

Homelessness in Jersey Report Fourth Quarter 2024



Minister for Housing

April 2025



Homelessness report

The Minister for Housing collects data on people who are homeless or at risk of experiencing homelessness in Jersey. This anonymised data is collected from the following organisations involved in providing homelessness accommodation and support services:

- FREEDA
- Jersey Association of Youth and Friendship
- Sanctuary Trust
- The Shelter Trust
- Housing Advice Service¹

Information about the accommodation and services that these organisations provide is set out at [Appendix A](#).

The data has been analysed by Strategic Housing and Regeneration (SHR), in the Cabinet Office, and reviewed by the organisations listed above before the Minister published this quarterly report. **This report covers the fourth quarter from 1 October to 31 December 2024 (“Q4 2024”).**

This is the third publication of the Homelessness in Jersey Report and follows on from the Q3 2024 Report.² The purpose of these reports is to generate an empirical understanding of homelessness in Jersey, and these publications support the recommendation of the ‘Jersey Homelessness Strategy’ (2020) to evidence the scale and nature of homelessness in the Island.³

This report provides information on the following key aspects of homelessness:

- The definition of homelessness and the number of people identified in each category of homelessness.
- The characteristics of people who are homeless in Jersey, including their age, gender and residential status.
- The reasons for homelessness – the factors that contributed towards a person becoming homeless or threatened with homelessness.
- The number of people and their length of residence or engagement with homelessness accommodation providers and support services.
- The person’s journey, including pre-service living conditions, their referral to services, and engagement with agencies.

¹ The Housing Advice Service has also provided data about people registered to access social housing through the Partnership Pathway, which is administered by Andium Homes.

² Homelessness in Jersey Report: Third Quarter 2024:

<https://www.gov.je/government/pages/statesreports.aspx?reportid=5887>

³ Jersey Homelessness Strategy https://homelessness.je/wp-content/uploads/2022/09/Jersey-Homelessness-Strategy_January-2022.pdf

The nature of this information is sensitive, and it is important to protect the privacy of individuals when publishing statistics to prevent disclosure of information that may lead to identification, harm and distress.

The data received was anonymised by removing personal details that could identify an individual. Further disclosure control methods have been applied, which has resulted in some grouping of categories and rounding of numbers where required. Where this has occurred, footnotes are provided to outline this process of grouping and rounding. The report, therefore, does not report counts of less than five. This to ensure that confidentiality of individuals is maintained while still providing insightful information about homelessness in Jersey.

Developing the Reporting Process

The reporting process continues to be developed as the Minister works with organisations involved in providing homelessness accommodation and support services to refine and enhance the reporting process. This includes the review of reporting categories, and the addition of new categories in some of the areas of the data, to reflect the experiences of these involved organisations.

Whilst some data sets in this report use the same format as previous reports for consistency, others reflect different aspects under the same theme. **Caution is urged when making quarter to quarter comparisons as a result, and as with the previous quarterly reports, these should be viewed as standalone documents.**

Following feedback from the organisations that provide the data, for the first time the Q4 2024 report separates the information provided by the Housing Advice Service from the other accommodation and support services. This is to better reflect the different roles, functions and support offered by these two groups.

Evidencing the scale and nature of homelessness is a complex activity, and the Minister is grateful to the organisations who engage with the reporting process and provide the valuable data that provides the basis for this report.

Summary Q4 2024



Overall, there were **299** service visits by **295** Islanders to HAS and homeless accommodation and service providers.



177 Islanders living in temporary shelter accommodation with service providers for some, or all, of the quarter.

23 Islanders received HAS assistance to secure short-term accommodation.



75% of Islanders recorded as homeless with the service providers were male and **25%** were female.



The largest group by age of those recorded as homeless is those **between 36 and 45 years old** at **55** people



Substance use was the main recorded reason for homelessness among males at **14%** of cases



At risk of, has experienced, or escaping domestic abuse was the main recorded reason for homelessness among females at **22%** of cases



56% of service visits to the service providers were through self-referral or signposted to a service provider and **38%** were agency or multi agency referrals



With the service providers, **128** people were resident throughout Q4, **49** had residency at some point in Q3, and **42** had no residency during the quarter

Q4 2024 Homelessness Report

Housing Advice Service



This section sets out homelessness statistics produced from the data supplied by the Housing Advice Service (HAS).

The HAS is a government service within Employment, Social Security and Housing (ESSH) that provides information, advice and support to islanders about all aspects of housing. This includes the provision of information and support for islanders who are homeless or at risk of experiencing homelessness.

HAS Homelessness Statistics:

The HAS statistics in this section relate only to people have been identified where the HAS is the lead organisation, and that these individuals are not in contact with the other organisations. This is to avoid duplication in the reporting process.

The HAS also works with people who are in contact with the other service providers, but where the HAS is not the lead service provider, so these statistics do not represent the full extent of the work undertaken by the HAS in relation to homelessness.

HAS service users: engagement, active and resolved cases:

During Q4 2024, the HAS had 76 active cases relating to homelessness, of which:

- 45 people came into contact with the HAS before this reporting quarter; and
- 31 people came into contact with the HAS during Q4 2024.

Of the 76 people, 57 were still active cases at the end of Q4 2024, and 19 cases had been resolved by the HAS.

HAS service users	Count	Came into contact before Q4	Came into contact during Q4
Active case at end of Q4	57	29	28
Resolved case at end of Q4	19	16	3
Total	76	45	31

Table 1: HAS service users by active and resolved cases, and first engagement before and during Q4 2024

Of these 19 resolved cases:

- 9 people were accommodated by Andium Homes, and the other 10 either left the Island, no longer wanted or required support, went to HMP La Moye, or secured accommodation in the private sector.

HAS assistance to secure accommodation:

In some instances, the HAS provide assistance to help secure short-term accommodation for a person. Of the 57 persons with an active case with the HAS, 23 received HAS assistance to secure short-term accommodation.

HAS service users	Count of active cases	HAS assistance to secure accommodation
Active case	57	23

Table 2: HAS service users by active case and those with HAS assistance to secure accommodation.

Definition of Homelessness

Of the 76 cases dealt with by the HAS:

- 61 people were classed as being ‘houseless’ under the homelessness definition framework. This includes those who had a temporary place to sleep arranged or were due to be released from institutions.
- 9 people were classed as living in ‘insecure housing’ which includes situations where a person is living in insecure accommodation, under an eviction order, or living under threat of violence.
- 6 people were classed as being ‘roofless’ which includes situations such as rough sleeping.
- There were no people identified as living in ‘inadequate housing’.

Definition of homelessness	HAS service users
Houseless	61
Insecure	9
Roofless	6

Table 3: High level homelessness definition of HAS service users

Characteristics

Of the service users supported by the HAS, 79% were male, and 21% were female.

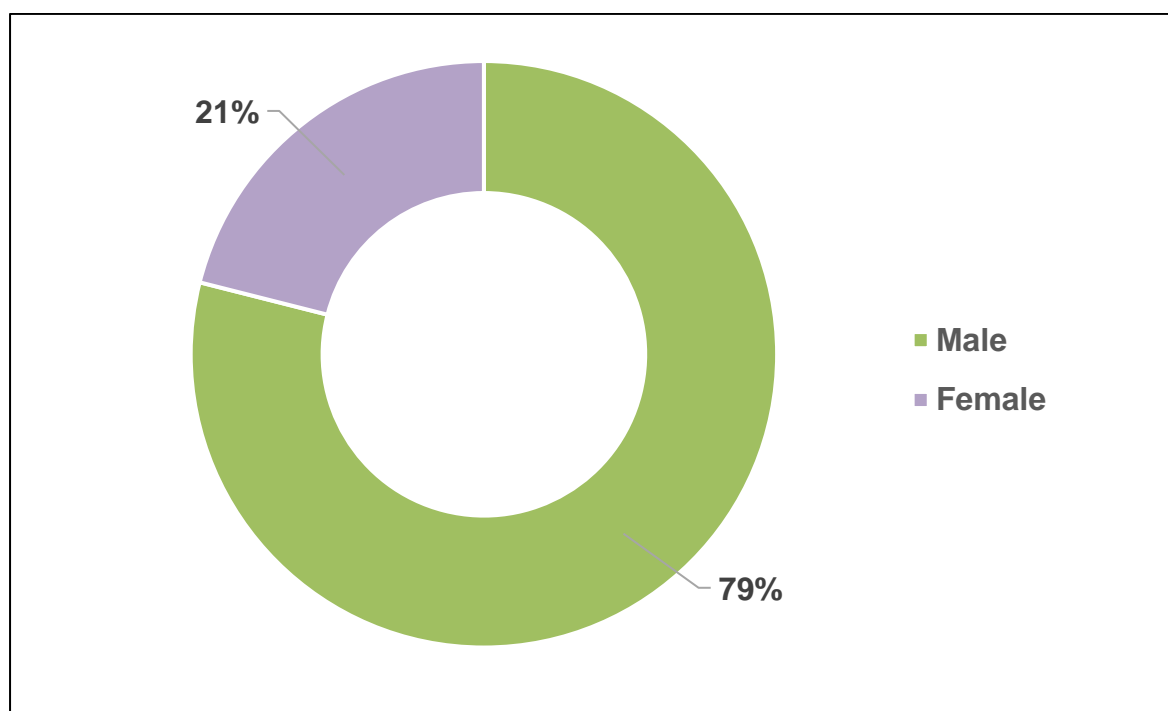


Figure 1: HAS service users by gender

The ages of these service users were spread across the age bands, with a predominance in the bands showing ages from 26 up to 55 years old.

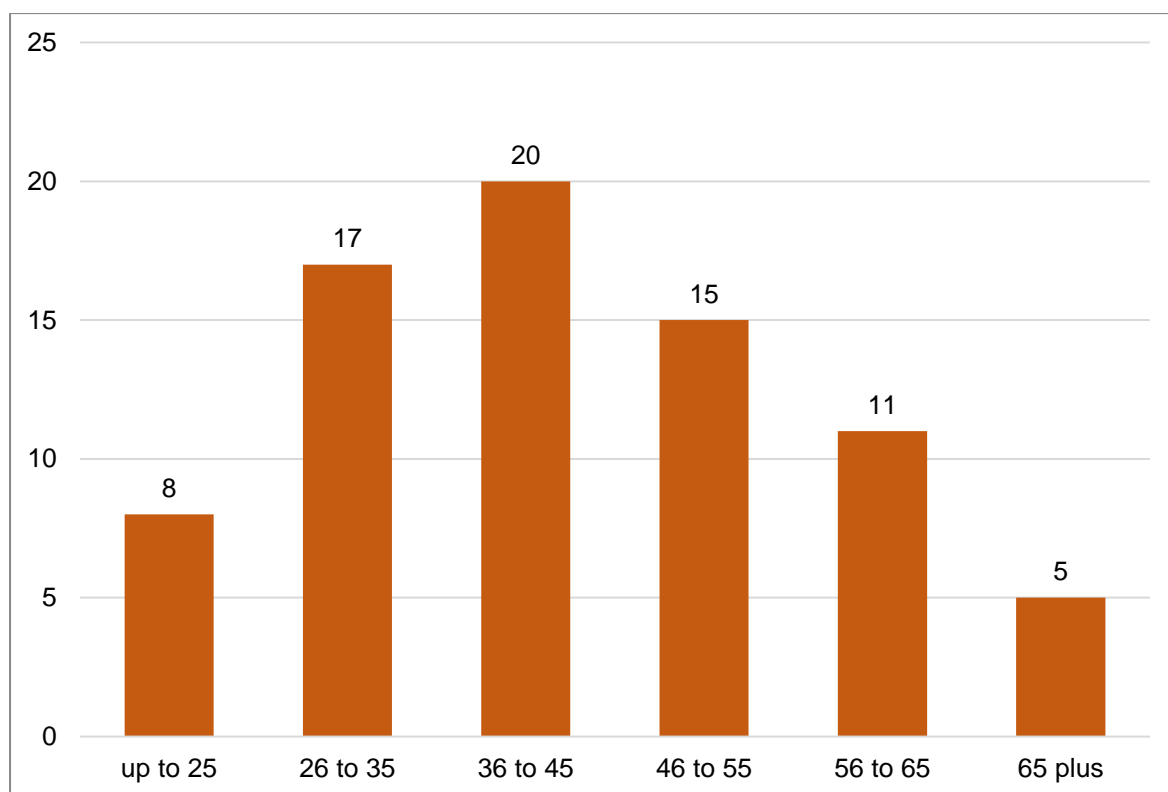


Figure 2: HAS service users by age

The majority of people supported by the HAS (87%) had 'Entitled' or 'Entitled for Work' ⁴residential status.⁵

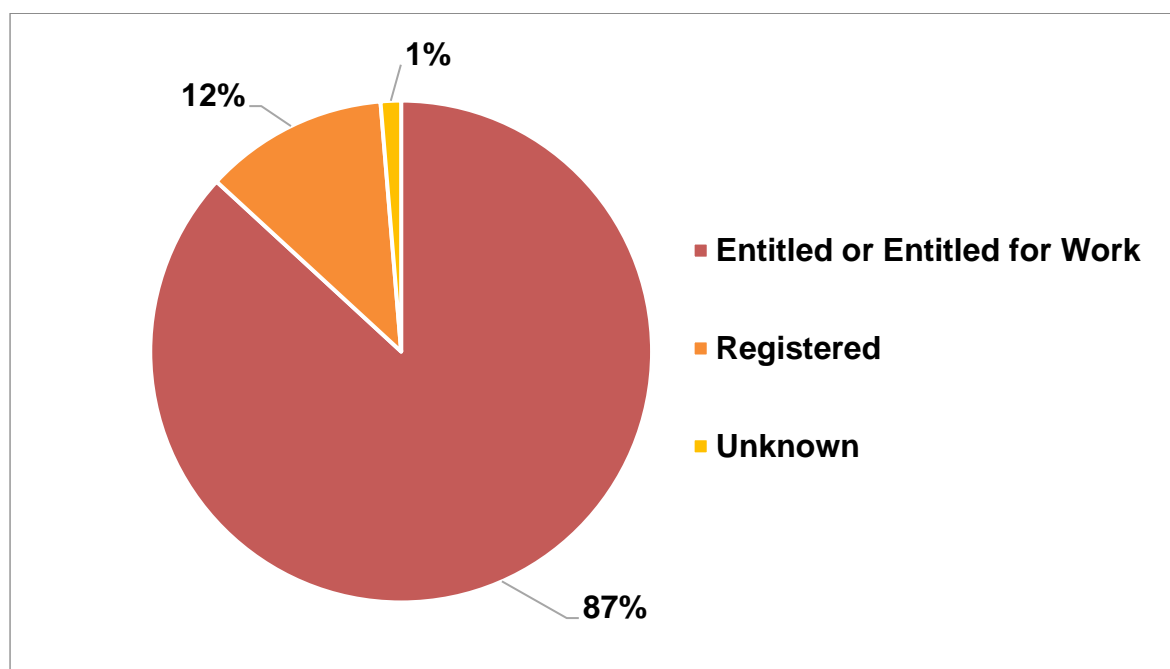


Figure 3: HAS service users by residential status

Of the service users whose employment status was recorded by the HAS, 29 people were unemployed and 11 were employed. There was a count of less than 5 for both self-employed and retired, which is not included in Figure 4 below.

⁴ 'Entitled' and 'Entitled for Work' are grouped together for purposes of anonymity and avoidance of disclosing personal information

⁵ An explanation of residential statuses and what they mean is available at:

<https://www.gov.je/Working/Contributions/RegistrationCards/Pages/ResidentialStatus.aspx>

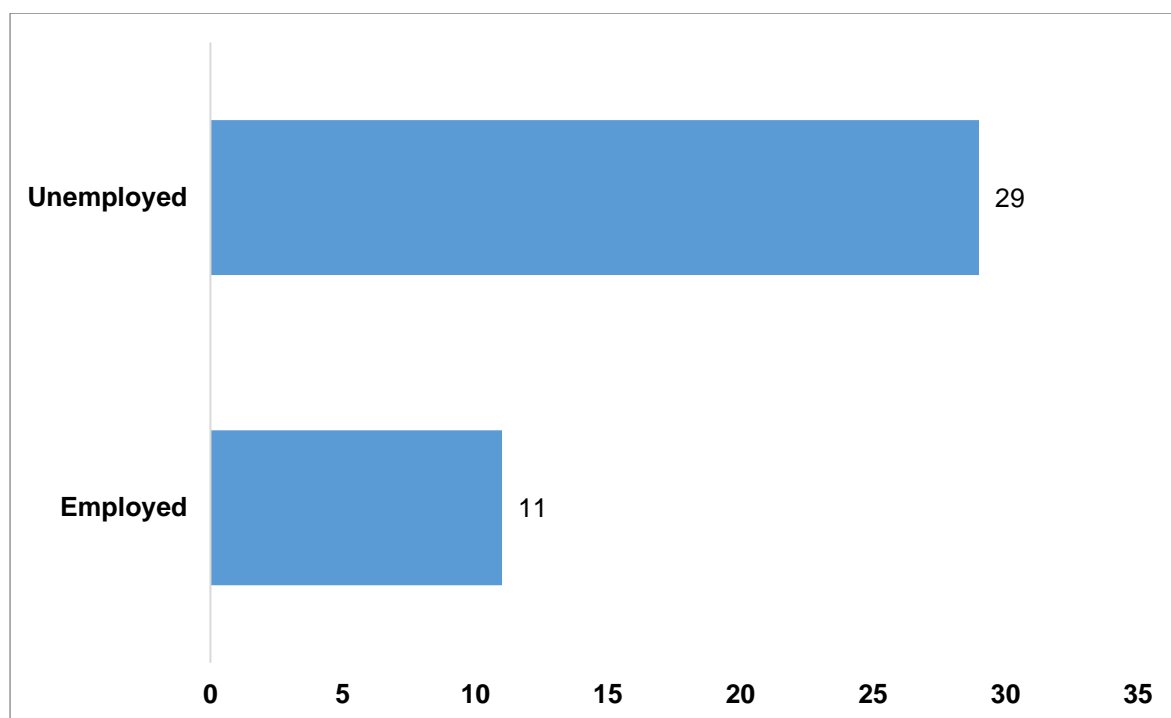


Figure 4: HAS service users by employment status

Service providers

This section sets out homelessness statistics produced from the data supplied by the following accommodation and service providers.

- FREEDA
- Jersey Association of Youth and Friendship
- Sanctuary Trust
- The Shelter Trust



Definition of homelessness

In Q4 2024, there were 223 service visits by 219 people to these service providers.

Just under 219 high level definitions of homelessness under the homelessness definition framework had been recorded by service providers for these service users showing that:

- 191 people were classed as being 'houseless' under the homelessness definition framework. This means they had a temporary place to sleep in institutional or shelter accommodation.
- 22 people were classed as living in 'insecure housing' which includes situations where a person is living in insecure accommodation, under an eviction order, or living under threat of violence.
- less than 5 people were classed as being 'roofless' which includes situations such as rough sleeping;⁶ and
- there were no people identified as living in 'inadequate housing'

High level definition of homelessness	Count
Houseless	191
Insecure	22
Roofless	<5

Table 4: High level homelessness definition of service provider service users

⁶ For the purposes of anonymity and avoidance of disclosing personal information, this count is reported as 'less than 5'. This is the standard reporting format across this report for any counts below 5.

Characteristics

Gender profile

Of the 219 service users recorded as homeless in Q4 2024 by the service providers, 75% were male and 25% were female.⁷

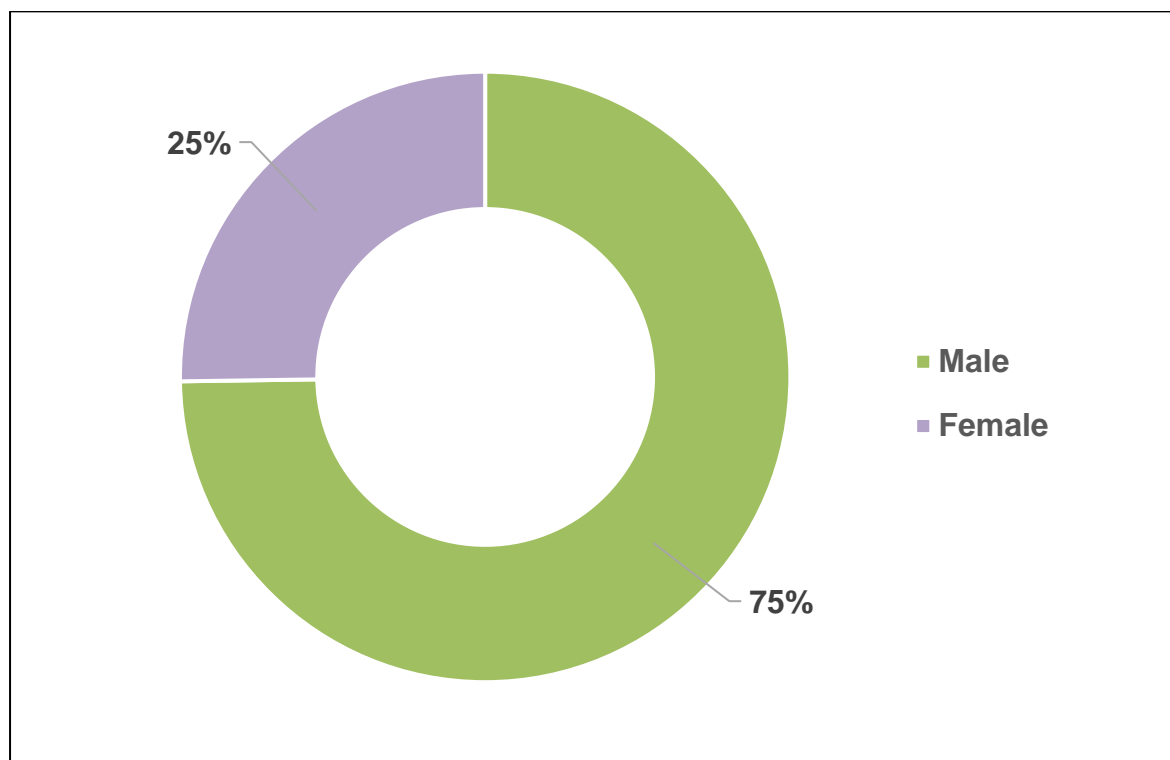


Figure 5: gender of people recorded as homeless by percentage (%)

Age profile

Figure 6 shows that of those who provided their age, the age range is predominantly in the younger age band of 'up to 25' years old. The age bands of '26 to 35' years old to '46 to 55' years old show a fairly even distribution with the numbers reducing in the older age bands.

⁷ In this reporting quarter, there was a count of less than 5 for individuals who identified as transgender or non-binary and who are affected by homelessness. For the purposes of anonymity and avoidance of disclosing personal information, this count has been incorporated into the reported count of gender.

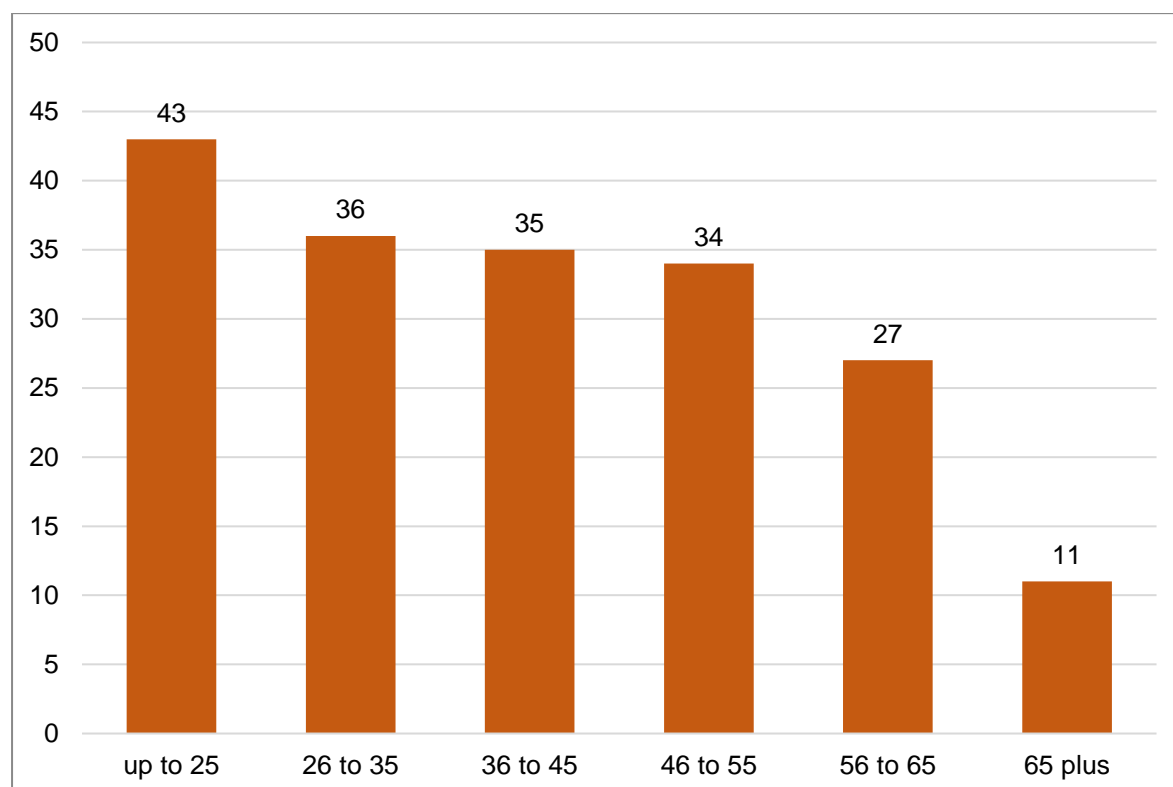


Figure 6: reported age range (in years) of those recorded as homeless

Figure 7 shows a spread across the age range for males from the bands of 'up to 25' years old through to '56 to 65' years old.

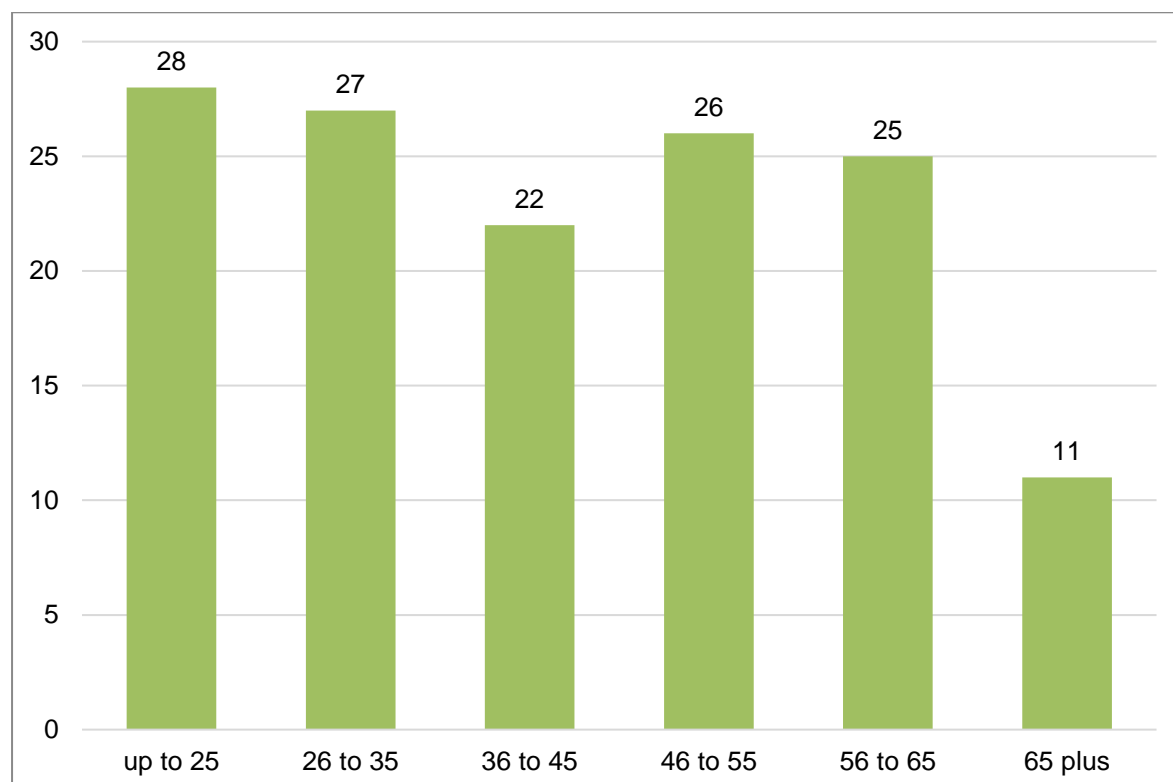


Figure 7: reported age range (in years) of males recorded as homeless

Figure 8 shows the age range of females is highest in the 'up to 25' years old band, and the smallest count in the '26 to 35' years old band.⁸

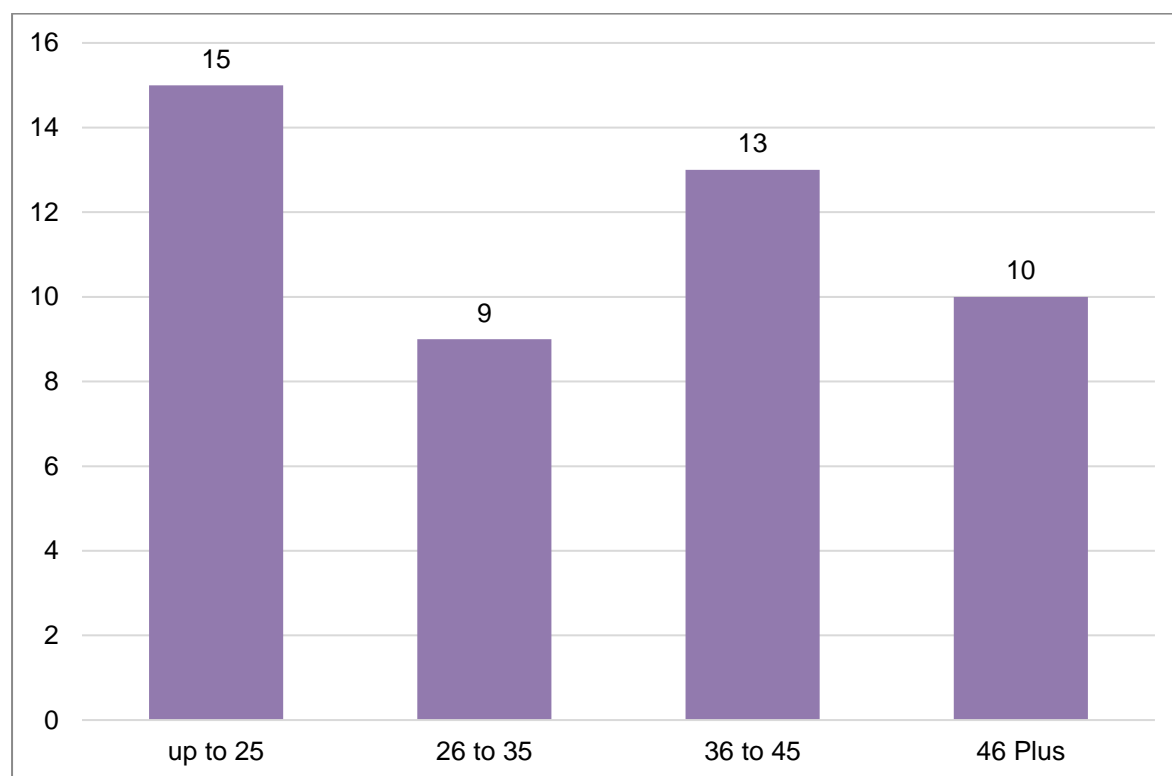


Figure 8: reported age (in years) range of females recorded as homeless

⁸ Note that the horizontal x-axis ('age') for Figures 7 and 8 do not allow for a direct comparison between the ages of males and females as Figure 7 groups 65 plus, whereas Figure 8 groups 46 plus. This for the purposes of avoiding disclosure.

Residential and employment status

The residential status⁹ of 218 service users were recorded by the service providers in Q4 was as follows:

- 82% had 'Entitled' residential status;
- 7% had 'Entitled to Work' status;
- 5% had 'Registered' status; and
- 6% were 'unknown'.

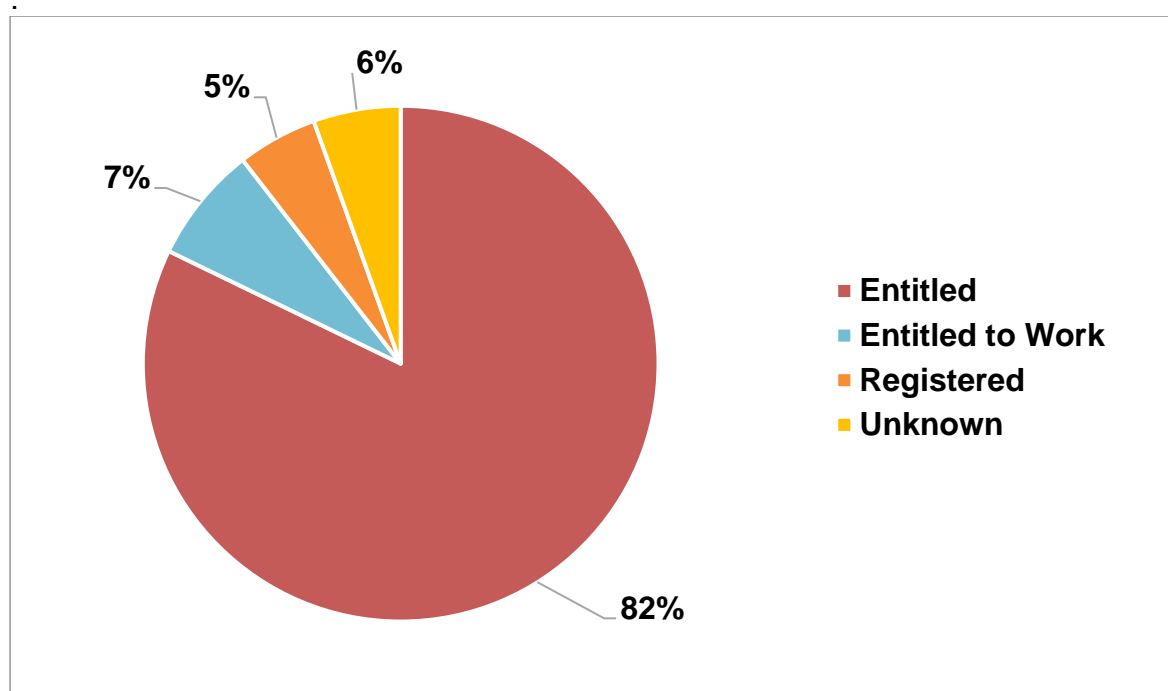


Figure 9: residential status of people recorded as homeless by percentage (%)

Service providers were able to record the employment status¹⁰ of 202 service users in Q4 2024 of which:

- 118 people (58%) were recorded as being unemployed;
- 56 people (28%) were recorded as being employed;
- 11 people (5%) were recorded as retired and other; and
- 10 people (5%) recorded as in education and training
- 7 people (3%)¹¹ recorded as working part time.

⁹ An explanation of residential statuses and what they mean is available at:

<https://www.gov.je/Working/Contributions/RegistrationCards/Pages/ResidentialStatus.aspx>

¹⁰ In Figure 10, for the purposes of anonymity, avoidance of disclosure, and data presentation, categories have been grouped together where the reasons were deemed similar in nature, for example, grouping together Education and Training.

¹¹ These percentages do not equal 100 due to rounding.

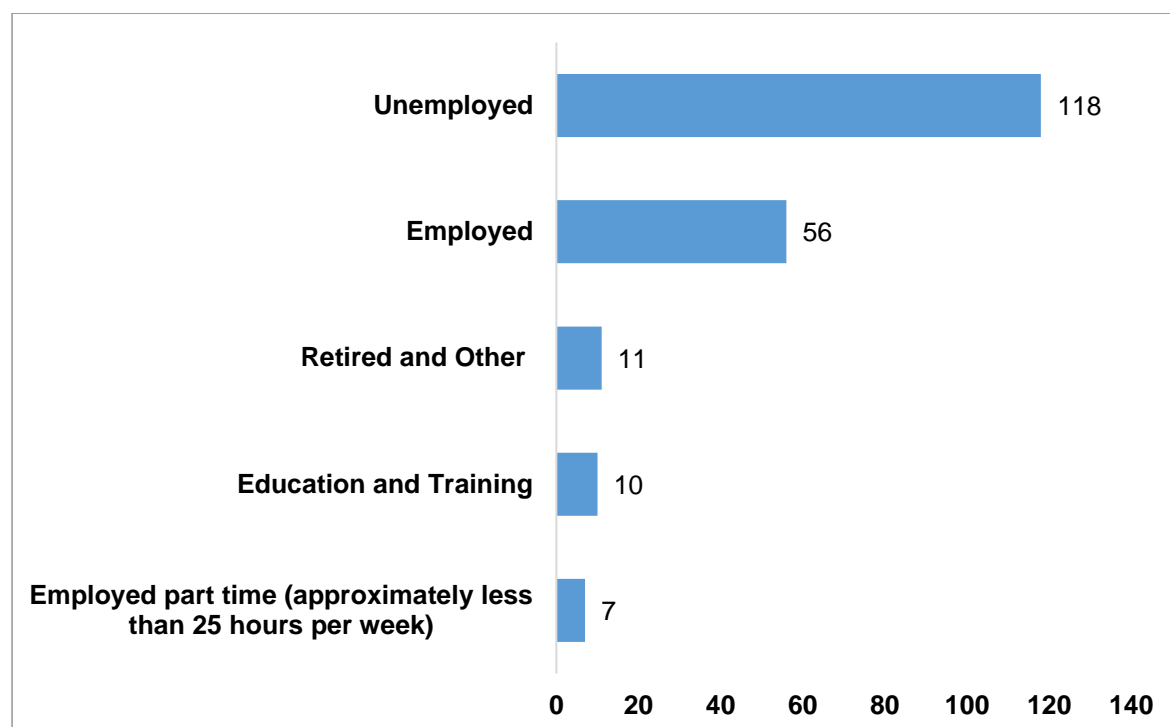


Figure 10: number of people who are homeless by employment status

Reasons for homelessness

The reporting process allows organisations to submit up to three reasons to describe a person's reason for homelessness from a pre-defined set of 33 reasons. This multiple reporting recognises that there is often more than one reason why a person might become homeless or is at risk of experiencing homelessness. This allows for some of the complexity of these homelessness situations to be recorded by service providers. There were over 430 reasons for homelessness recorded by service providers in Q4 2024.¹²

Reason for homelessness	%
Substance use (alcohol and drug use)	14
Mental health problems	12
Person aged 18 to 25 years requiring support to manage independently	10
Parent, family or friend no longer willing or able to accommodate	9
Unemployment or unstable employment	8
Breakdown of relationships	8
Uncategorised	7
Lack of affordable accommodation	7
At risk of, has experienced, or is escaping domestic abuse	5
Family breakdowns	4
History of offending	4
Breakdown of relationships – abusive behaviour	4
Other	3
Physical disability and/or ill-health	3
Mortgage or rent arrears	2
Total	100

Table 5: reasons for homelessness by percentage (%)¹³

The reasons for homelessness differed between males and females. There were over 330 reasons for homelessness recorded for males, as illustrated in Table 6 as percentages. The table shows that 'substance use' was the main reason for homelessness recorded amongst males at 14%.

¹² Where a person's reason for homelessness did not match a listed description, or included factors not listed, this has been recorded as 'uncategorised' in Tables 5 to 7. 'Other' reasons in these tables are categories that have low counts and are grouped together for purposes of anonymity and avoidance of disclosure. For the purposes of anonymity and avoidance of disclosure, and for presentation purposes, categories have been grouped together where it is felt that the reasons were similar in nature, for example, grouping together alcohol and drug use under substance use.

¹³ Tables 5 to 7 are presented as percentages of the total of recorded reasons for homelessness. These percentages were derived from counts that have been subject to groupings for the purposes of anonymity and avoidance of disclosing personal information.

Reasons for homelessness amongst males	%
Substance use (alcohol and drugs use)	14
Mental health problems	13
Unemployment or unstable employment	11
Parent, family or friend no longer willing or able to accommodate	9
Breakdown of relationships	9
Lack of affordable accommodation	8
Person aged 18 to 25 years requiring support to manage independently	8
Uncategorised	7
Other	6
Family breakdowns	5
History of offending	5
Physical disability and/or ill-health	3
Mortgage or rent arrears	2
Total	100

Table 6: reasons for homelessness amongst males by percentage (%)¹⁴

There were over 100 reasons for homelessness recorded for females, as illustrated in Table 7. The table shows that 'at risk of, has experienced or escaping domestic abuse' was the main reason for homelessness recorded amongst females at 22%, followed by 'person aged 18 to 25 years requiring support to manage independently' at 16%. Breakdown of relationships – abusive behaviour at 13% reflects that two of the three most recorded reasons for homelessness amongst females relate to abuse.

Reasons for homelessness amongst females	%
At risk of, has experienced, or is escaping domestic abuse	22
Person aged 18 to 25 years requiring support to manage independently	16
Breakdown of relationships – abusive behaviour	13
Substance use (alcohol and drugs use)	12
Parent, family or friend no longer willing or able to accommodate	9
Other	9
Mental health problems	8
Uncategorised	6
Breakdown of relationships	5
Total	100

Table 7: reasons for homelessness amongst females by percentage (%)¹⁵

¹⁴ Table 6 shows the percentages of reasons for homelessness based on the count for males only, with a recorded count of over 330.

¹⁵ Table 7 shows the percentage of reasons for homelessness based on the count for females only, with a recorded count of over 100.

Service visits and residency

Of the 223 recorded service visits by islanders to service providers in Q4 2024, the Shelter Trust received 56% of visits; JAYF received 20% of visits; Sanctuary received 18% of visits and FREEDA received 6% of visits. Further information about these organisations is provided at [Appendix A](#).

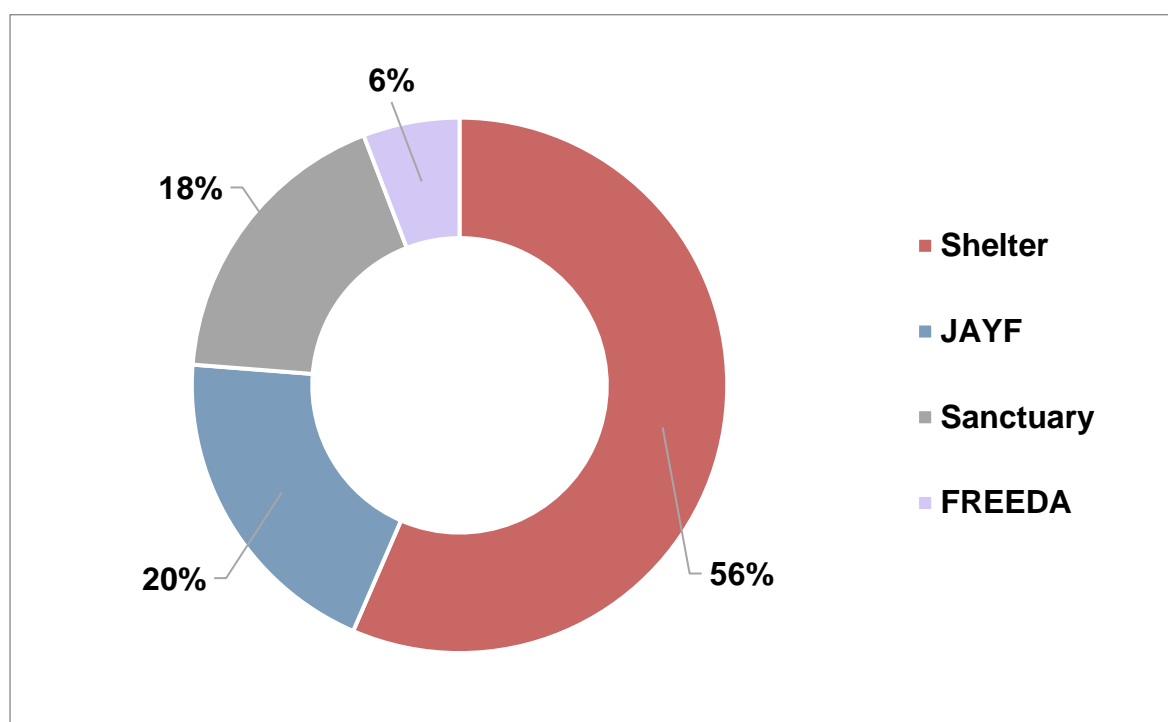


Figure 11: service visits by service provider (%)

Of the 219 people recorded as homeless during Q4 2024, 177 were residents with organisations, where a person had been accommodated during the quarter by the homelessness accommodation and support services – FREEDA, JAYF, Sanctuary Trust and the Shelter Trust. Residency by provider is shown in Figure 12:

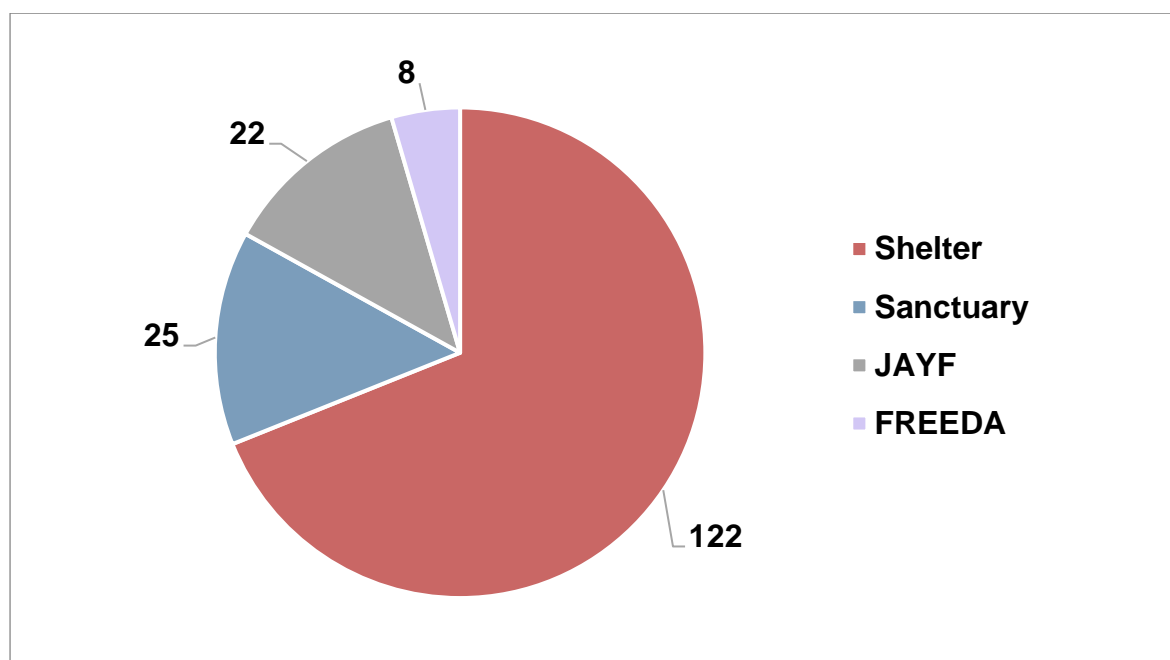


Figure 12: residency by service provider

The service providers also recorded whether or not a person:

- had been resident throughout Q4
- became a resident during Q4 and was still in residency at the end of the quarter
- was resident at the start of Q4 and then left residency
- had a period of residency that started and ended within Q4
- did not have any residency during the quarter.

Figure 13 shows that 128 of the 219 service users were resident throughout the reporting quarter, meaning that they spent this period in continuous residency¹⁶.

¹⁶ The 128 service users that have been resident throughout the quarter are those who were resident during Q3, continued this residency throughout Q4 and were still resident at the end of the reporting quarter. As such, this represents those service users that are experiencing continuous residency over the longer term.

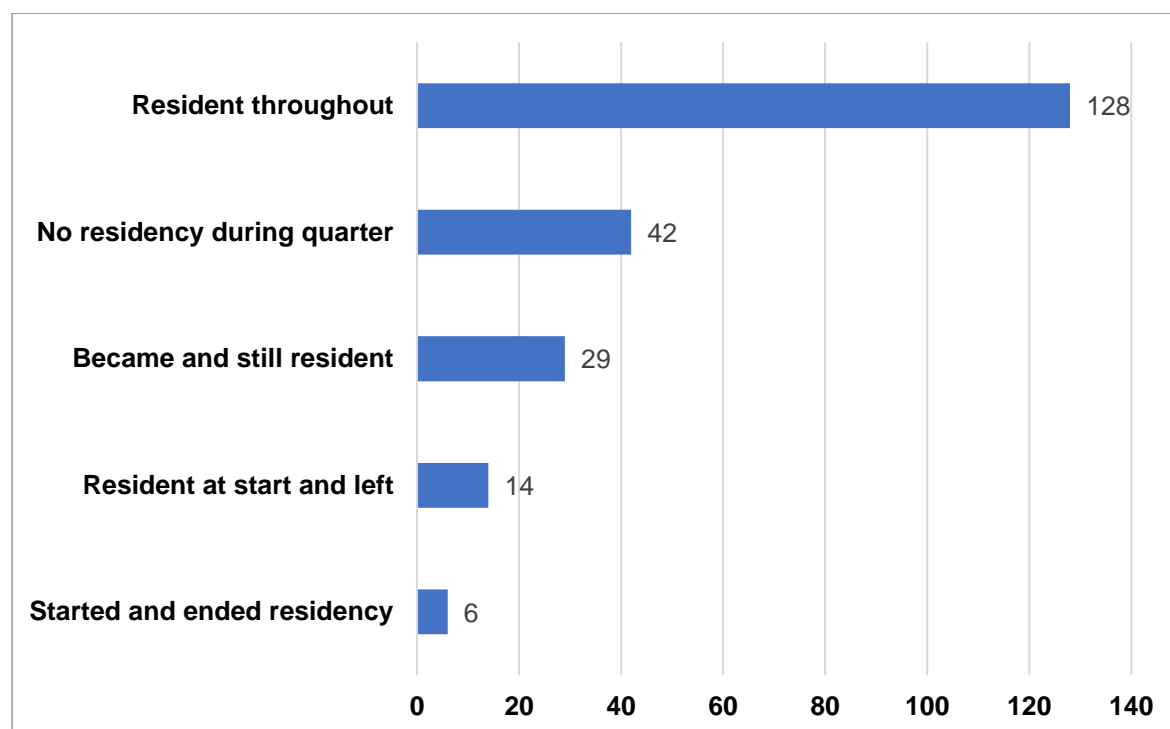


Figure 13: service users' residency during quarter

Figure 14 shows the length of continuous residency over a longer timeframe. This shows that residency of 'up to 6 months' has the largest group of people, with these numbers tapering off as the length of continuous residency becomes longer.

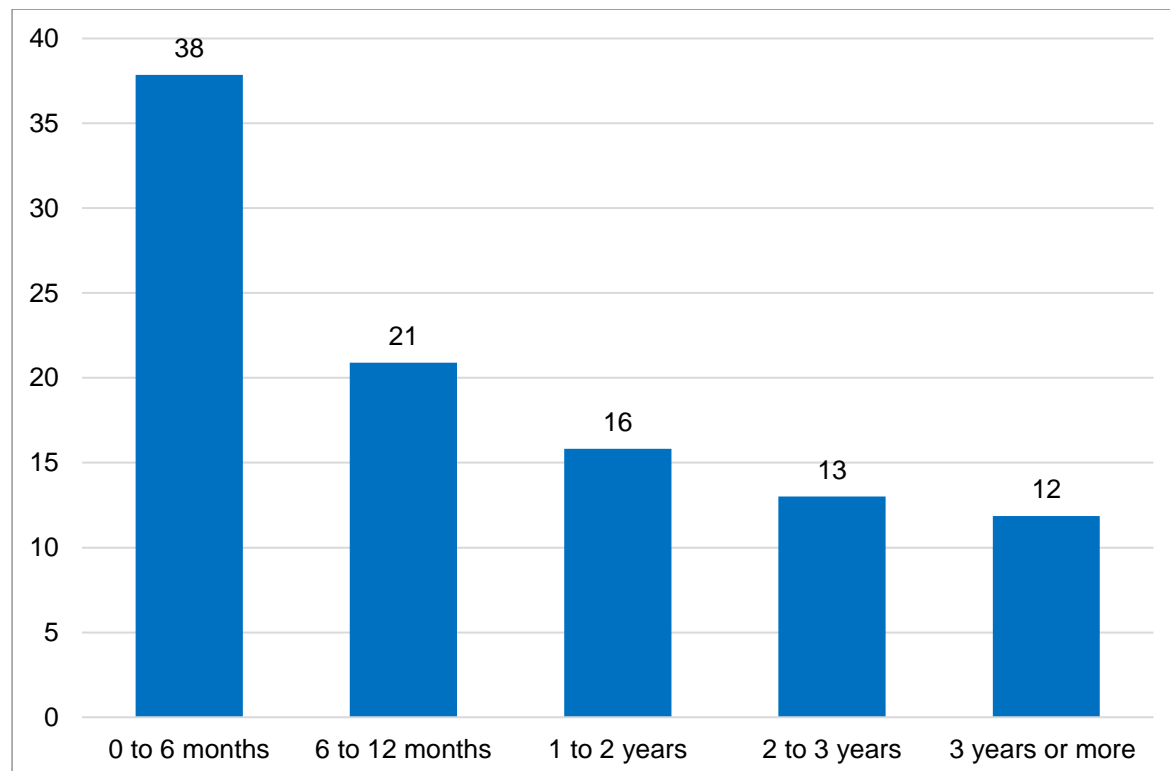


Figure 14: number of service users' continuous residency over time¹⁷

¹⁷ Please note the different time spans on the x-axis. The first two groupings are for 6-month periods, the following two are for 1-year periods and the final one for 3 years or more.

Looking at length of continuous residency by gender, showing the number of residents of each gender by percentage, we can see that almost half of women (43%) have a continuous residency of 6 months or less. Men also have the highest percentage in this '0 to 6 months' period (36%). There is some fluctuation over time when comparing genders, however for males, the percentages experiencing continuous residency of 1 year or more are stable. The percentages of females experiencing continuous residency reduces over periods of 2 years or more.

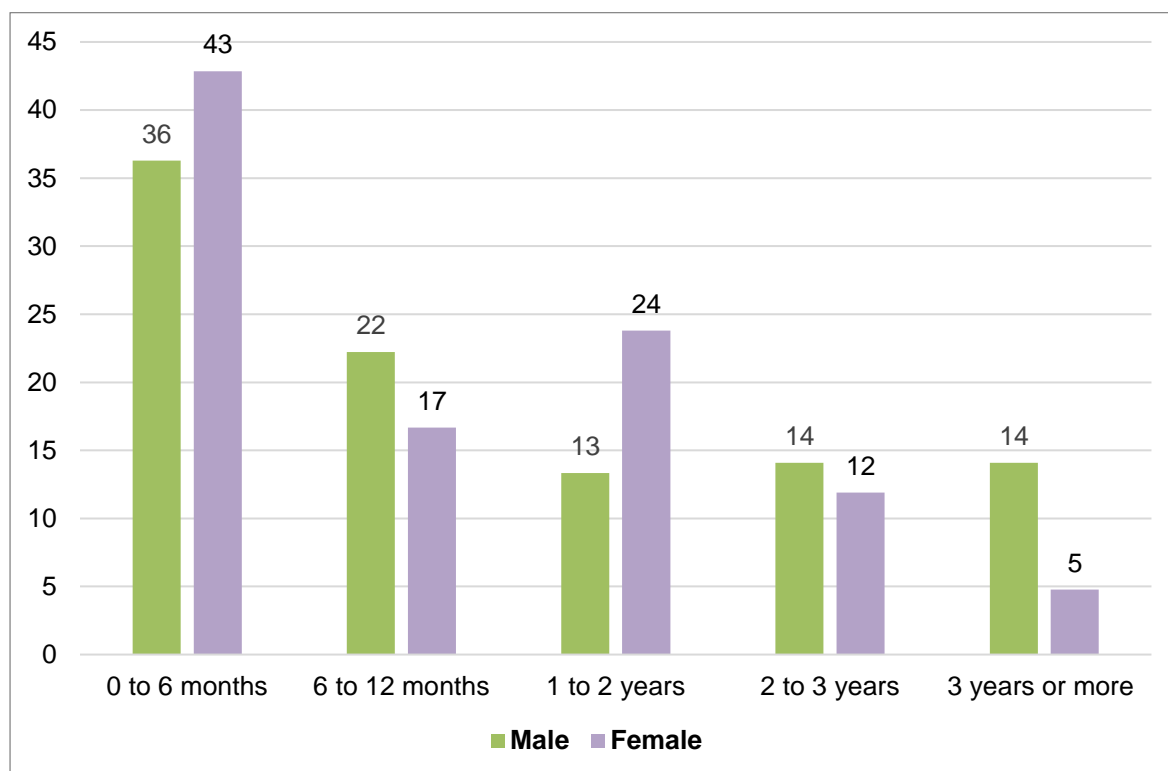


Figure 15: number of service users' continuous residency over time by gender as percent (%)

A person's journey

Information has been provided in relation to the pre-service living situation of the people who made up the 219 service users recorded in Q4 2024.

Figure 16 shows that the two most common were 'living with family or friends' (67 persons) and 'private rental sector' (41 persons).

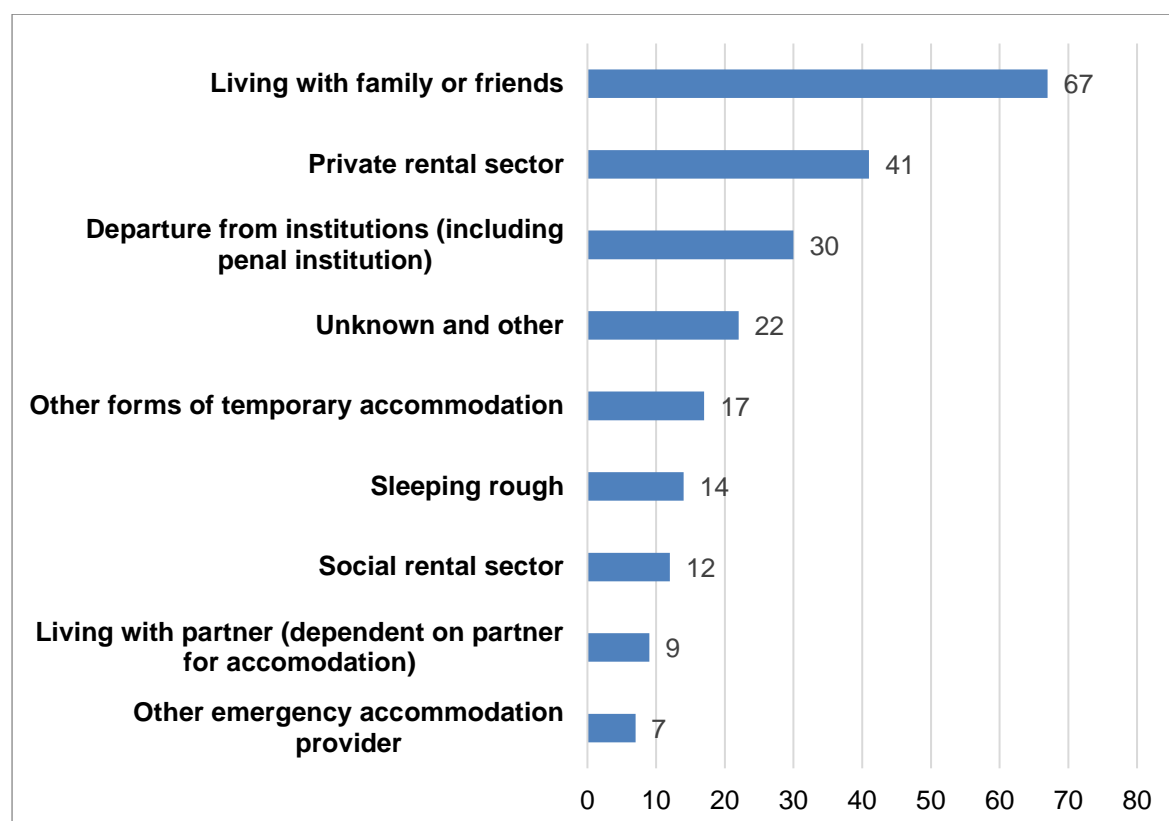


Figure 16: pre-service living situations¹⁸

Of the 42 people who were not resident with a provider during this quarter (Figure 13), 21 people were placed on a waiting list and 18 people decided not to have residency.

Those who did not have residency	Count
Placed on a waiting list	21
Decided not to have residency	18

Table 8: status of those who did not have residency

Of the 20 people who left residency this quarter (Figure 13), 11 people secured suitable accommodation. The other 9 were either asked to leave, referred to another service, decided not to have residency, or their end of quarter status was not recorded.

¹⁸ For the purposes of anonymity and avoidance of disclosure, and for presentation purposes, categories in Figure 16 have been grouped together where it is considered that the reasons were similar in nature.

Where a referral route has been recorded for the 223 service visits, Figure 17 shows that 'self-referral' to the service providers is the largest referral route for people who are homeless or threatened with homelessness at 56%, followed by an agency / multi agency referral at 38%. 'Self-referral' includes where a person has been directed towards organisations and providers for assistance either verbally or through another form of signposting as opposed to a formal referral process.

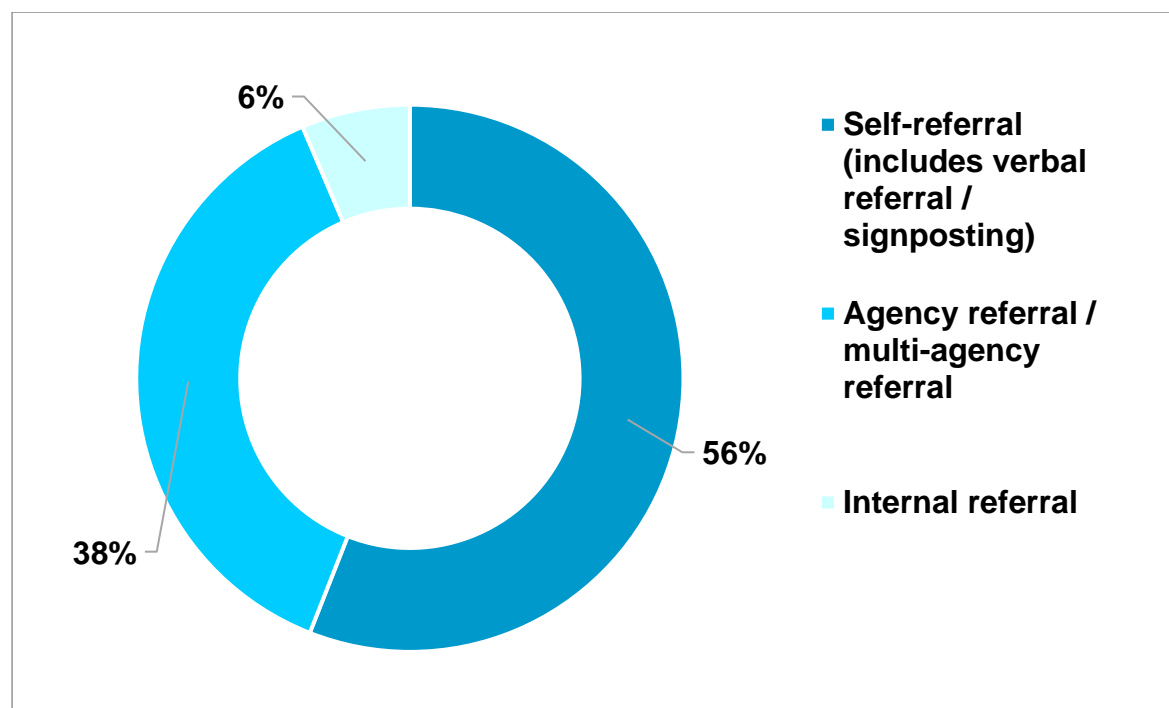


Figure 17: service referral route by percentage (%)

External services

People engaging with service providers may also be referred to multiple external services such as Government services or charitable organisations to support their needs. Service providers were able to report up to three of these external service referrals per person. This, again, helps to reflect the complexity of addressing homelessness and the multiple agencies and services that may be involved in supporting an individual to access and maintain suitable housing.

Just over 170 counts were recorded in Q4 2024 where a person had been referred to external services.

Table 9 shows that the Aztec House GP clinic was the most frequently reported category, representing 25% of external services used¹⁹.

The 'other government agency/service'²⁰ category reflects that a person may be referred to a range of Government agencies and services, and that this category may not be the primary external service used by a person but for many will be included as part of the external services package to support their needs.

Engagement with external services	%
Aztec House GP clinic	25
Alcohol and Drugs Service	17
Other government agency/service	16
Adult Mental Health	15
Charitable organisations	7
Probation & Aftercare Service	6
Domestic Abuse	5
Adult Social Services, Children's Social Care Services	4
Housing Advice Service	3
Other	2
Total	100

Table 9: engagement with external services used by percentage (%)²¹

Removing the 'other government agency/service' category to allow reporting on specific external service engagement, there is a noticeable similarity in the external services used by males and females

¹⁹ Aztec House GP clinic is a new reporting option that was introduced to the data collection process following feedback from providers.

²⁰ 'Other government agency/service' refers to Government services that have not been specifically categorised as a particular Government service in the reporting process.

²¹ The external services listed in Table 9 are presented as percentages of the total of recorded external services used. These percentages were derived from counts that have been subject to groupings for the purposes of anonymity and avoidance of disclosure.

Figures 19 and 20²² shows the top three remaining agencies and services used as a percentage by both males and females, are Aztec House GP clinic, alcohol and drugs services and adult mental health, making up the majority of external services used:

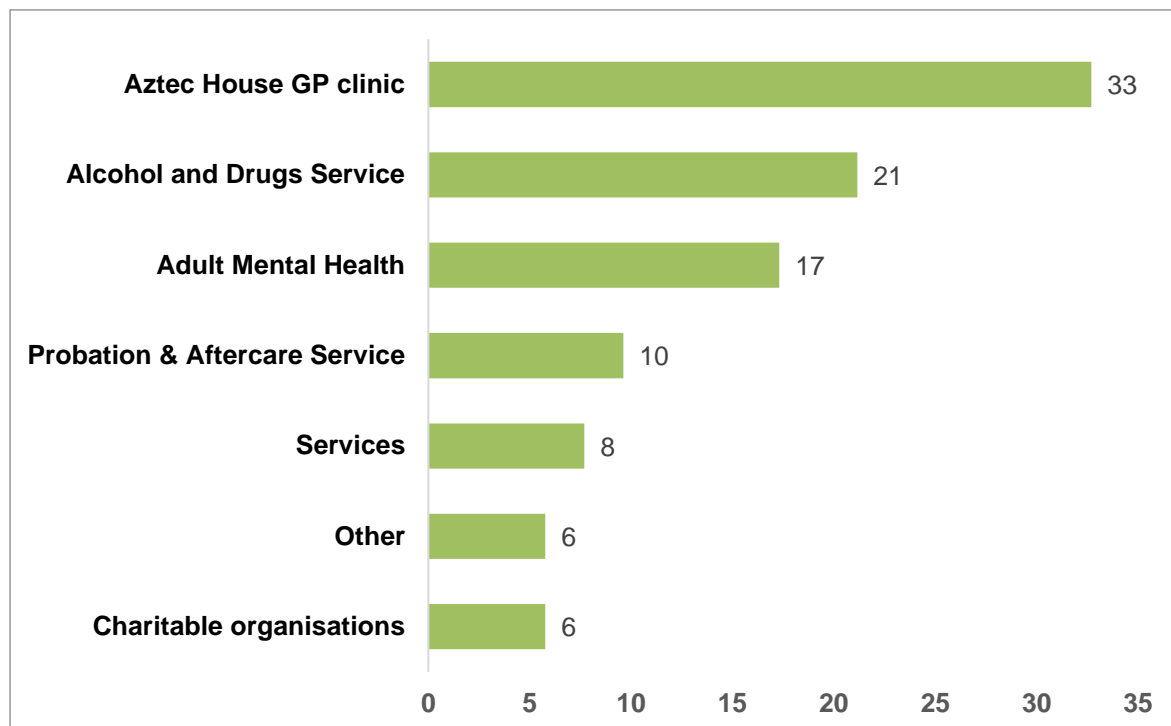


Figure 19: external services used by males by percentage (%)

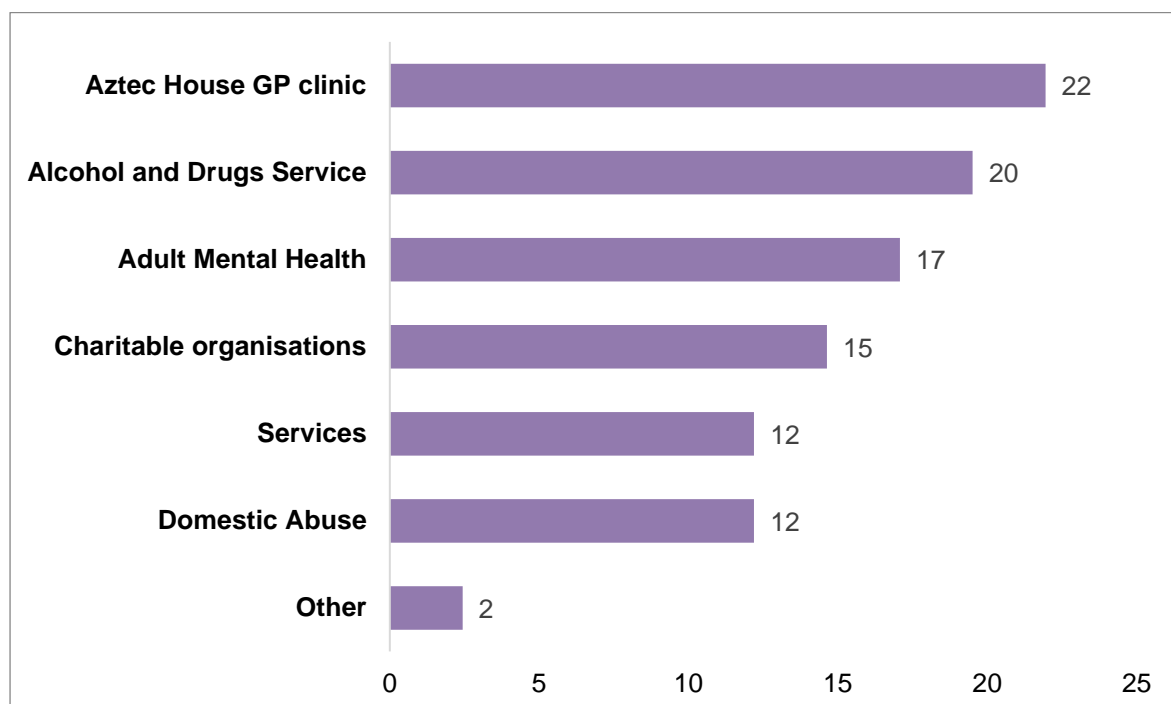


Figure 20: external services used by females by percentage (%)

²² Services in Figures 19 and 20 refer to Housing Advice Service, Adult Social Services and Children's Social Care Services. This grouping also includes Probation & Aftercare Service for Figure 20.

Service provider update

The organisations who have contributed to this report have provided the following comments on the operation of their services in Q4 2024:

FREEDA

- In Q4 the age range of women accessing our service was smaller than in Q3, with fewer women in their early twenties accessing / being referred to our service in comparison of Q3.
- There was a decrease in the number of women with children who were referred to our service this quarter.
- With the new options in the drop-down menus of the reporting sheet, we were able to see that the majority of the women referred to our service who decided not to access our safe house, were dependant on their partner for access to accommodation on the island.
- We had more self-referrals to our service than referrals from other agencies, which is consistent with previous quarters.

JAYF

- During the Q4 period JAYF had fewer than five residents move into properties that we look after, and less than five leaving during that period.
- We had a total of twenty-one residents being supported by JAYF at the end of the Q4 period.

Sanctuary Trust

- During Q4, Sanctuary conducted five assessments for potential residents; this is a decrease on the number of assessments in the last quarter.
- At the end of Q4, there were eleven individuals in total on Sanctuary House's waiting list in need of accommodation and support. This is an increase on last quarter. Several potential residents remained on our waiting list from Q3, hence the increase on the waiting list.
- At the end of Q4, roughly 40% of Sanctuary Trust's residents were in either part-time or full-time employment. This is similar to last quarter.
- In Q4, Sanctuary Trust's entry property, Sanctuary House, and our town property operated at full capacity. However, the secondary property in St Peter had vacancies, as no residents from our entry property were ready to transition.

Given that the secondary properties are unstaffed, careful attention is placed on ensuring residents are fully prepared before making the move.

The Shelter Trust

Strathmore, 16-25 Service

- Q4 2024 reflected a pattern of service users moving on and subsequently, new service users moving into the Project. This has been a continuous pattern throughout the year. During October, Strathmore processed less than five referrals, of which some accepted the offer of accommodation and support, whilst other individuals notified Strathmore that they had secured alternative accommodation.
- There has been an overall reduction in referrals to Strathmore in comparison to 2023. This is in part due to women in the age group 18-25 accessing accommodation and support via Venetia House, as an alternative option to the young person's project at Strathmore (mixed gender).
- In Q4, Strathmore identified an increase in external referrals via the 'Drug and Alcohol' service.
- During 2024, a number of individuals that were offered a place at Strathmore after the referral and assessment process, instead, secured private rental accommodation.

Aztec House, Emergency Accommodation Shelter

- In October 2024, less than five individuals presented for accommodation. Of these, some were previously known to Shelter and the others were new to Shelter. Some presented for reasons of rental arrears, whilst others presented due to a relationship breakdown.
- None of the above is uncommon in terms of reasons for accessing Aztec House for accommodation and support.
- In November 2024, Aztec House supported five new service users, some who are new to Shelter.
- Reasons for presenting included lost passport and personal documents, asked to leave another Shelter project, relationship breakdowns and losing accommodation.
- In December 2024, less than five individuals presented for accommodation; with some known to Shelter and some new.
- Of these individuals, preservice conditions included street homeless, eviction due to rental arrears, eviction due to a relationship breakdown and returning to the Island from the UK.

- Aztec House was running at near or full capacity throughout Q4 with a normal turnover of individuals accessing Aztec House for accommodation and support.

Evans House, Midvale Road, Dun Na Ri and Seaton Place (Resettlement Projects)

- Seaton Place occupied by less than five males, over the age of 25; with the same residents residing in the accommodation throughout 2024.
- Dun Na Ri occupied by five persons, all over the age of 25, same residents that occupying the accommodation in Q3 2024.
- Midvale Road continued to be operating at near to full or full capacity during Q4 2024 – all residents over the age of 25.
- Evans House supported 22 residents, age 25 plus during Q4 2024. Property Holdings were contacted and visited the Project due to concerns of water ingress. All fire doors were updated and installed. Of the residents at Evans House during Q4, six were internal referrals from Aztec House. During Q4, less than five service users from Evans House moved into accommodation at Midvale Road (self-contained units of accommodation with cooking facilities).

Venetia House, Women Only Provision

- Venetia House supported less than five residents move into independent living during Q4 in the private rental sector.

Onwards accommodation referrals via the social rental sector remain challenging due to the lack of bedsits or one-bedroom accommodation.

Housing Advice Service

- The Housing Advice Service provides support and guidance to those facing the threat of homelessness and those who are homeless. This support and guidance is tailored around the individual to work together towards maintaining accommodation when threatened with homelessness, or providing assistance to secure accommodation for those who are homeless, as well as helping to develop additional support where required.
- During Q4 2024, there were 76 active cases where HAS was the lead organisation for these individuals in providing this support. A number of these cases presented complexities that mean securing suitable ongoing accommodation and support can be challenging. HAS works with the individuals and agencies to assist providing accommodation, support and longer-term resolution.

Notes

The Q4 2024 report is based on the definition of homelessness adopted through the Minister for Housing’s Homelessness Definition Framework (2022).²³ The four-tier framework sets out the range of living situations and operational categories that amount to homelessness in Jersey:

Rooflessness	Living without a shelter of any kind; sleeping rough.
Houselessness	With a place to sleep but temporarily in institutions or shelters.
Insecure housing	Threatened with exclusion because of insecure tenancies, evictions, living temporarily with friends or family, or domestic violence.
Inadequate housing	Living in caravans or illegal campsites, in unfit housing or in extreme overcrowding.

The organisations listed in the introduction provided information on Islanders who had been in contact with their services during Q4 2024. This information included details on age, gender, living situations, reasons for homelessness and engagement with other services. This data was anonymised and returned to SHR for analysis and further processed to ensure anonymity and avoidance of disclosing personal information.

It is important to note that the report is based on data from Islanders who seek and/or receive assistance from homelessness accommodation and support services. However, the nature, complexity and uniqueness of experiences creates a number of challenges for collecting data on homelessness. The challenges include:

- Limited data on “hidden” forms of homelessness, such as ‘sofa surfing’, where Islanders may not perceive themselves as homeless and may be less likely to access services as a result.²⁴
- Double counting, where people are counted more than once because they have sought and/or received accommodation and support from multiple organisations over the quarter. Measures have been introduced as part of the analysis process to reduce the incidence of double counting across organisations as far as possible.

²³ Homelessness Definition Framework (October 2022) – [https://www.gov.je/SiteCollectionDocuments/Home%20and%20community/Homeless%20Definition.p
df](https://www.gov.je/SiteCollectionDocuments/Home%20and%20community/Homeless%20Definition.pdf)

²⁴ For information on the challenges of collecting data in relation to “hidden” homelessness, see the Office for National Statistics evidence review (2023) – <https://www.ons.gov.uk/peoplepopulationandcommunity/housing/articles/hiddenhomelessnessintheukevidencereview/2023-03-29>



Next steps

The Minister for Housing, working in partnership with the Homelessness Cluster, will use the data from this and future reports to help develop services and housing options for Islanders who are homeless or at risk of homelessness.

Any comments or suggestions about this report can be sent to: Homelessnessdata@gov.je

Appendix A

The Q4 2024 report has been compiled from data provided by the following homelessness accommodation and support service providers.

Andium Homes Partnership Pathway	<p>The Partnership Pathway is managed by Andium Homes and provides a mechanism for individuals who have complex housing needs to access social housing, and to help them maintain a successful tenancy with agency support.</p> <p>https://www.andiumhomes.je/</p>
FREEDA	<p>FREEDA provides access to safe accommodation and support for women and children who have experienced domestic abuse, as well as outreach support in the community. The FREEDA safehouse can accommodate up to 22 women and their children (up to the age of 18).</p> <p>https://www.freeda.org.je/</p>
Jersey Association of Youth and Friendship (JAYF)	<p>JAYF provides accommodation to young adults aged 18 to 25 years-old. JAYF has four hostels, offering supervised, furnished bedsit or small studio-type accommodation for up to 26 young adults. Residents stay on average between six months and three years.</p> <p>https://www.jayf.org.je/</p>
Housing Advice Service	<p>The Housing Advice Service provides information, advice and support for islanders who are homeless or at risk of experiencing homelessness. The Housing Advice Service also manages the Affordable Housing Gateway, the point of access for social housing in Jersey.</p> <p>https://www.gov.je/home/housingadvice/service/</p>
Sanctuary Trust	<p>Sanctuary Trust provides accommodation and support to men who are experiencing hardship and homelessness, as well as outreach support for those who left accommodation provided by the Trust. The Trust provides accommodation for up to 30 residents across three facilities in St. Aubin, Beaumont and New Street.</p> <p>http://www.sanctuarytrust.org.je/</p>
The Shelter Trust	<p>The Shelter Trust is the largest homelessness service provider in Jersey. The Trust provides accommodation and support across a number of premises, including:</p> <ul style="list-style-type: none"> ▪ outreach service to support individuals who are sleeping rough;

	<ul style="list-style-type: none">▪ emergency accommodation for homeless individuals;▪ resettlement accommodation and after care support to help individuals move on to independent living;▪ accommodation and support for individuals aged 16 to 25;▪ dedicated women's only accommodation and support. <p>https://www.shelter.org.je/</p>
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