



# **Update on the Homelessness pathway Housing and Communities Board**

**June 2026**

## **Introduction**

This report has been prepared by the Cabinet Office and Manx Care in partnership with Housing Matters, on behalf of the Housing and Communities Board.

Following the approval of the Isle of Man Homelessness Strategy 2023-2028 the homelessness team was subsequently established in February 2025. The Team consists of 2 Partnership Leads (Team Manager Grade), 4 Community Support Workers (CSWs) and more recently a seconded Referral Co-coordinator (all Social Work assistant grade).

In March 2025, in collaboration with Strategic Partnership members, the team implemented eligibility criteria which has now been ratified by the Housing and Communities Board. The Team moved its 'front door' to Housing Matters and Wellbeing Partnership localities and this collaborative working has been going well. This approach has proved accessible to clients and offers a one-stop shop in terms of offering advice and support (priority 1) on completion of all relevant housing forms, risk assessments, providing benefit support, exploring rental opportunities, providing deposits and home starter packs. If eligible, there is access to emergency interim accommodation (priority 2). Many clients have been successfully signposted using this pathway (Housing Matters signpost on average 50 clients a month and the Homelessness Team have discharged/prevented homelessness for over 130 cases in the last year).

This report aims to offer an update on the progress made to date and to advise of concerns and limitations. This includes the potential failure of the "hotel model" and the lack of options for high-risk clients regarding priority 3 planning (offer of suitable accommodation, which is available for at least 12 months). It must be noted that less than one tenth of our client base have been allocated social housing this year. Some clients have been deemed 'unhouseable' due to their difficulties and behaviours and are at high risk of street homelessness and fatality.

## **Background**

### ***Nature of homelessness on the Island***

Homelessness exists across the world. It is a complex social challenge that has profound implications for communities, services, organisations, governments, as well as the individuals at risk of or experiencing it. What has become the stereotypical image of individuals experiencing homelessness, is that of people sleeping on the streets. It is now widely understood that homelessness goes beyond this image and has many other forms. Homelessness can be hidden, such as sleeping on a friend's sofa, living in unsuitable or unsafe accommodation, or individuals facing eviction.

Recognising and understanding each form of homelessness, its complexities, acknowledging the various factors, circumstances, and individual experiences that contribute to homelessness is essential for developing effective policies, interventions, and support systems that will address the root causes of homelessness as well as helping towards housing stability and social inclusion. The Isle of Man is not exempt from having people who are facing homelessness within its community.

In December 2023, the Island's first Homelessness Strategy 2023-2028, went before Tynwald and was approved.

The strategy is designed to address complex issues associated with homelessness and housing instability. It includes a set of coordinated actions aimed at preventing homelessness, providing immediate assistance to those experiencing it and offering long-

term solutions for housing stability. This strategy involves a strong collaboration between government agencies, third sector organisations and individuals with lived experiences of homelessness. The strategy comprises of five focus areas:

- 1) Clear Pathways - Easy access to support services,
- 2) Legislation - Long lasting statutory legacy,
- 3) Core Data - Ensure core data to support provision to services,
- 4) Needs Assessment - Process to review the needs of those who require support,
- 5) Prevention - Evidence informed.

The strategy aims to gain clearer understanding of the types of homelessness experienced within the island context, the factors that are contributing to, and exacerbating peoples housing situations and instability, and to create ways to collect data that is reliable across the different government departments and stakeholder organisations.

### ***Progress of the Homelessness Strategy***

Significant progress has been made during the first year of the Homelessness Strategy Action and Implementation Plan and several actions within the plan have been completed.

The Homelessness Team is a dedicated resource that strives to ensure there is full wrap around support available for those accessing the homelessness pathway from priority 1 to 3.

The focus for year 2 is embedding the work already completed and establishing a more **sustainable foundation** for the Homelessness Pathway and Emergency Accommodation Service. This includes determining the ongoing funding and placing the services on statutory footing.

### ***Scale of homelessness on the Island***

It is hard to determine the exact scale of homelessness on the island, but the Homelessness Pathway delivered by Manx Care and funded by the Housing and Communities Board via Cabinet Office provides some insights.

From July 2024 to July 2025, Manx Care provided 9,971 bed nights in temporary accommodation to people presenting as homeless. There was on average 31 individual clients per month, new and recurring. In July 2025, 12 persons were classified as street homeless and ineligible for temporary accommodation from Manx Care. Over the winter period most of these clients were brought back on to the pathway, due to harsh weather conditions and concerns of hypothermia, but this is not a sustainable long-term option. Three clients remain street homeless. Others are at risk of being asked to leave their accommodation.

***What does the data tell us?***

| Date                 | No of Clients | No of Nights | No of Hotels |
|----------------------|---------------|--------------|--------------|
| 02/2023 to 31/03/23  | 5             | 48           | 4            |
| 01/04/23 to 31/03/24 | 32            | 203          | 12           |
| 01/04/24 to 01/04/25 | 92            | 7289         | 11           |
| 01/04/25 to 02/03/26 | 170           | 6544         | 11           |

Our annual spend in the first year 2022-2023 was £62,727 and for 2024-2025 it was £479,822. This clearly demonstrated the need to develop a homeless pathway in 2025/26 as the costs far outweighed the original annual budget for Emergency accommodation, which was set at £250,000.

The numbers of clients presenting increased from 32 to 92 and the number of nights facilitated from 2023 to 7289 respectively.

Our costings so far for Emergency accommodation 2025/2026 amount to £397,067.84. Not all invoices have been paid. If costs continue at this rate our projections for the year for accommodation alone will be more than £470,000.

The current usage of the hotel model is 21 persons and through further analysis of the statistics from Housing Matters we can identify several persons who could be classified as permanent hotel guests, having been funded by Manx Care for more than 3 months. They remain a permanent hotel guest through their previous tenancy breakdowns, criminal histories, addiction/mental health issues or poor reputations on the Isle of Man. Further detail:

- Thirty-five clients are of No Fixed Abode (NFA) – of these 11 are sofa surfing, 3 are street homeless. *See Appendix 1 for December 2025 break-down.*
- The highest referral reason to the Homelessness Team is family/relationship breakdown.
- We have more males (26) than females (5) currently. This is our usual trend. Most of the males are between the ages of 18-30.
- Two females are previous Looked After Children (aged 18 and 19 years of age).
- Twenty-five clients are at risk of losing their tenancies
- Eleven clients are living in unsuitable environments

## ***Governance***

Monthly reporting to Cabinet Office and quarterly meetings with Strategic Partnership, who update the Homeless & Communities Board.

### **Homelessness Service Update (January 2026 to May 2026)**

Since January 2026, the Homelessness Team has continued to make significant progress in supporting clients along the homelessness pathway. An additional 41 clients have been successfully discharged, resulting in a notable reduction in overall caseloads. This achievement reflects the commitment and hard work of the team, alongside strong partnership working.

A key development has been our collaboration with a private landlady who has offered seven flats for service use. Plans are already in place to move six high-risk clients currently on the pathway into these properties. These individuals have expressed gratitude for the opportunity, recognising it as a chance to demonstrate their ability to successfully sustain tenancies.

In addition, the Homelessness Team are currently operating a nine-bed HMO (House in Multiple Occupation). Within this setting, the Team have increased the risk profile of clients being accommodated, allowing the Team to support individuals with more complex needs. The Team is also in active discussions with other landlords regarding the potential acquisition of another HMO, which could include emergency beds to support high-risk and self-neglect clients.

Through the Team's service delivery, the need for more resilient, low-maintenance accommodation environments has been identified. These spaces would include practical features such as:

- Basic furnishings
- Plastic mattresses
- Lino flooring
- Easily cleanable and accessible rooms

This type of provision is particularly suited to individuals experiencing entrenched or street homelessness, who may not initially engage with structured accommodation but can benefit from a "somewhere safe to stay" approach overnight, followed by daytime support from Graih service or the Homelessness Team.

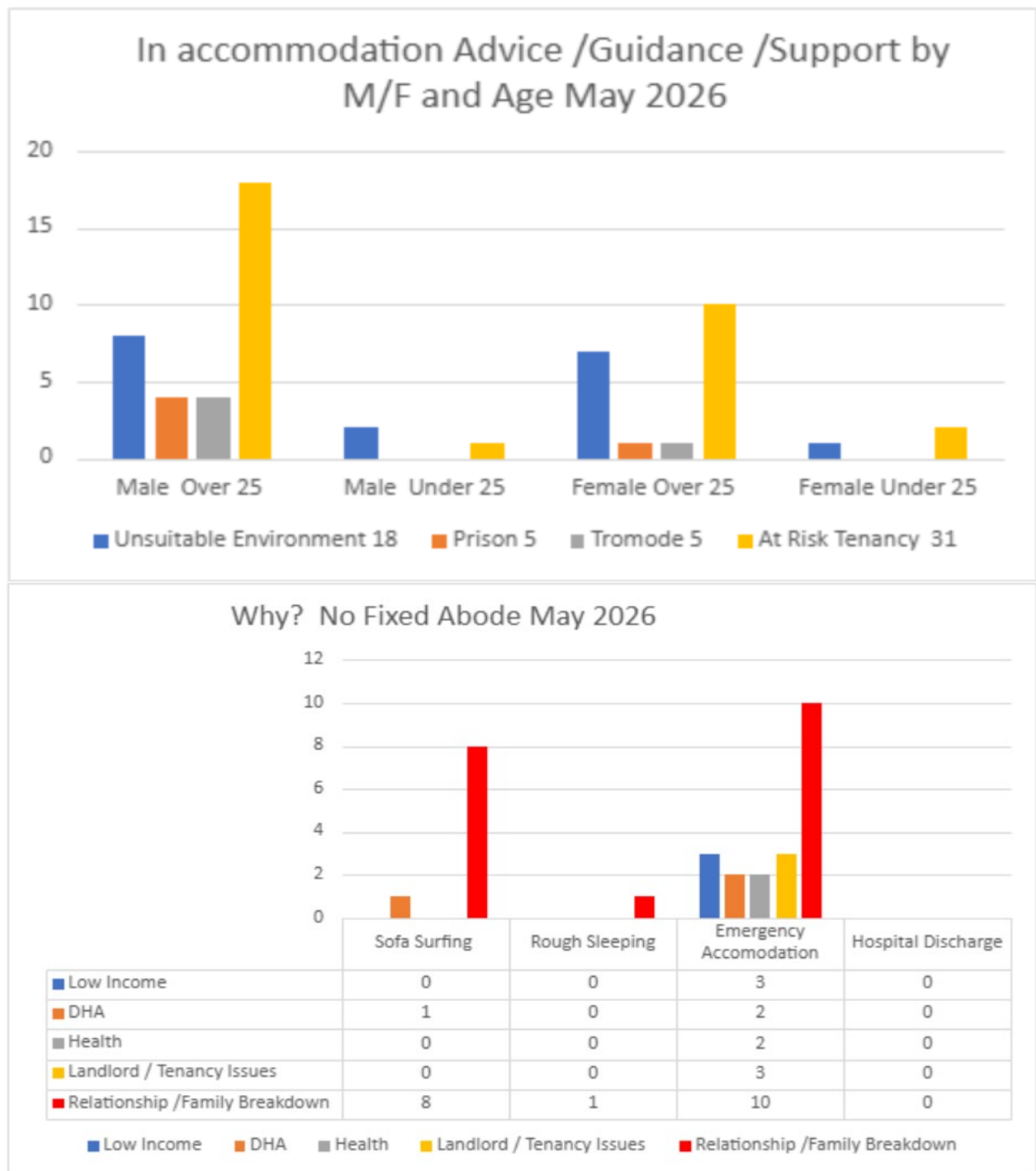
Encouragingly, multi-agency collaboration continues to strengthen, with improved case-by-case partnership working. Increased networking across agencies is producing positive outcomes, evidenced by a rise in appropriate high-risk referrals. Staff continue to develop their skills and are demonstrating strong triage capabilities, ensuring individuals are assessed and prioritised effectively.

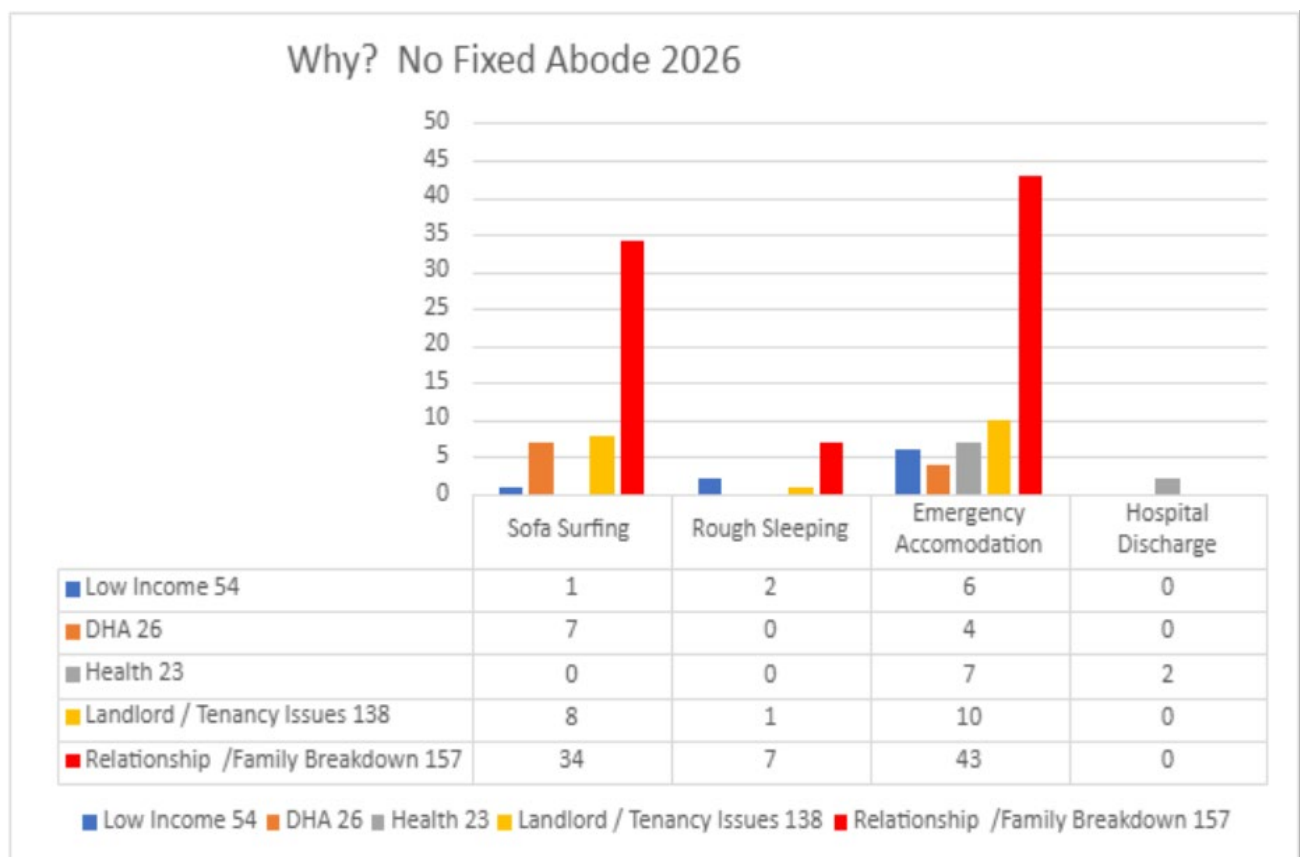
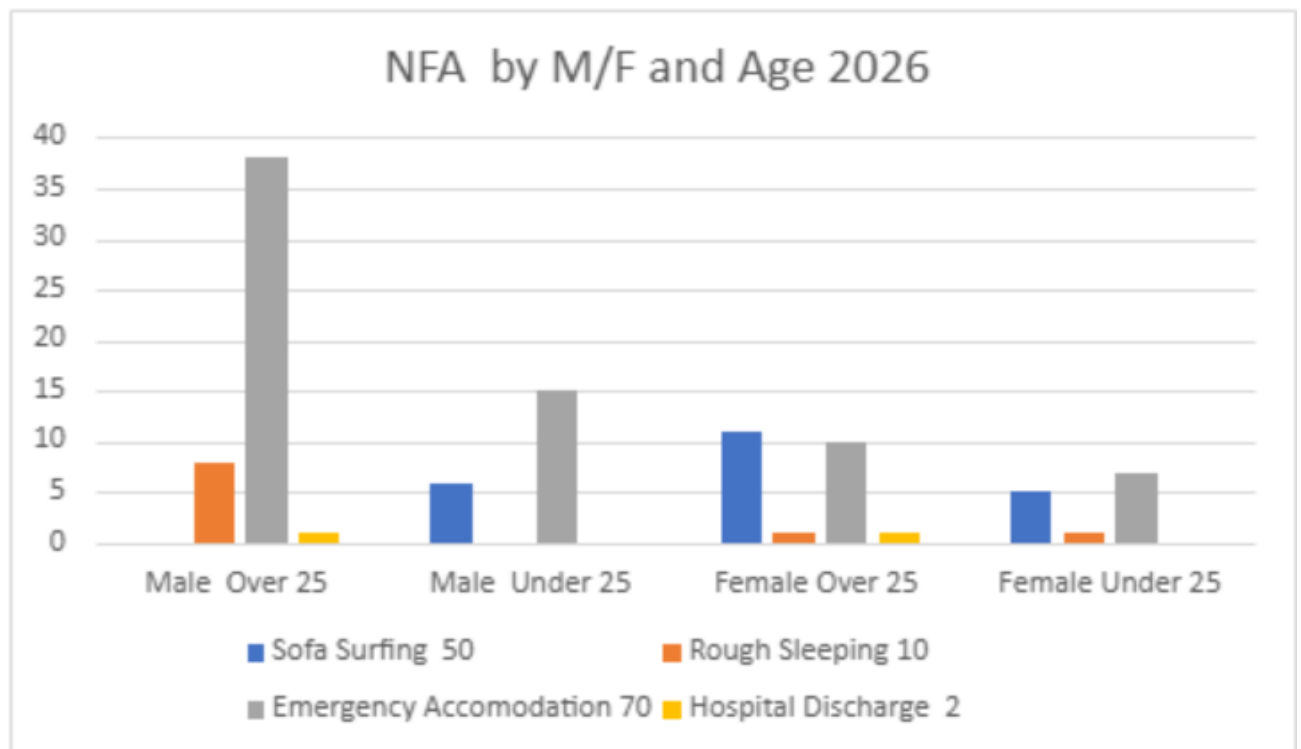
The next phase of service development includes:

- Completing **comprehensive assessments and support plans** with clients
- Continuing to expand available housing resources
- Strengthening pathways into sustainable accommodation

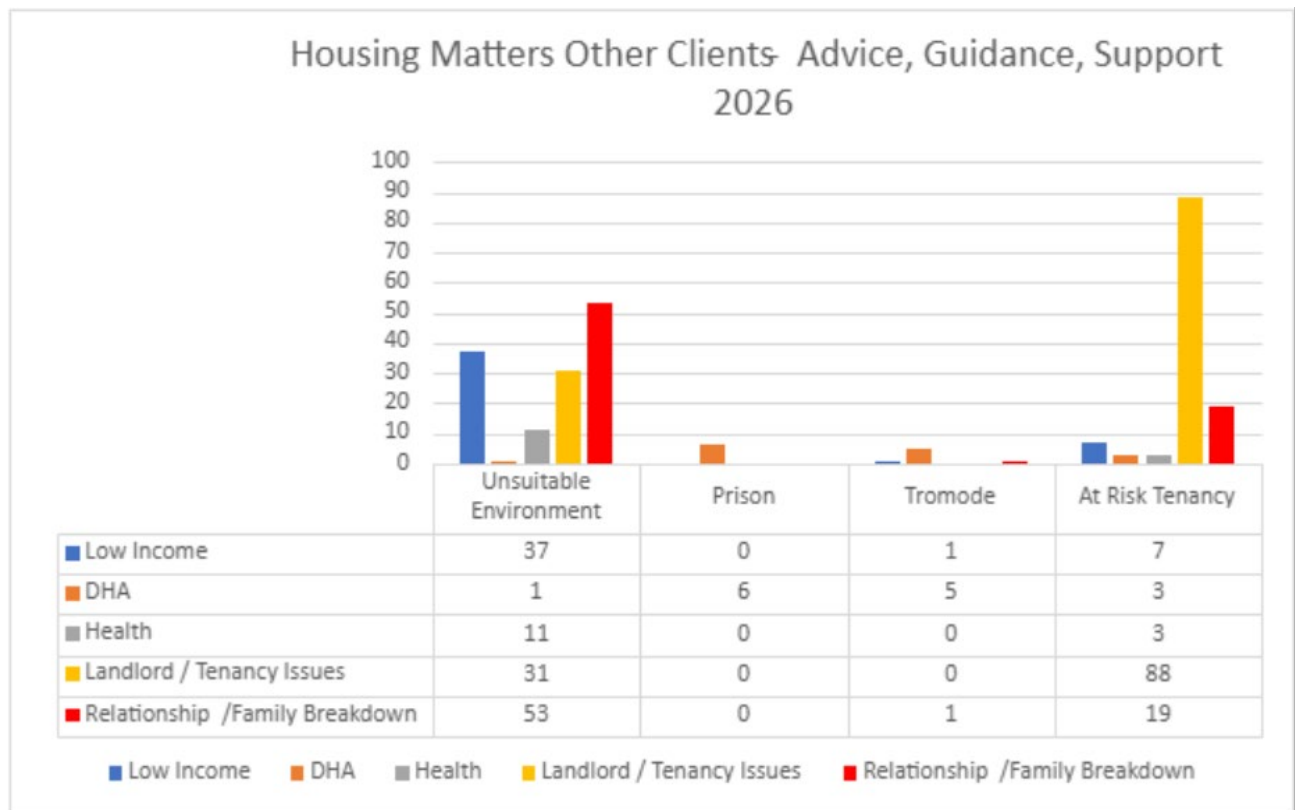
As part of wider strategic development, we are also focusing on the **West of the island**. While homelessness presentations are currently lower in this area, we recognise the importance of proactively developing suitable accommodation options. This work will align with the progression of the **Health and Care Community Hub**, ensuring a more equitable distribution of services across the island.

## APPENDIX 1: Statistical Data









*Discharges/outcomes – Homeless Team*

|                                                                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>199 discharges from February 2025 to March 2026 – 67 were re-referrals, 132 unique</b>                                                                  |
| <b>Outcomes:</b>                                                                                                                                           |
| Moved to private rentals – <b>57</b>                                                                                                                       |
| Staying with family/friends – <b>43</b>                                                                                                                    |
| Offered social housing – <b>16</b>                                                                                                                         |
| DNA – <b>8</b>                                                                                                                                             |
| Did not engage - <b>2</b>                                                                                                                                  |
| Made themselves <b>intentionally homeless</b> - Evicted due to breach of contract/non-payments of rent/contributions/refusal of accommodations – <b>22</b> |
| Weren't utilising paid accommodation - <b>8</b>                                                                                                            |
| Signposted after triage – Housing Matters - Priority 1 – <b>8</b>                                                                                          |
| Choosing to sofa surf – <b>5</b>                                                                                                                           |
| Moved to UK – <b>3</b>                                                                                                                                     |
| Transferred to Children and Families – <b>3</b>                                                                                                            |
| Bail hostel – <b>5</b>                                                                                                                                     |
| Street homeless – <b>1</b>                                                                                                                                 |
| Remanded to prison – <b>2</b>                                                                                                                              |
| Detained under MHA 1998 – <b>5</b>                                                                                                                         |
| Did not meet eligibility criteria – <b>4</b>                                                                                                               |
| Homeless tourist seeking boat/train fare – <b>1</b>                                                                                                        |
| Eviction process – <b>1</b>                                                                                                                                |
| Out-of-hours intervention – <b>1</b>                                                                                                                       |
| Living in car – <b>1</b>                                                                                                                                   |
| S/neglect – <b>2</b>                                                                                                                                       |
| Hospitalised – UK - <b>1</b>                                                                                                                               |

**Related to self neglect**

|                                                                                                       |
|-------------------------------------------------------------------------------------------------------|
| 10 cases are currently allocated in terms of prevention work/threatened with eviction                 |
| 3 clients have been placed in supported accommodation (Waverly House) due to issues with self-neglect |

**Current open cases**

|                                                                                                       |
|-------------------------------------------------------------------------------------------------------|
| Break down- 40: 31 referred as homeless, 9 as self-neglect cases                                      |
| 17 clients are in Emergency accommodation (hotels/guesthouses)                                        |
| 2 are in social housing with tripartite agreement with us                                             |
| 4 are in supported accommodation with wrap around support from us                                     |
| 1 is currently being evicted                                                                          |
| 2 are in family placements through their own choice – we are trying to source accommodation           |
| 4 are in Sheltered accommodation                                                                      |
| 1 was recently allocated private accommodation after a period of stability on our pathway             |
| 9 are being supported to avoid eviction in social housing by staff supporting on self-neglect pathway |

**Long term cases**

7 clients have been on the homelessness pathway for 6, 8, 9, 10, 14, 16 and 20 months respectively.

**Homelessness statistics : Cost and Nights**

| <b>Month</b>   | <b>Cost of accommodation</b> | <b>Number of Clients supported</b> | <b>Number of bed nights</b> | <b>Average bed nights per client</b> |
|----------------|------------------------------|------------------------------------|-----------------------------|--------------------------------------|
| April 2024     | £19, 276                     | 13                                 | 335                         | 26                                   |
| May 2024       | £14, 323                     | 12                                 | 309                         | 26                                   |
| June 2024      | £13, 812                     | 10                                 | 208                         | 21                                   |
| July 2024      | £13, 239                     | 14                                 | 274                         | 20                                   |
| August 2024    | £24, 188                     | 22                                 | 382                         | 17                                   |
| September 2024 | £27, 368                     | 22                                 | 522                         | 24                                   |
| October 2024   | £40, 087                     | 30                                 | 692                         | 23                                   |
| November 2024  | £67, 391                     | 41                                 | 1141                        | 28                                   |
| December 2024  | £72, 148                     | 45                                 | 1142                        | 25                                   |
| January 2025   | £66, 167                     | 44                                 | 1029                        | 23                                   |
| February 2025  | £64, 689                     | 42                                 | 999                         | 24                                   |
| March 2025     | £57,134                      | 37                                 | 927                         | 25                                   |
| April 2025     | £45,766                      | 30                                 | 680                         | 23                                   |
| May 2025       | £53,516                      | 39                                 | 988                         | 25                                   |
| June 2025      | £25,709                      | 16                                 | 363                         | 23                                   |
| July 2025      | £27,744                      | 24                                 | 432                         | 18                                   |
| August 2025    | £60, 882.60                  | 30                                 | 846                         | 28                                   |
| September 2025 | £51, 466.60                  | 22                                 | 854                         | 39                                   |
| October 2025   | £45,355.00                   | 39                                 | 785                         | 20                                   |
| November 2025  | £28, 744.58                  | 25                                 | 506                         | 20                                   |
| December 2025  | £27, 199.84                  | 28                                 | 508                         | 18                                   |
| January 2026   | £30, 684.22                  | 27                                 | 582                         | 22                                   |
| February 2026  | £33, 587.60                  | 29                                 | 759                         | 26                                   |
| March 2026     | £35, 590.32                  | 33                                 | 764                         | 23                                   |
| April 2026     | £44, 746.50                  | 32                                 | 678                         | 21                                   |