

CONTENTS

	<i>Page</i>
Summary of key findings	3
Introduction	5
Methodology	5
User details	7
Living Arrangements	7
Employment Status	9
Personal Issues	10
Social Work Services	11
Cultural and Leisure Services	12
General	13
Further discussion	15
Table 1: Accommodation Prior to Becoming Homeless (this time)	16
Table 2: Current Living Arrangements/ Satisfaction	17
Table 3: How Helpful is the Support Received From Agencies?	18

Youth Homelessness User Survey

SUMMARY OF KEY FINDINGS

USER DETAILS

- ❑ A total of **59** interviews were carried out with service users in contact with the Homeless Young Persons Team (HYPT)
- ❑ **25** (42%) users were male and **34** (58%) were female
- ❑ Users were aged between 16 and 23 years: **25** (42%) users were 18 – 20 years; **17** (29%) were 16 – 17 years; **11** (19%) were 21+ years and **6** (10%) did not indicate their age
- ❑ Only **1** (2%) user had NOT previously presented as homeless
- ❑ **42** (71%) users had been living with family or friends prior to becoming homeless (this time)

LIVING ARRANGEMENTS

- ❑ The vast majority of users at **47** (80%) wanted their own tenancy, though only **9** (15%) had this at the time of interview
- ❑ Most users (**31** – 53%) were living in supported hostels at the time of interview

EMPLOYMENT STATUS

- ❑ In total, only **14** (24%) users were employed or in training or education, compared to **51** (86%) who would like to be
- ❑ User comments highlight some of the difficulties facing this group in securing employment, training or education. These include poor health/mental health, “benefit trap” i.e. high rents in homeless accommodation funded by benefits are difficult to pay when working and having no fixed address

PERSONAL ISSUES

- ❑ A majority of **43** (73%) users had one or more issue, other than homelessness, affecting them. These included alcohol/drugs/substance misuse; victim of physical, sexual or emotional abuse; mental health; self harm; offending; victim of crime; single motherhood
- ❑ Most, but not all, users found the support they received from various agencies including Social Work helpful.
- ❑ **13** (22%) users said they required additional support covering a range of issues including addiction, befriending, practical support, health, employment and finance

SOCIAL WORK SERVICES

- ❑ The majority of users at **35** (59%) had previous contact with Social Work Services: **18** (30%) had voluntary contact; **10** (17%) had been looked after; **6** (10%) had been looked after and accommodated and **2** (3%) had been adopted. (**1** user was both looked after & accommodated and looked after)
- ❑ Most users felt the amount of contact they received from HYPT (**50** – 85%) and Addiction teams (**4** – 80%) was “just right”
- ❑ None of the users had any contact with Area Services

CULTURAL AND LEISURE SERVICES

- ❑ A number of users currently use leisure services but far more would like to use these services – in particular sports centres, swimming, theatres, libraries and community centres
- ❑ The main barrier to use of leisure services is the cost

GENERAL

- ❑ **8** (14%) users highlighted various needs and issues further to those identified in the questionnaire. These include financial needs, being unsettled and moving accommodation, being treated differently from Care Leavers and having to move away from own community.

INTRODUCTION

The following report forms part of the best value review of Youth Homelessness services for young people in Glasgow City. The aim of the consultation in this instance was to ascertain the views of users on their needs and the services they have received whilst homeless. It should be noted that Leaving Care Services (LCS) was included within the initial remit of the review, but this was deferred for review later on in the year, for various reasons including the short timescale for the review.

METHODOLOGY

A consultation sub-group of the Youth Homelessness Best Value Review Group was set up in April 2001 which included representatives from the Research, Homeless and Leaving Care Services teams.

Its main aim was to devise questionnaires in order to facilitate a series of consultation exercises with service users and staff.

The timescale for the review was approximately 7 weeks. The consultation methods selected were therefore those that could be successfully carried out within this short timescale.

To this end a "face to face" questionnaire was devised for users. It was felt that this would be the most productive way of engaging users in the consultation exercise and would ensure a relatively high level of participation.

Time did not allow for independent interviews to be arranged with users, especially since many young homeless people are transient and can be difficult to contact.

Young homeless people contact the Department at various points including Area Services, hospital teams and Standby, however the majority have ongoing contact with the Homeless Young Persons' Team (HYPT) and Leaving Care Services (LCS). Both the HYPT and LCS are specialist and centralised services operating on a Glasgow wide basis. They vary in terms of services offered, however the main difference between the 2 services (for the purposes of this exercise) is that LCS only has contact with homeless young people who have a looked after history within Glasgow. The HYPT has contact with all other homeless young people. The decision was taken to focus **solely on the users of the HYPT services for the user survey**, since LCS users had recently been involved in other consultation exercises and would also require to be consulted during the forthcoming Best Value Review of Leaving Care Services.

HYPT workers asked all users they were in contact with, initially over a 2 week period in May 2001, to take part in the survey. The HYPT workers then completed questionnaires for those users who were willing to participate.

A Senior Social Worker from HYPT briefed the workers involved in interviews and co-ordinated the survey at the HYPT.

The interviews were to be conducted over a 2 week period initially. This was however extended to 3 weeks in order to increase the sample size, following the extension of the timescale for the review.

A total of **59** users were involved in this survey representing *45%* of the **132** HYPT caseload at May 2001. The following analysis is therefore deemed to be representative of the views of young homeless people in contact with HYPT.

The data from the completed questionnaires was input by a Resource Worker from the Fieldwork section and the analysis was done by a Senior Officer (Performance/Research) of the Performance Standards and Strategic Management (PSSM) section.

A focus group was also held with **5** users from the James McLean Project, Bengairn Street (GCC Housing Services unit for homeless young people). This was intended to explore the issues raised in the questionnaire in more detail and also raise other issues for users that had not been addressed. This was lead by a member of staff from The Big Step and facilitated by a Senior Officer (Homelessness). A separate report was produced by these Officers.

This report on the user survey and the report on the user focus group have been jointly considered and summarised within the main report of the Best Value Youth Homelessness Review.

USER DETAILS

25 (42%) of the total **59** users who took part in the survey were male and **34** (58%) female. The following table shows the age and gender breakdown of users involved in the survey:

Ageband	Male	Female	Total	%
16 - 17	8	9	17	29%
18 - 20	9	16	25	42%
21 - 23	4	7	11	19%
Age missing	4	2	6	10%
Total	25	34	59	100%

The vast majority of users at **56** (95%) indicated their ethnic origin as "White Scottish or Other British". **2** (3%) users were of "Black African" origin and were also asylum seekers. **1** (2%) user indicated their ethnic origin as "Any Other Mixed Background".

When asked about previous homeless presentations, only **1** (2%) user had not presented as homeless previously. **28** (47%) had presented as homeless once before; **11** (19%) twice; **18** (31%) 3 or more times previously with **3** of these users having presented as homeless 10 or more times previously. **1** (2%) user did not respond.

The length of time since last homeless presentation varied from 0 to 15 months: **23** (39%) users had presented within the last 6 months; **14** (24%) within 6 to 12 months and **22** (37%) 12 months or more.

Most users at **42** (71%) lived with family or friends prior to becoming homeless this time; **3** (5%) had their own tenancy; **1** (2%) had a

supported tenancy and **4** (7%) were in hostels (see Table 1, p.16 for full details).

Most users at **50** (85%) were resident in Glasgow prior to becoming homeless this time. A postcode analysis indicates they came from all across the city rather than a few particular areas.

LIVING ARRANGEMENTS

Users were asked about their current living arrangements and how satisfied they were with these.

The majority of users (**31** - 53%) were in Supported Hostels and **24** (77%) of these were "very satisfied" or "fairly satisfied" with this arrangement. A significant minority of **6** (20%) users were however "fairly unsatisfied" with this arrangement.

Of the **9** (15%) users in their Own Tenancies, **6** (67%) were "very satisfied" or "fairly satisfied" with this, however **3** (33%) were "fairly unsatisfied" or "very unsatisfied" with this arrangement.

Of the **6** (10%) users in Supported Tenancies, **5** (83%) were "very satisfied" or "fairly satisfied" with this arrangement and only **1** (17%) user was "fairly unsatisfied".

Equal numbers of users in Unsupported Hostel accommodation were "fairly satisfied" (**3** - 50%) and "fairly unsatisfied" or "very unsatisfied" (**3** - 50%) with this arrangement.

Further details on current living arrangements/user satisfaction can be found in Table 2, p. 17. Overall however, across the range of different living arrangements, **41** (69%) users were either "very satisfied" or "fairly satisfied" with their current living arrangement compared to **17** (29%) users who were "fairly unsatisfied" or "very unsatisfied". **1** (2%) user was "neither satisfied/ nor unsatisfied".

When asked what type of living arrangement would suit them best and how hopeful they were of achieving this, most users (**47** – 80%) indicated they would prefer their Own Tenancy, however less users at **33** (70%) were "very hopeful" or fairly hopeful" of achieving this. Only **4** (9%) of these users were "fairly unhelpful" of getting their Own Tenancy. **1** (2%) was "neither hopeful/nor unhelpful" while the remaining **9** (19%) users did not indicate how hopeful they were.

Some users made the following comments about having their Own Tenancy:

"I am not ready to live in my own tenancy as I am focussed on my education" (17 year old female)

"waited too long for own tenancy" (17 year old female)

"I would like my own tenancy very much but I have been told that I will have to go to a hostel and be assessed" (16 year old female)

5 (8%) users would have preferred a Supported Tenancy and all **4** (80%) users who indicated how hopeful they were of achieving this, were "very hopeful" or "fairly hopeful".

3 (5%) users would have preferred Supported Hostel placements. **2** (67%) of these were "very hopeful" of getting this while **1** (33%) user was "fairly unhelpful".

2 (3%) users indicated a preference for Unsupported Hostel accommodation. **1** (50%) of these users was "fairly hopeful" of getting this and the other did not indicate how hopeful they were.

The remaining **2** (3%) users wanted to live with family or friends but were both "very unhelpful" or "fairly unhelpful" of achieving this aim.

Some of the minority responses within this section are unexpected and would require further information by way of explanation. It should be noted however that some of the terms used for the different living arrangements (particularly Hostel (Unsupported), Hostel (Supported) and Supported Tenancy) could be interpreted differently by HYPT workers and users, given the range of different services available.

Some further general comments were made by users regarding accommodation, which highlight some of the issues facing them:

"dislike sharing kitchen and bathroom/living room with other residents who will not take their turn with tidying etc. And staff fail to resolve" (20 year old male)

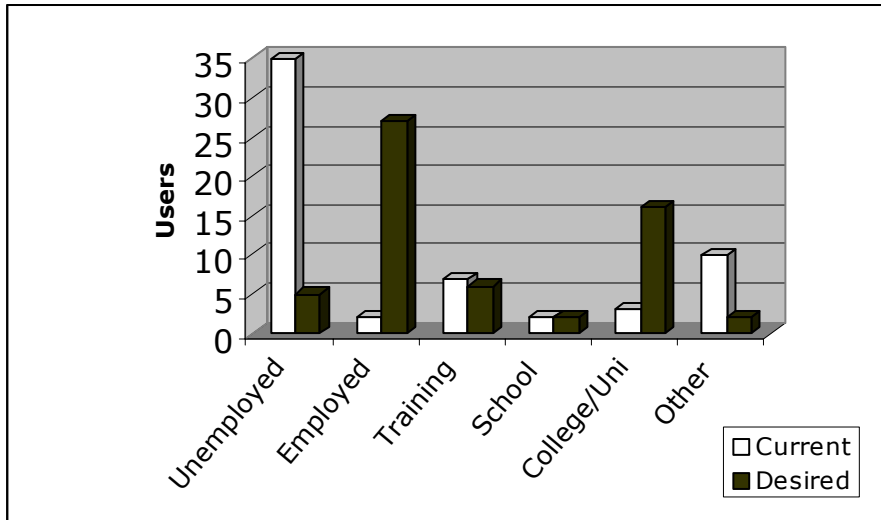
"Really need people in supported accommodation to work with me but cannot get into anywhere at present" (age missing, male)

EMPLOYMENT STATUS

Employment, training and education are thought to play a crucial role in helping young homeless people to be more confident and focussed, steering them away from the homelessness "scene".

The graph below shows the differences between the current and desired employment status of users:

CURRENT VS. DESIRED EMPLOYMENT STATUS



The majority of users (**35** – 59%) are currently unemployed and **22** (63%) of these are "fairly unsatisfied" or "very unsatisfied" with this status. The graph clearly shows that very few users (**5** – 8%) want to be unemployed.

Similarly, only **2** (3%) users are currently employed and are "very satisfied" with their status. **27** (46%) users would however like to be employed.

The figures for training and school are similar for current and desired status. **7** (12%) users are currently on a training scheme whilst **6** (10%) users would like to be. **2** (3%) users attend school currently and equally **2** (3%) would like to.

Far more users at **16** (27%) would like to go to college or university than the **3** (5%) users that currently attend.

The "Other" category includes **8** (14%) users in receipt of sickness or incapacity benefit and **2** (3%) users who are pregnant. **6** (60%) of these **10** users are "fairly unsatisfied" or "very unsatisfied" with their status. Only **2** (3%) users would prefer "Other" as their employment status and have listed "Self employed" and "Community Drug Project" as their desired status.

It is clear that despite being homeless, the young people involved in the survey are concerned about their long term future and have aspirations regarding their employment status. In total only **14** (24%) users are currently employed or in training or education, compared to **51** (86%) users who would like to be.

The following quotes from users highlight some of the difficulties facing these young people in seeking to achieve their aims:

"dislike being unemployed and unfit for work because of poor mental health" (age missing, female)

"If I was not on medication or other I would do nursing" (22 year old female)

"Will seek employment in the construction industry when accommodation issue is sorted" (age missing, male)

"Rent is too high in the hostel for me to get a job. If I take a job I will be unable to apply for a community care grant" (20 year old female)

"I would like to work, however financially it would not be worthwhile because of the extra rent I would have to pay" (age missing, male)

When asked who they would see about helping them to attain their preferred employment status, users gave a variety of responses. Some users said they would contact more than one person or organisation.

The biggest proportion at **26 (44%)** users said they would consult the Careers Service/Job Centre, followed by **14 (20%)** users who would seek help from their Social Worker. **6 (9%)** users said they would ask a Residential Worker, **4 (5%)** family/friends and **9 (15%)** would seek help from various others including college, school and armed forces office.

PERSONAL ISSUES

Previous research, including that conducted within the Department, (Homeless Young Persons Team Case Survey, Susie Kempself, November 1999) has highlighted that young homeless people often have issues other than homelessness affecting their lives. Such issues often contribute to and perpetuate the young persons' homelessness and therefore require to be addressed in services provided to the young person.

The users involved in the survey were asked to identify issues other than homelessness that affected them currently. A majority of **43 (73%)** had one or more issues currently affecting them:

Number of Issues Affecting Users (Other than homelessness)

No. of Issues	No. of Users	%
None	16	27%
One	20	34%
Two	10	17%
Three or more	13	22%
Total	59	100%

The following table shows the detail of the number of users and the variety of issues affecting them. The biggest proportion of users cited "alcohol misuse" (**14 - 24%**) as an issue. This was closely followed by "drugs misuse", "victim of physical abuse", and "others", each affecting **10 (17%)** users. The "others" response included "eating disorder" and "single motherhood" as issues.

Issues Affecting Users (by Gender)

Issue	Male Users	Female Users	Total	% of 59 users
Drugs misuse	4	6	10	17%
Alcohol misuse	9	5	14	24%
Other substance misuse	1	0	1	2%
Victim of physical abuse	3	7	10	17%
Victim of sexual abuse	2	6	8	14%
Victim of emotional abuse	0	7	7	12%
Mental health	4	4	8	14%
Self harm	2	4	6	10%
Offending	2	0	2	3%
Victim of crime	2	1	3	5%
Others	2	8	10	17%
Total	31	48	79	134%

The gender split in the above table shows that most issues affected both male and female users. It is perhaps notable however that there are 0 male users affected by emotional abuse compared to **7 (15%)** female users. Female users within this group are also affected more than males by physical (15% female: 10% male) and sexual abuse (13% female: 7% male). Also, **2 (6%)** male users list "offending" as an issue compared to 0 female users.

All **59 (100%)** users involved in the survey were receiving support from Social Work Services HYPT. **31 (53%)** also received support from a variety of voluntary organisations, **24 (41%)** from their GP, **5 (8%)** from a Community Psychiatric Nurse (CPN), **2 (3%)** from a Health Visitor and **2 (3%)** from Others.

Users were asked to rate how helpful the support they received was. Table 3, p.18 shows full details of the responses.

Most young people receiving support from the following agencies found it "very helpful" or "fairly helpful": Social Work, **56 (95%)**; GP, **22 (81%)**; Voluntary Organisations, **26 (93%)**; Others including Counselling and Residential Workers, **7 (100%)**.

Views on Health Visitor services were mixed. **2 (40%)** users found this "fairly helpful" and **2 (40%)** "fairly unhelpful". Likewise, **3 (50%)** users felt their CPN was "very helpful" or "fairly helpful" and **2 (33%)** "fairly unhelpful".

13 (22%) users said they required additional support covering a whole range of issues including addiction, befriending, practical support, health, employment and finance. Users were clear that health support should be provided by health professionals i.e. GP, CPN and the remaining support needs should be met by Social Work (**5 - 38%**) and Voluntary Organisations (**3 - 23%**).

SOCIAL WORK SERVICES

The majority of users at **35 (59%)** had previous contact with Social Work Services, **23 (39%)** had no contact and **1 (2%)** did not respond. Of those with previous contact, **18 (30%)** users had voluntary contact with Social Work, **10 (17%)** had been looked after e.g. home supervision, **6 (10%)** had been looked after & accommodated and **2 (3%)** had been adopted. (**1 (2%)** user is counted twice in the

aforementioned figures as they had been looked after & accommodated and looked after).

The number of users previously looked after and accommodated by Social Work may appear low. This is probably due to the fact that homeless young people previously looked after and accommodated by Glasgow Social Work Services maintain contact with LCS rather than the HYPT (see Introduction). The HYPT would however have contact with young homeless people with looked after & accommodated backgrounds from outwith Glasgow.

All **59 (100%)** users currently had contact with the HYPT. **50 (85%)** users felt the amount of contact they received was "just right", **8 (13%)** felt contact was "not enough" and only **1 (2%)** user felt that contact was "too much". Most users at **37 (63%)** said they would prefer weekly or fortnightly contact with HYPT, with others preferring more or less than this. The vast majority of users at **54 (92%)** said that contact with the HYPT was "very helpful" or "fairly helpful". **2 (3%)** said this was "neither helpful/nor unhelpful" and **3 (5%)** did not respond to this question.

5 (8%) users also had contact with Social Work addiction teams. Of these, **4 (80%)** felt that the amount of contact was "just right" and only **1 (20%)** felt it was "not enough". Similarly to HYPT, a majority of **3 (60%)** users said they would prefer weekly or fortnightly contact. Also, **3 (60%)** users said contact with the addiction team was "very helpful" or "fairly helpful".

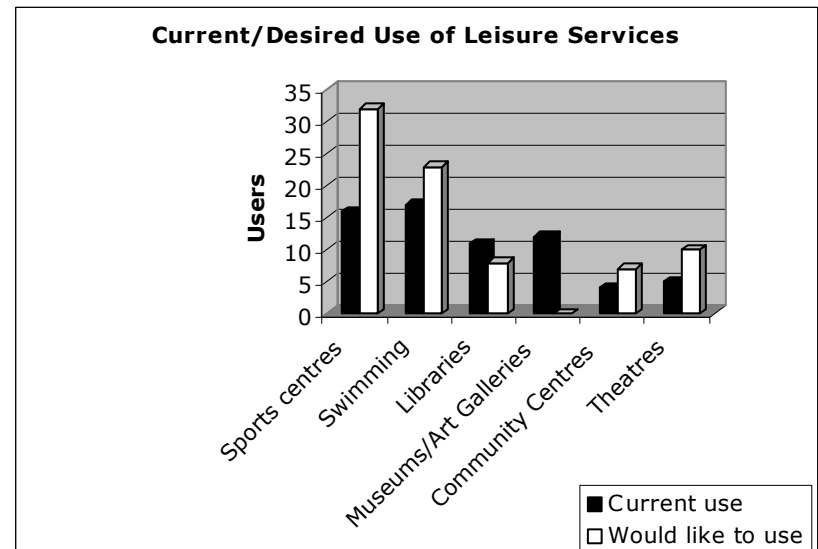
It should be noted that though specifically asked, no users reported any other current contact with Social Work such as Area Services or specialist projects.

It is perhaps worth noting again that due to time pressures of the Review, HYPT workers interviewed their own clients. These clients may therefore have been reluctant to express any negative opinions they hold about HYPT.

CULTURAL AND LEISURE SERVICES

Users were asked about which Cultural & Leisure Services they currently use or would like to use. It was intended that this information would feed into the ongoing corporate Review of these services.

The following graph shows current use against desired use of services.



It is notable that many users currently use Cultural and Leisure Services but many more would like to. Sports centres show the greatest gap between current (**16** users) and desired (**32** users) use. Similarly, **23** more users would like to go swimming than the **17** users currently able to. **7** more users would like to attend Community Centres than the **4** that attend at present. **10** more users would like to go to the theatre than the **5** users currently able to. **8** more users would like to use libraries than the **11** users who currently use this service.

There appear to be common barriers preventing those users who would like to access one or more of these services from doing so. **41** users noted such barriers and the cost of the service featured in the majority of responses (**31** – 76%). Other barriers noted were: “someone to go with” (**3** – 7%); location/transport issues (**3** – 7%); “baby sitter” (**1** – 2%); “a stable environment” (**1** – 2%); “more time” (**1** – 2%).

One female user also commented that:

“free passes to sunbeds and discounts in hairdressers would be helpful”

GENERAL

The questionnaire had been designed around the issues that Social Work staff felt were core issues facing homeless young people. Users were therefore asked if they had any other needs that had not been mentioned in the questionnaire. Only **8** (14%) users highlighted

further needs, with some falling into a finance/material goods category and others reflecting the need for suitable accommodation where they could settle. Some of these comments are listed below:

“I am moving from hostel to hostel and B&Bs and I feel very unsettled. I know that this is because of my behaviour, so is my own fault, but I would like to get somewhere I like to stay and get settled where I feel comfortable and am at ease” (16 year old female)

“I need a holiday before I get more depressed” (22 year old female)

“I feel that as a YP who was in care I feel I get LABELLED and do not always get listened to up until I presented myself homeless” (21 year old male)

“I would like more money to live on and also to have access to the internet” (22 year old female)

“Not any more but I had problems re accommodation in the past and was banned from HAC and led to rough sleeping. I am very glad the London Road project opened” (23 year old male)

Users were given little opportunity for general comment throughout the questionnaire, which was mostly quantitative in nature. Some users therefore made general comments in this section, some of which were positive and some negative. The following quotes are representative of these comments:

"Contact with my worker inspires me and gives me prompting to get up and go" (19 year old female)

"I do not think it is fair that people who come out of care are eligible for financial help that is not available to other homeless groups (i.e. assistance to set up home)" (19 year old female)

"I feel I have no choice about what has happened to me and I had to live with people I didn't know and away from my own area and friends" (20 year old male)

"I have been building on my future as I see it as a very positive and happy one" (17 year old female)

"I think Mary and Peter are very useful, they keep me right if it wasn't for them I wouldn't know what to do Thanks" (21 year old female)

" My GP gave me the wrong medication and he is not very co-operative with my needs" (22 year old female)

FURTHER DISCUSSION

To conclude, there are a number of areas and issues that merit further discussion and investigation. These include;

- ❑ A large minority of almost a third of users (**17** – 29%) were “fairly unsatisfied” or “very unsatisfied” with their current living arrangement
- ❑ Almost a quarter of users (**14** – 24%) are currently employed or in training or education despite over three quarters (**51** – 86%) wanting to be
- ❑ It does not appear clear where users should get help with employment, training and education issues. Many users would seek help but would go to various individuals/organisations for this type of support
- ❑ Most users found the support they received from the various agencies they had contact with to be helpful, however some didn't. Health visitor & CPN services rated worst but involved very few users
- ❑ Just over a fifth of users said they required additional support across a whole range of issues including addiction, befriending, practical support, health, employment and finance
- ❑ Most users felt that the amount of contact with Social Work was “just right” (HYPT 85% and Addiction Teams 80%), however some said they would like more or less contact
- ❑ Many users would like to use cultural and leisure services but are not able to, mainly due to the prohibitive cost of these services

TABLE 1: ACCOMMODATION PRIOR TO BECOMING HOMELESS (THIS TIME)

Accommodation Type	Gender				Total	%
	Male	%	Female	%		
Immediate Family	13	52%	15	44%	28	47%
Extended Family	0	0%	3	9%	3	5%
Friends/Friends Parents	5	20%	6	18%	11	19%
Rough Sleeping	0	0%	1	3%	1	2%
Bed & Breakfast	0	0%	0	0%	0	0%
Hostel (unsupported)	1	4%	2	6%	3	5%
Hostel (supported)	1	4%	0	0%	1	2%
Own tenancy	1	4%	2	6%	3	5%
Supported Carer	0	0%	0	0%	0	0%
Supported Tenancy	0	0%	1	3%	1	2%
Prison	1	4%	0	0%	1	2%
Hospital	1	4%	0	0%	1	2%
Other	2	8%	3	9%	5	8%
Missing data	0	0%	1	3%	1	2%
TOTAL	25	100%	34	100%	59	100%

* Other = James Shield project, Somalia, Rehab, In Army, Working Away - in staff Accommodation

TABLE 2: CURRENT LIVING ARRANGEMENTS/SATISFACTION

Accommodation Type	Number of Users/Satisfaction Rating					Total	% Total Accommodation Type
	Very satisfied	Fairly satisfied	Neither/nor	Fairly Unsatisfied	Very Unsatisfied		
Immediate Family % accomm. type		1 100%				1	2%
Extended Family % accomm. type					1 100%	1	2%
Friends/Friends Parents % accomm. type						0	0%
Rough Sleeping % accomm. type						0	0%
Bed & Breakfast % accomm. type	1 50%				1 50%	2	3%
Hostel (unsupported) % accomm. type		3 50%		2 33%	1 17%	6	10%
Hostel (supported) % accomm. type	11 35%	13 42%	1 3%	6 19%		31	53%
Own tenancy % accomm. type	5 56%	1 11%		2 22%	1 11%	9	15%
Supported Carer % accomm. type						0	0%
Supported Tenancy % accomm. type	2 33%	3 50%		1 17%		6	10%
Prison % accomm. type					1 100%	1	2%
Hospital % accomm. type						0	0%
Other % accomm. type		1 50%		1 50%		2	3%
Total % of Total	19 32%	22 37%	1 2%	12 20%	5 8%	59 100%	100%

TABLE 3: HOW HELPFUL IS SUPPORT RECEIVED FROM AGENCIES?

Agency	Number of Users/Satisfaction Rating					Total
	Very helpful	Fairly helpful	Neither/nor	Fairly unhelpful	Very unhelpful	
Social Work	41	15	2		1	59
% agency total	69%	25%	3%		2%	
GP	6	16	1	3	1	27
% agency total	22%	59%	4%	11%	4%	
Health Visitor		2	1	2		5
% agency total		40%	20%	40%		
CPN	1	2	1	2		6
% agency total	17%	33%	17%	33%		
Voluntary Organisation*	19	7	2			28
% agency total	68%	25%	7%			
Other*	6	1				7
% agency total	86%	14%				

*Voluntary Organisations named by users were:

- Barnardos St Team
- Befriender
- CHYP
- De Paul
- Key Worker
- London Rd
- Phoenix Community
- Quarriers
- Wayside Club
- GAS
- Self Harm Project

*Others named by users were:

- Befriender
- East End Addiction
- Key Worker
- Mother
- Scatter Flat