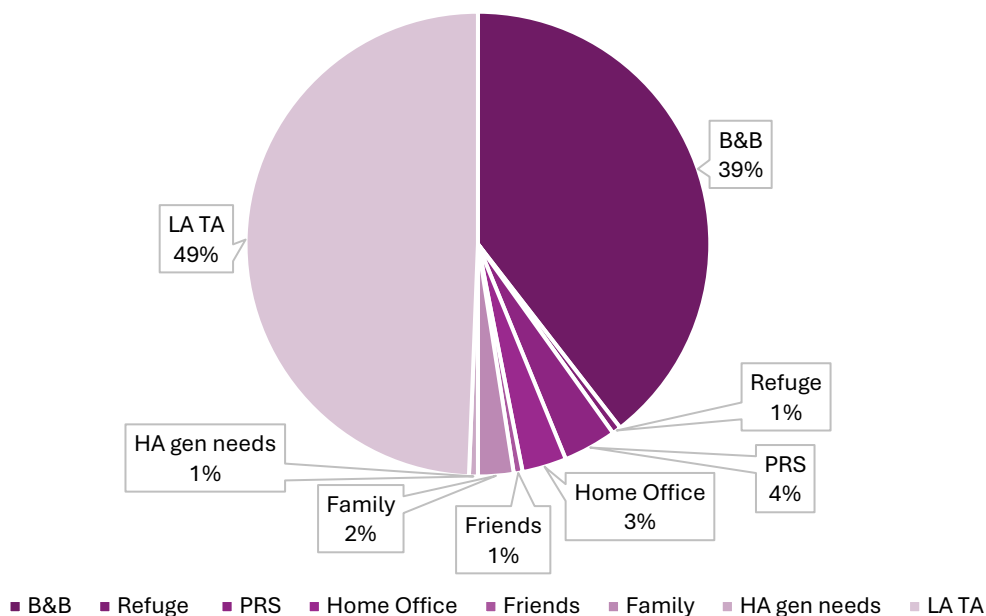
Notably, among households where no secondary support need was formally recorded, 24 (43%) disclosed at least one additional vulnerability or disability. This suggests that need may be under-recorded in some cases, or that families’ circumstances evolve following engagement with the service.

Additional support needs of homeless families in AOP Breathe



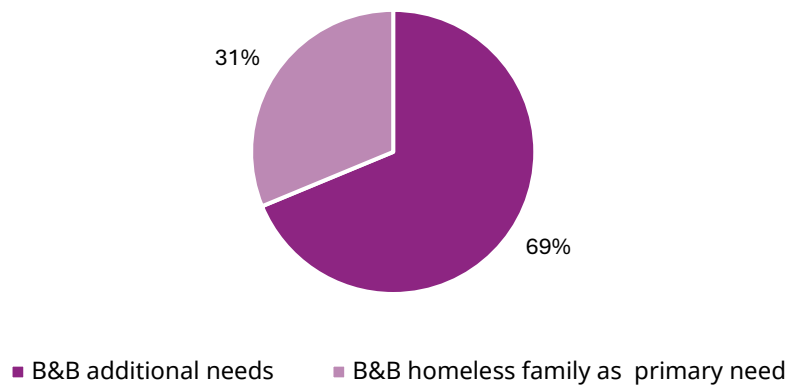
Prior to entering AOP Breathe, nearly half of households had been living in other forms of local authority (LA) unsupported temporary accommodation, and almost 40% had been placed in bed and breakfast (B&B) accommodation.

Prior accommodation for homeless families in AOP Breathe



Of the 64 homeless families who had been in B&B accommodation immediately prior to entering Breathe, two households had a primary support need relating to domestic abuse, and 42 households had identified secondary support needs.

Proportion of homeless households in B&B (before AOP Breathe placement) with additional support needs



Taken together, this evidence demonstrates that AOP Breathe is supporting families with a diverse and often complex range of needs. A significant proportion of these families had previously been placed in unsupported B&B accommodation, which is widely recognised as unsuitable except for very short-term emergency use—particularly for households with children and for the 69% of families with identified support needs.

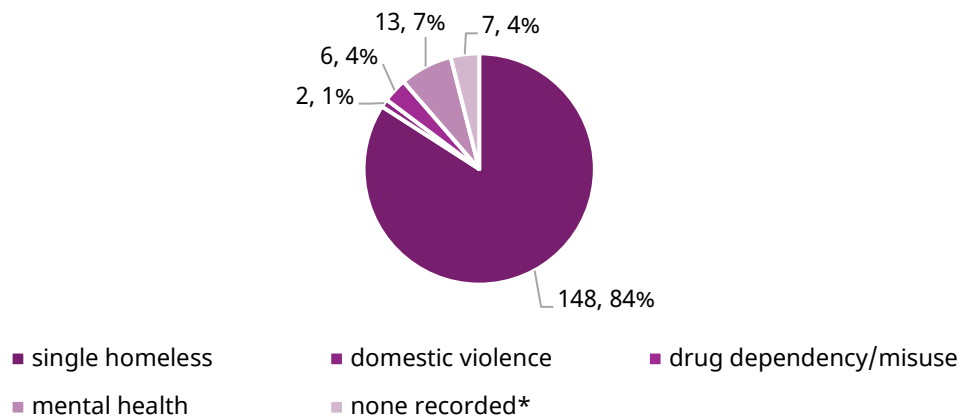
This reinforces the role of AOP Breathe as both a stabilising and preventative intervention, providing not only accommodation but the structured support required to manage risk, address underlying needs and reduce the likelihood of repeat homelessness.

Appendix 6

AOP Live & Grow: profile of homeless singles

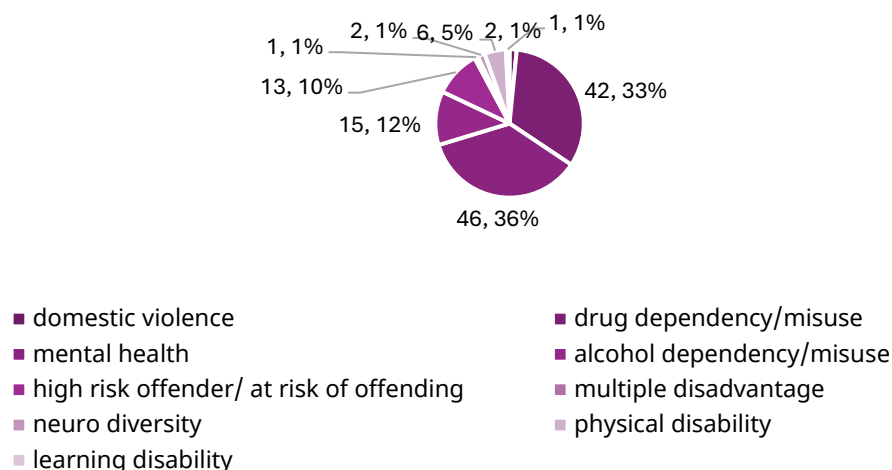
Of the 176 individuals accommodated within the AOP Live & Grow service, the majority (148) had their primary support need recorded as single homelessness.

Primary support need recorded for AOP Live & Grow



A small number of residents did not have a primary support need formally recorded. However, all had disclosed a range of additional needs and vulnerabilities, including mental health needs, learning disabilities and physical health issues. Among those recorded as single homeless, 86% (128 individuals) had identified secondary support needs. This reflects a cohort with significant and intersecting challenges requiring structured, person-centred support.

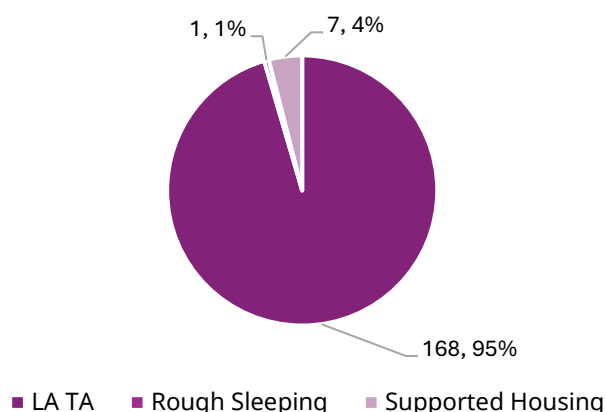
Secondary support needs (where the main support need recorded was single homeless) for AOP Live & Grow



The breadth of need within the cohort requires skilled staff who are able to work effectively across systems, facilitating access to specialist services and supporting sustained engagement. This is a key feature of the AOP model, where support extends beyond accommodation to include coordination, advocacy and risk management.

The majority of Live & Grow residents had been living in local authority-funded temporary accommodation prior to entering the service. This indicates that local authorities had reason to believe that individuals may be homeless, eligible for assistance and in priority need under Section 188 duty—representing a relatively high threshold for single people to meet.

Accommodation prior to moving into AOP Live & Grow

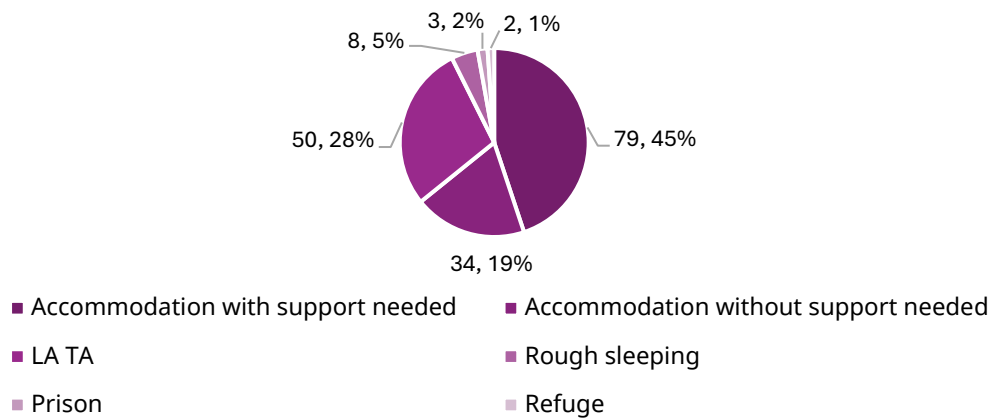


This is significant. While single homelessness is often not associated with priority need, the profile of residents within Live & Grow suggests a level of vulnerability and complexity that limits their ability to secure and sustain accommodation independently within the wider housing market.

The evaluation findings reflect this position. While a proportion of residents were assessed—based in part on current safety scores—as being closer to managing in accommodation with appropriate support, this should be understood as an outcome of the support already provided.

Without access to AOP, almost one fifth of residents would likely be without sufficient support and at risk of future homelessness, while around one third would be expected to experience higher-cost or crisis-driven pathways, including rough sleeping or contact with the criminal justice system.

Likely accommodation without AOP Live & Grow



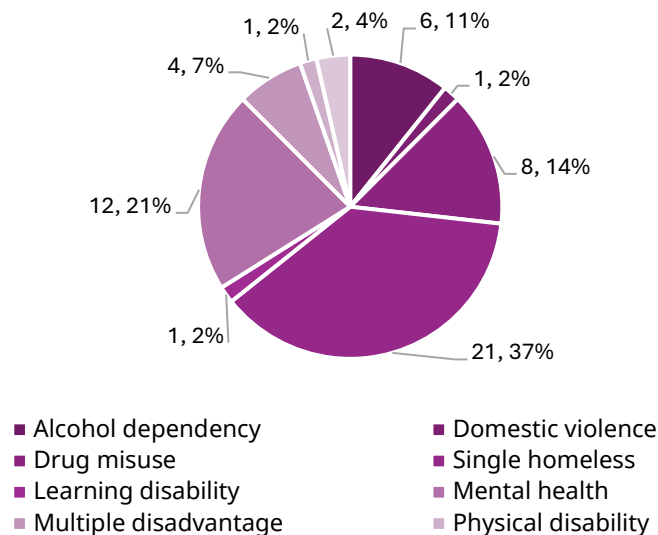
Taken together, this evidence demonstrates that AOP Live & Grow is supporting individuals with complex and evolving needs, enabling progression towards independence while preventing escalation into higher-risk and higher-cost outcomes.

Appendix 7

AOP Seen & Heard: profile of homeless singles

Of the 56 individuals within the Seen & Heard cohort, just over one third had their primary support need recorded as single homelessness.

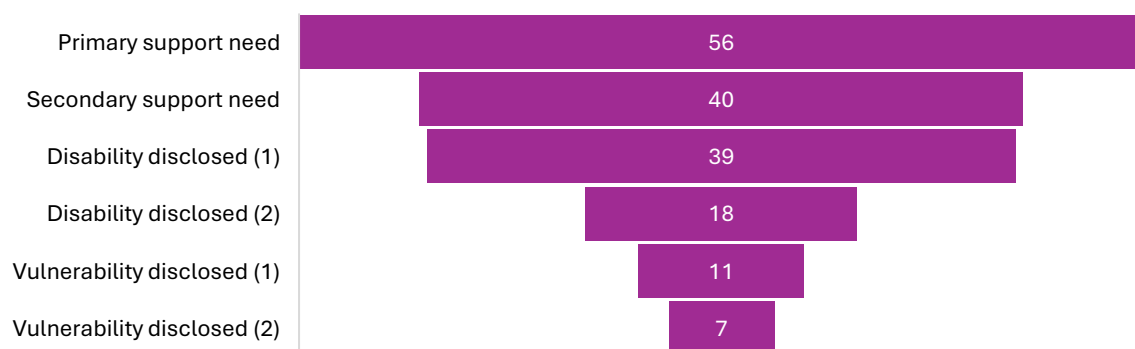
Primary support need recorded for AOP Seen & Heard



This reflects the greater complexity of need within the cohort, where a significant proportion of residents present with primary needs relating to mental health (21%) and substance use, including alcohol (11%) and drug dependency (14%).

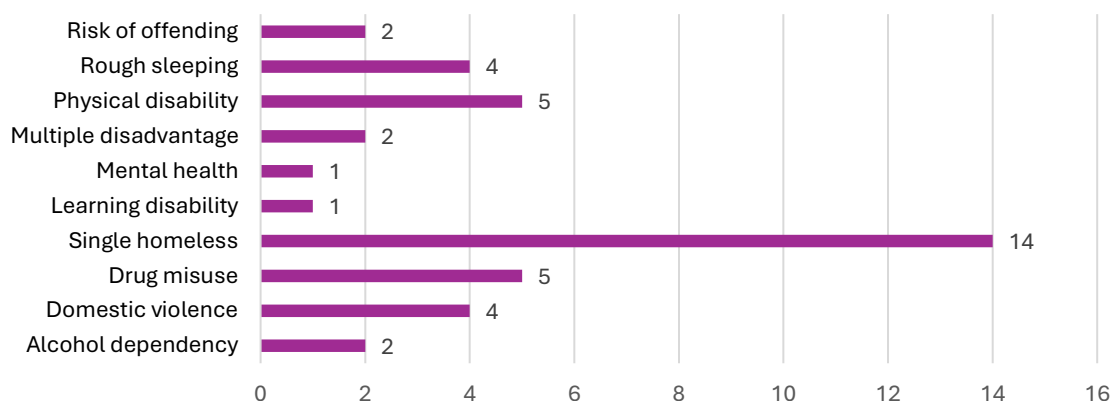
A high proportion of residents experience multiple and overlapping needs. Overall, 71% had identified secondary support needs and 70% had disclosed at least one disability. Almost one third (32%) reported a second disability, while one fifth disclosed additional vulnerabilities beyond their recorded needs. This highlights the extent to which residents are experiencing severe and multiple disadvantage.

Multiple needs of the AOP Seen & Heard cohort



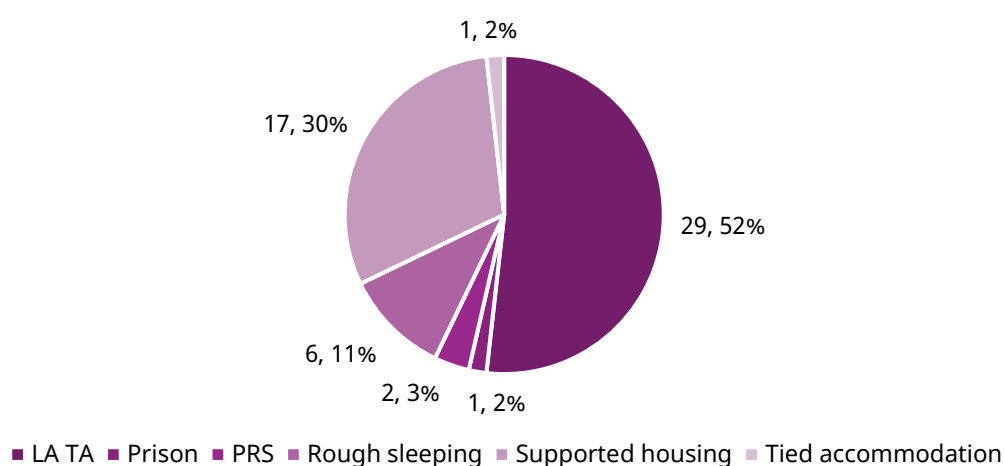
Among the 40 residents with identified secondary support needs, a wide and intersecting range of challenges is evident. This level of complexity requires skilled staff able to work effectively across systems, supporting access to specialist services while maintaining engagement with individuals who may be experiencing crisis, instability or trauma.

Secondary recorded support needs for AOP Seen & Heard



The level of need within the cohort is further reflected in residents' accommodation prior to entering Seen & Heard. Over half had been living in local authority-funded temporary accommodation, and almost one third had previously been in supported housing. These routes into provision typically involve statutory referral pathways, indicating that individuals had already been assessed as requiring support.

Accommodation prior to AOP Seen & Heard



In many cases, this suggests that local authorities had reason to believe that individuals may be homeless, eligible for assistance and in priority need under Section 188 duty—representing a relatively high threshold for single people. This reinforces the

point that residents within Seen & Heard often have levels of vulnerability that significantly impact their ability to secure and sustain accommodation independently.

The evaluation findings reflect this context. Only a minority of residents were assessed as likely to secure and sustain accommodation without the support provided through Seen & Heard. For the majority, the absence of this higher-support, 24/7 environment would likely result in ongoing instability, increased risk and greater reliance on crisis-driven and higher-cost services.

Taken together, this evidence demonstrates that AOP Seen & Heard is supporting individuals with complex, high-level and often intersecting needs. The model provides intensive, responsive support that stabilises residents, manages risk and creates the foundations for progression, while preventing escalation into more acute and costly outcomes.

About Homeless Link

Homeless Link is the national membership charity for organisations working with people experiencing or at risk of homelessness in England. We aim to develop, inspire, support, and sustain a movement of organisations working together to achieve positive futures for people who are homeless or vulnerably housed.

Representing over 900 organisations across England, we are in a unique position to see both the scale and nature of the tragedy of homelessness. We see the data gaps; the national policy barriers; the constraints of both funding and expertise; the system blocks and attitudinal obstacles. But crucially, we also see – and are instrumental in developing – the positive practice and ‘what works’ solutions.

As an organisation we believe that things can and should be better: not because we are naïve or cut off from reality, but because we have seen and experienced radical positive change in the way systems and services are delivered – and that gives us hope for a different future.

We support our members through research, guidance, and learning, and to promote policy change that will ensure everyone has a place to call home and the support they need to keep it.

What We Do

Homeless Link is the national membership charity for frontline homelessness services. We work to improve services through research, guidance and learning, and campaign for policy change that will ensure everyone has a place to call home and the support they need to keep it.

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Let's End Homelessness Together

