



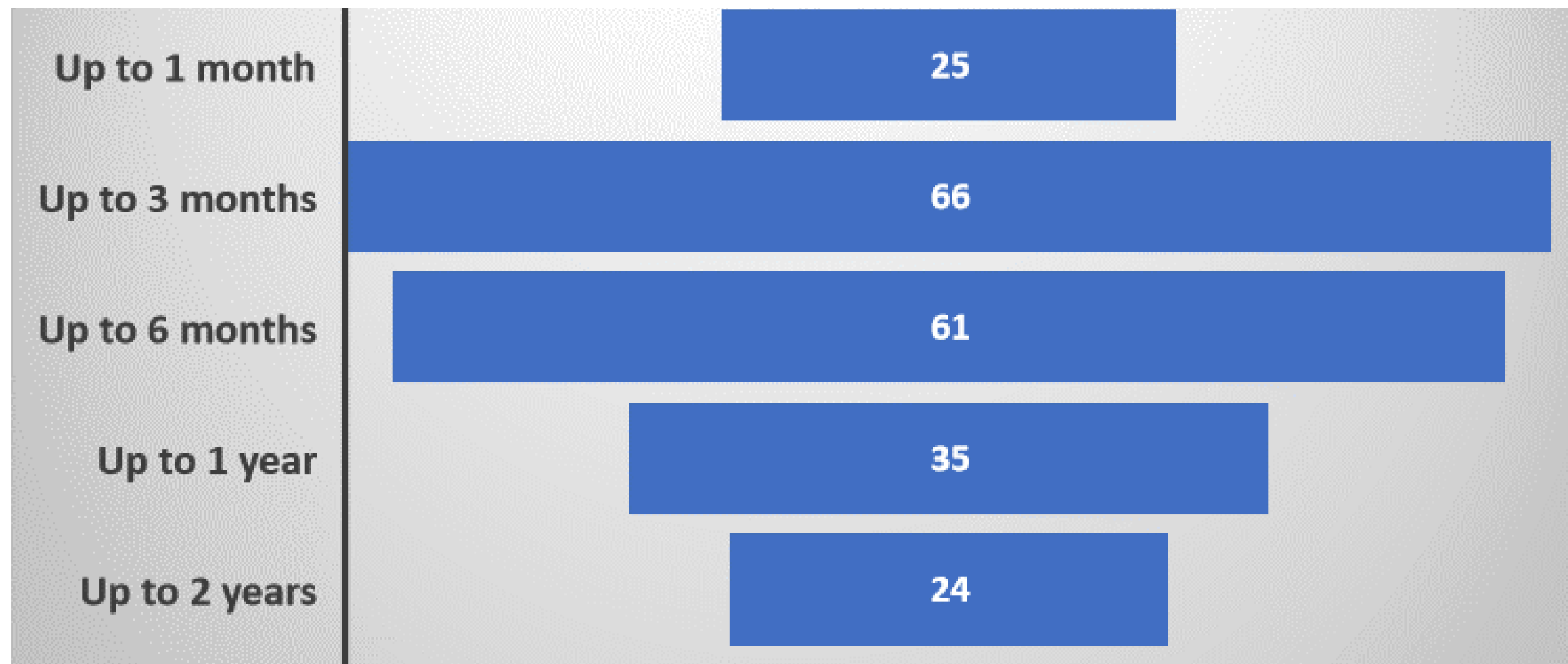
2023 Lindale Recovery Service Client Metrics



Client Metrics 2023

- This presentation reflects Client Data metrics for Lindale Recovery Homes as at the close of 2023.
- The data relates to:
- Clients admitted to the service in 2023.
- Clients who exited from the service in 2023.
- Clients already in the service prior to 2023.





Occupancy 2023

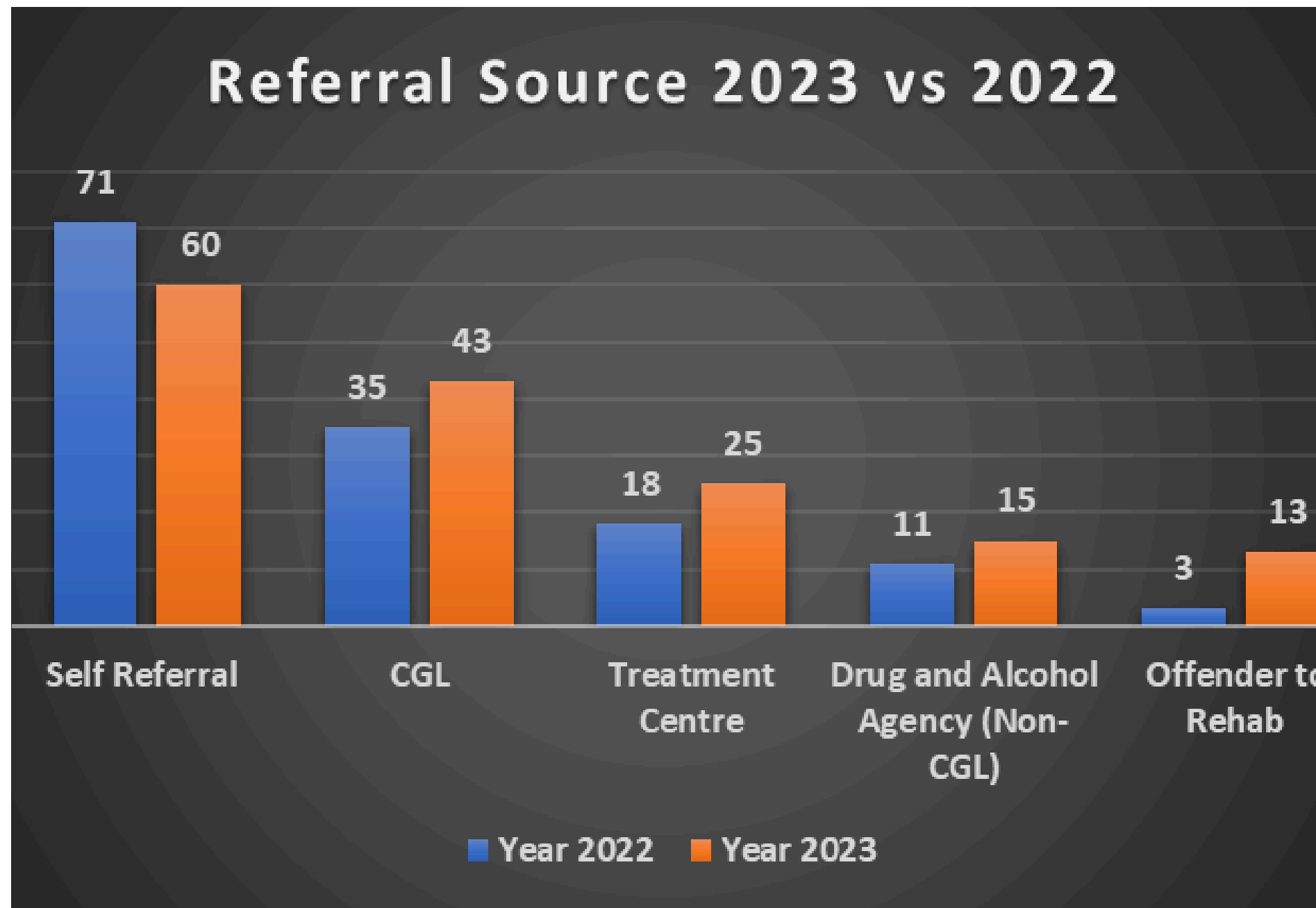
- Client retention for occupancy up to three months and six months was prominent in 2023 – comparing favourably to those who departed the service within their first month.
- A small number of clients remained in the service over 2 years in total. In 2024 six of these have successfully moved on to independent living



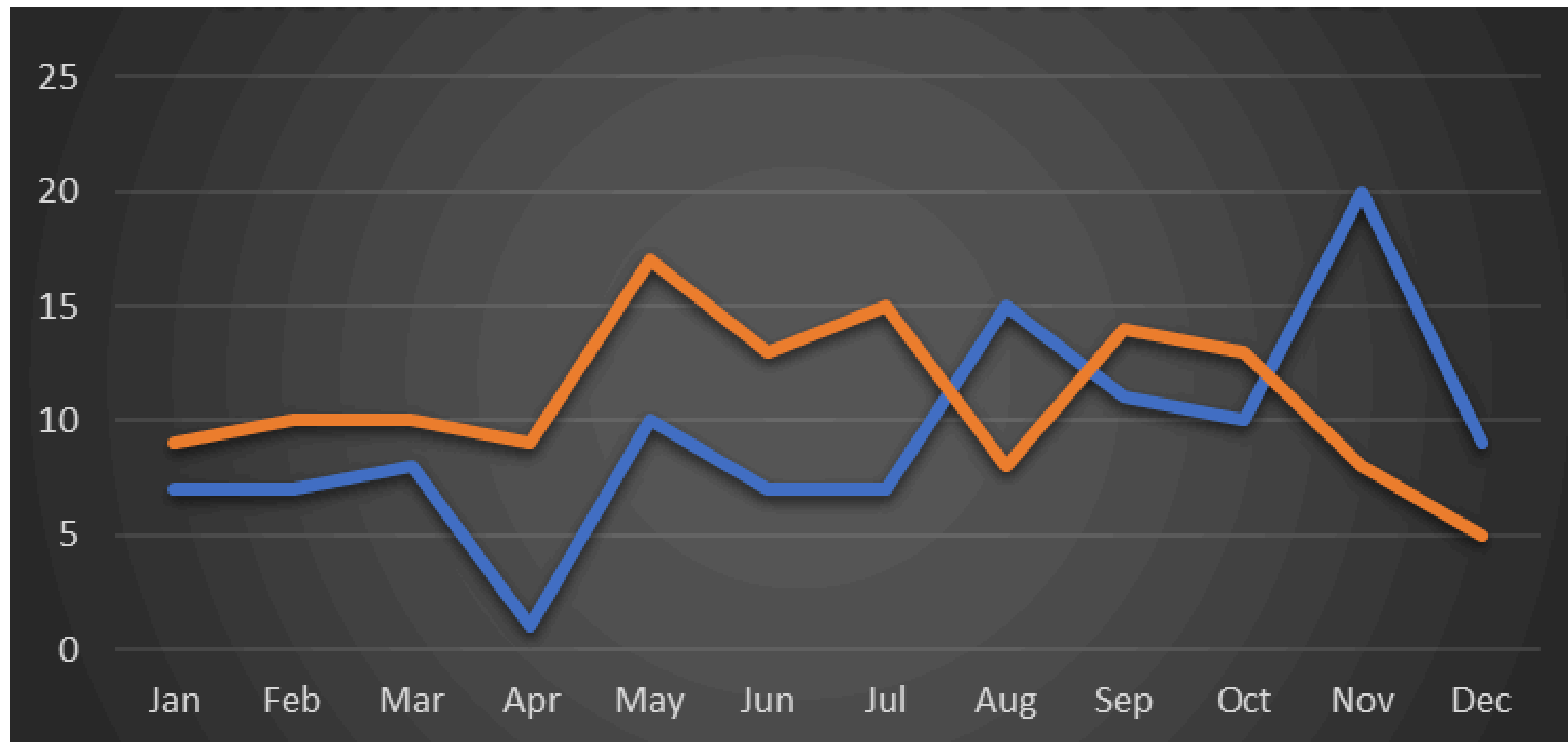
Admission Trend 2023

- There was a high intake of new residents in Jan 2023 following several client exits during the late part of 2022. This settled into a more regular pattern from Feb 2023 onwards.
- 156 clients were admitted to the service in 2023. This includes Recovery and Pathway service users

Service Referrals



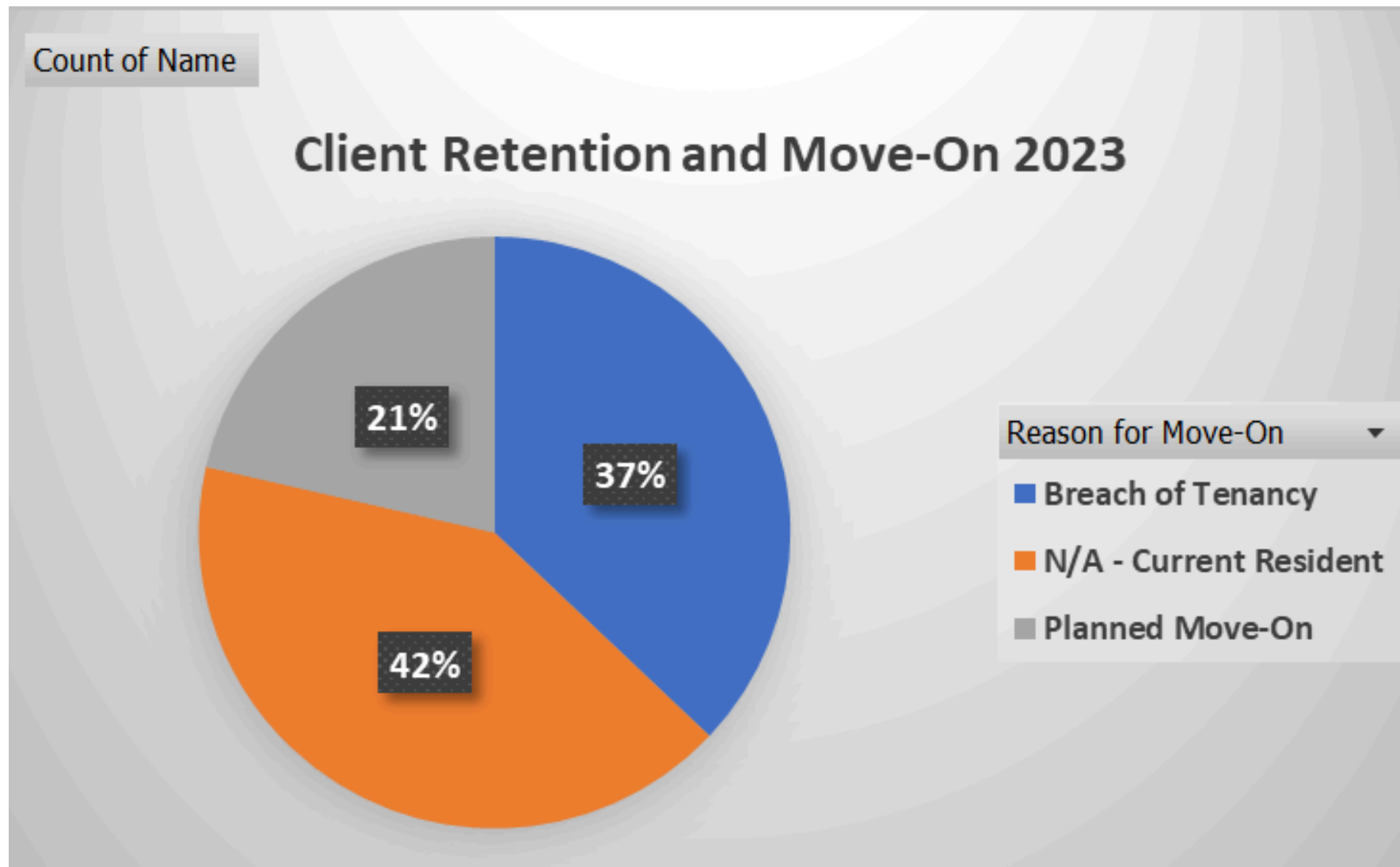
- 2023 saw increased referrals from CGL, Treatment Centers and other Drug and Alcohol Services.
- Self-Referrals remained strong reflecting Lindale's reputational growth.
- Lindale is working closely with Offender to Rehab programme and Probation Services. Especially within Pathway Service



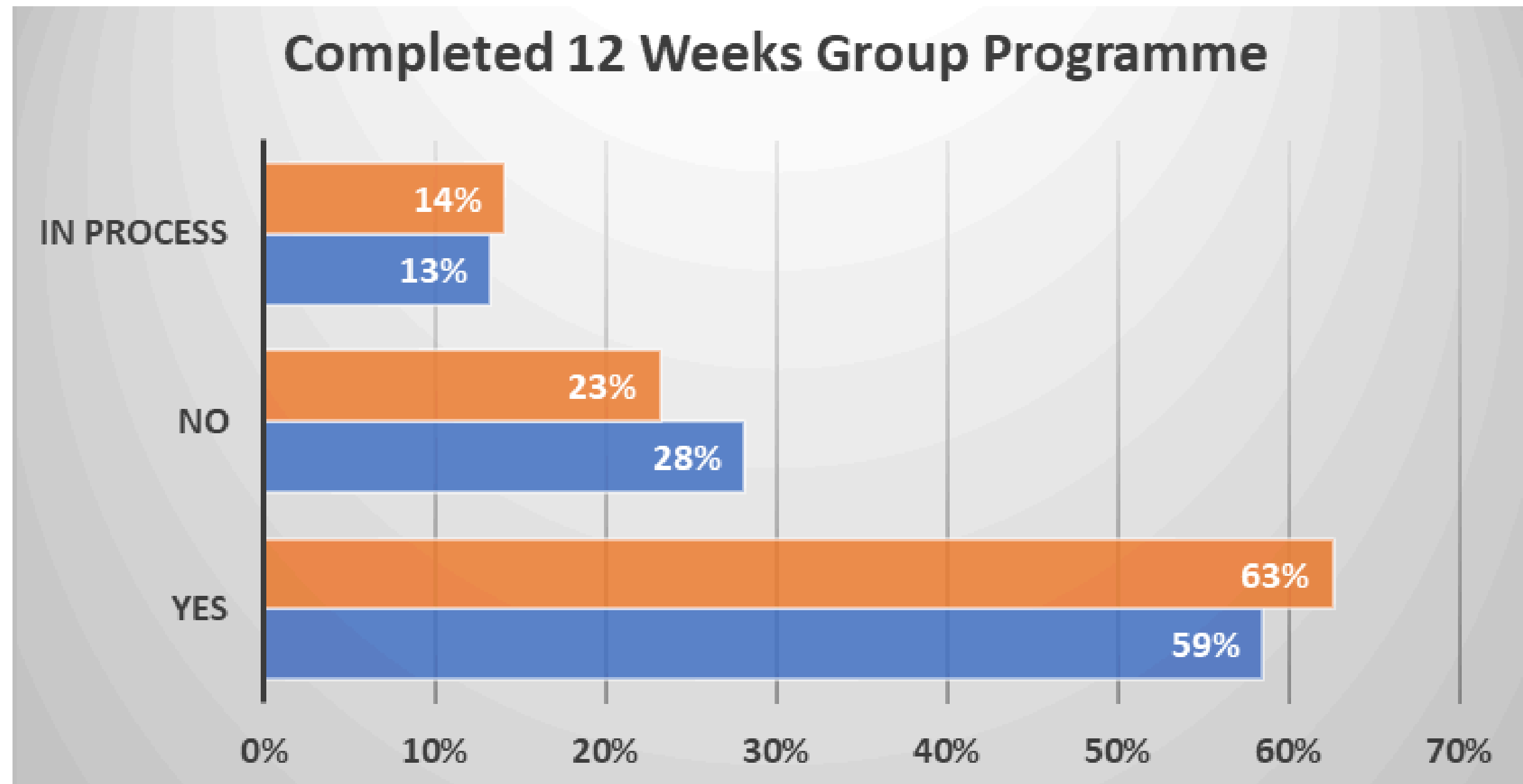
Client Move-on Trend 2023

- 2023 saw a peak of clients moved on after Easter for breach of tenancy.
- Successful move-on to independent living improved in 2023 due to improved processes with Birmingham City Council housing register
- Client retention over the usually volatile Christmas period compares favourably to 2022.

Client Move-on 2023

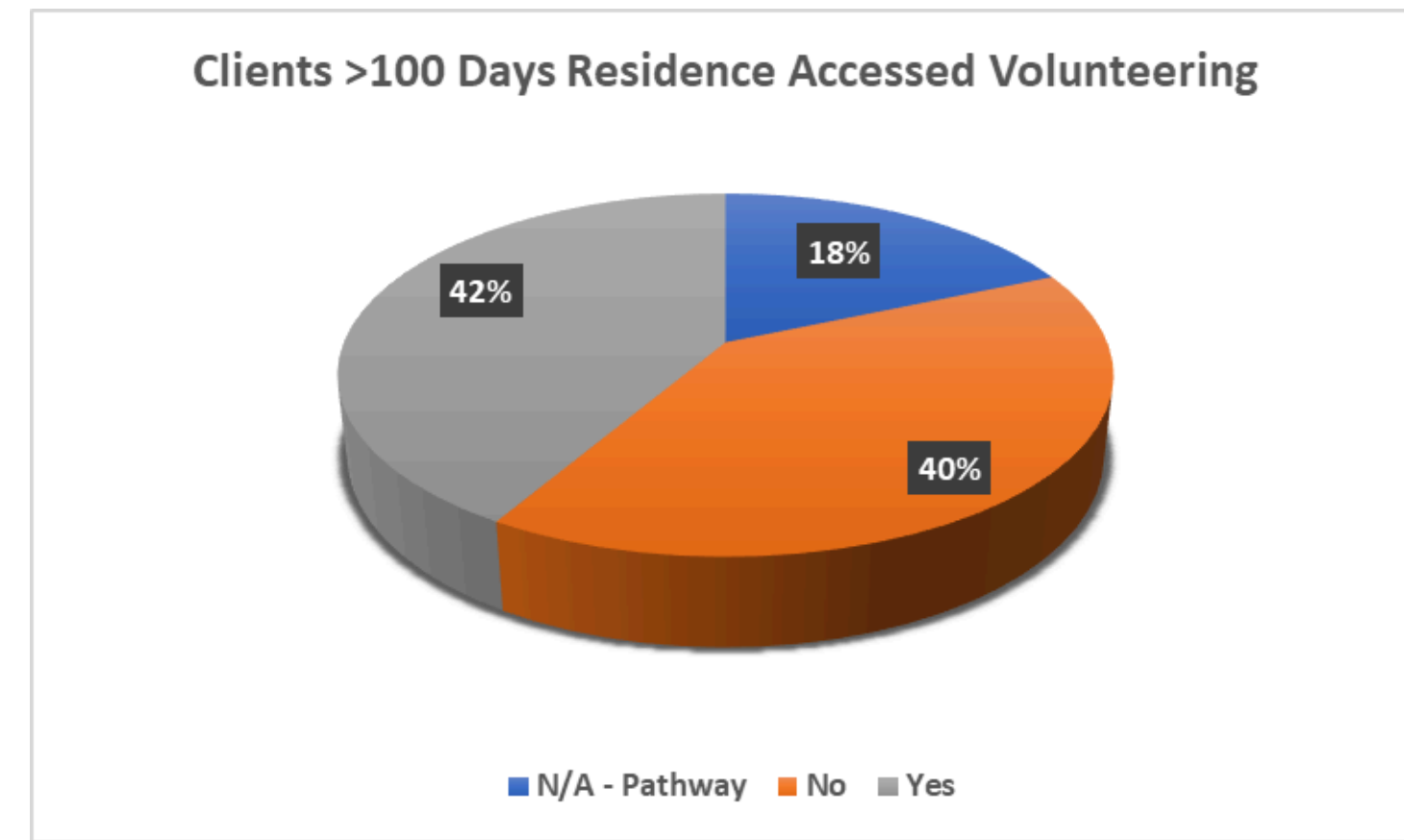
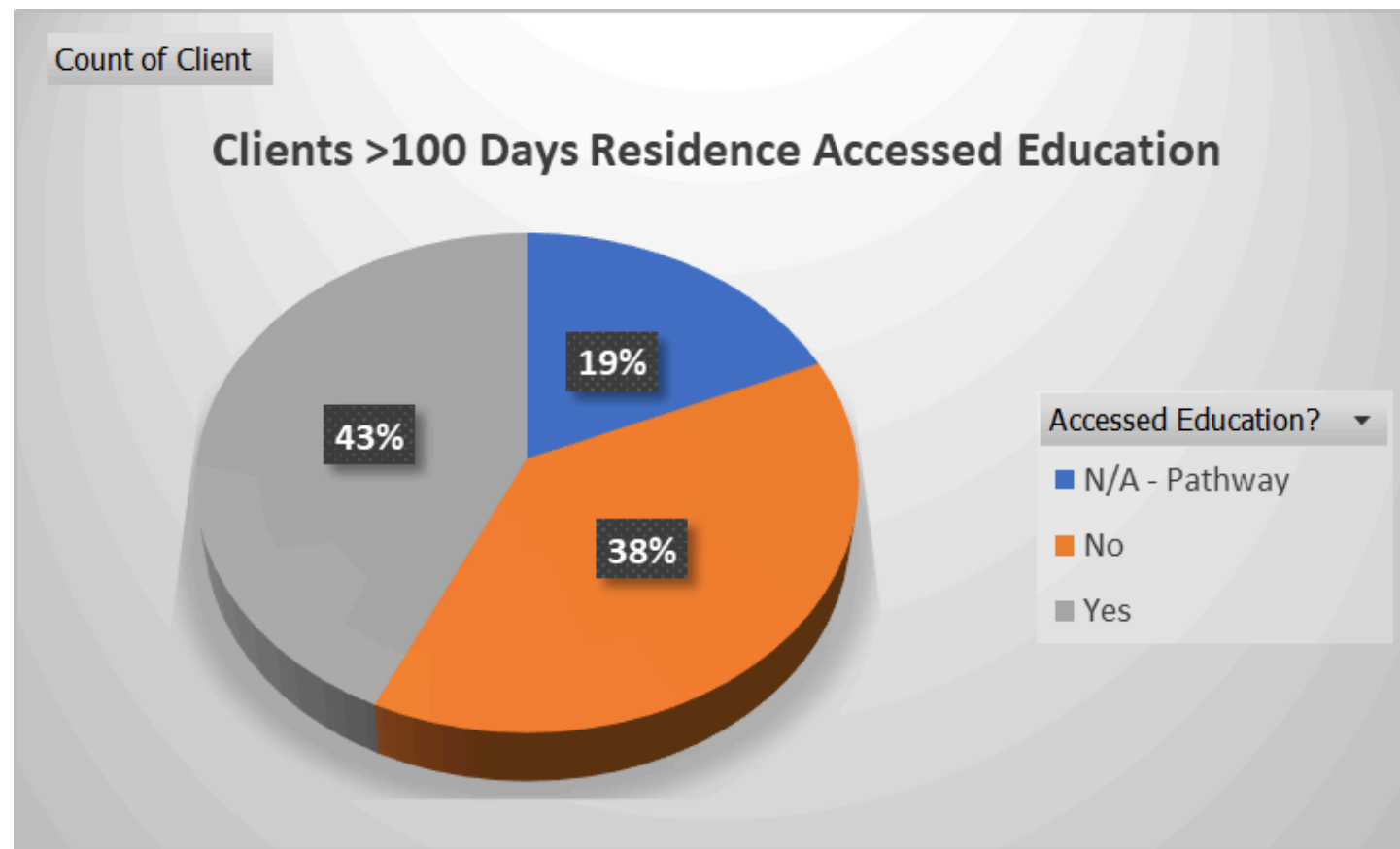


- Successful planned move-on of service users improved in the second half of 2023 due to improved liaison and resolution with Birmingham City Council. Service users were routinely placed in Band B by the Council due to their living and personal circumstances.
- Clients moved on due to breach of tenancy reduced in to 37% in 2023 from 42% in 2022
- The average time spent by clients in our service based on 2023 data is 207 days. This is a slight increase on 199 in the 2022 data.



12 Week Group Therapy Completion 2023

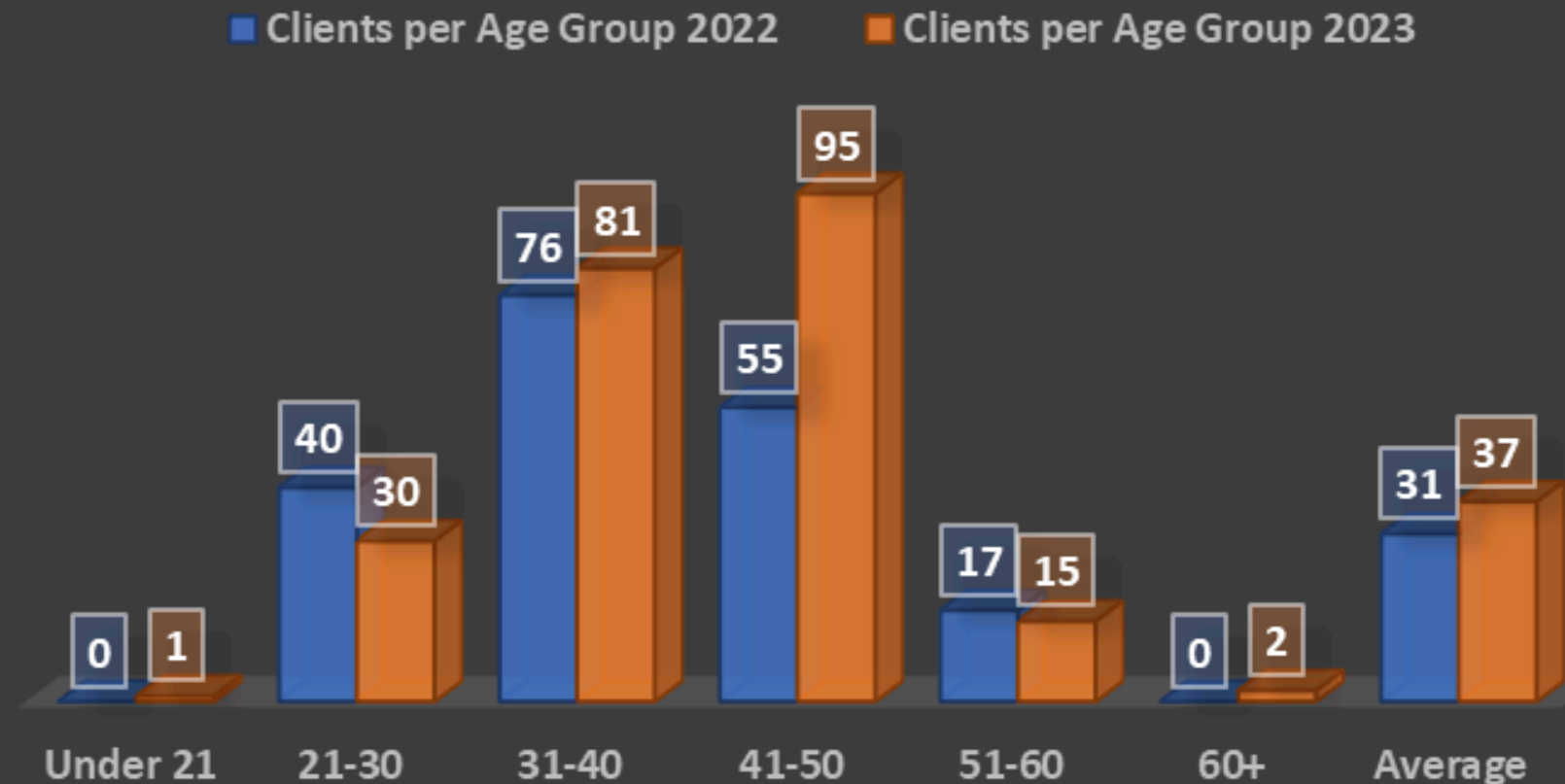
- Lindale Recovery engages its clients with an in-house 12-week group therapy program.
- As can be seen in the graph above, Lindale Recovery Service showed improved performance against 2022.



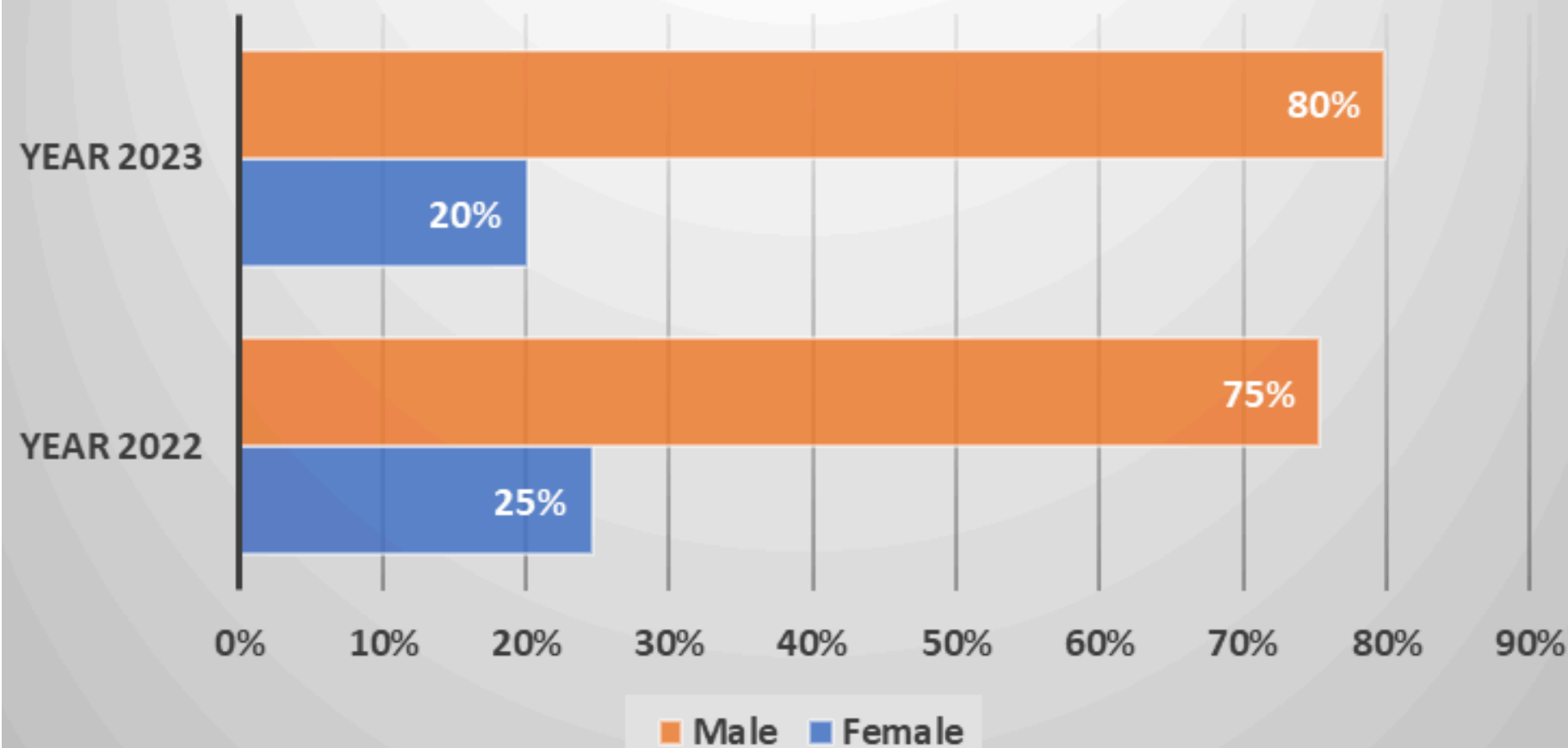
Client Development

- Lindale Recovery Service encourages service users who have completed their 12 weeks group support programme to engage in personal development through education, volunteering and part-time work.
- More service users opted to pursue these opportunities than those who did not. Pathway service users are not expected to pursue this path until they have progressed to abstinent recovery housing

AGE RANGE 2022 VS 2023

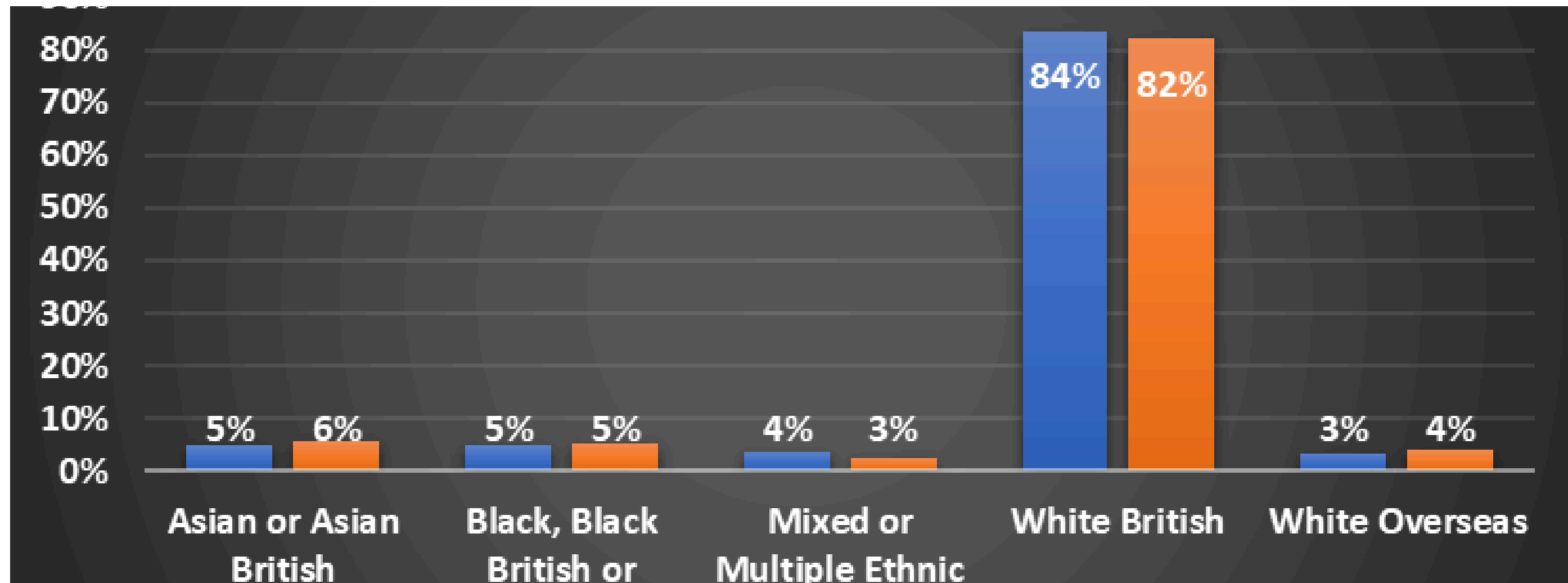


Clients by Gender 2023 vs 2022



Gender Ratio & Age Groups

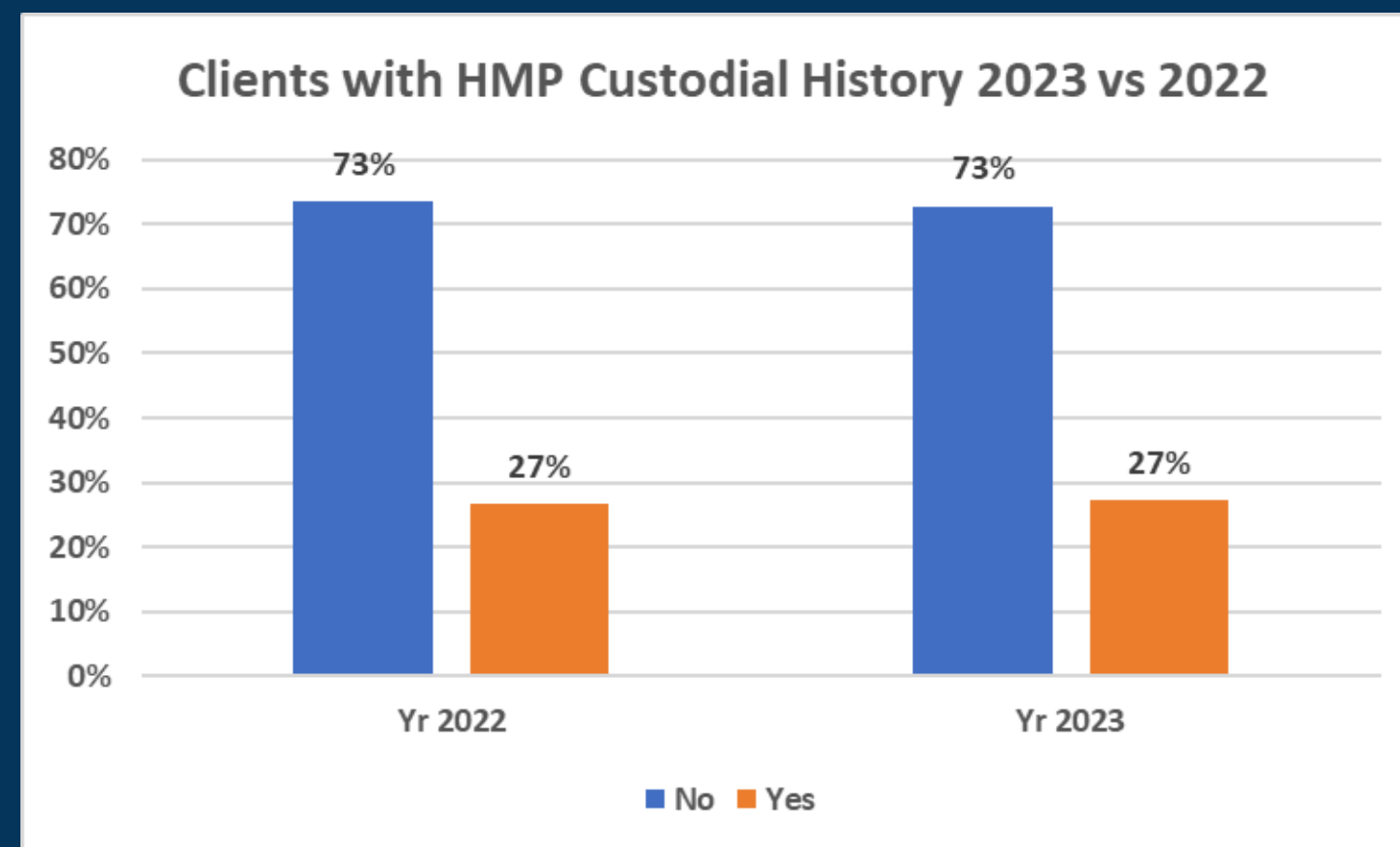
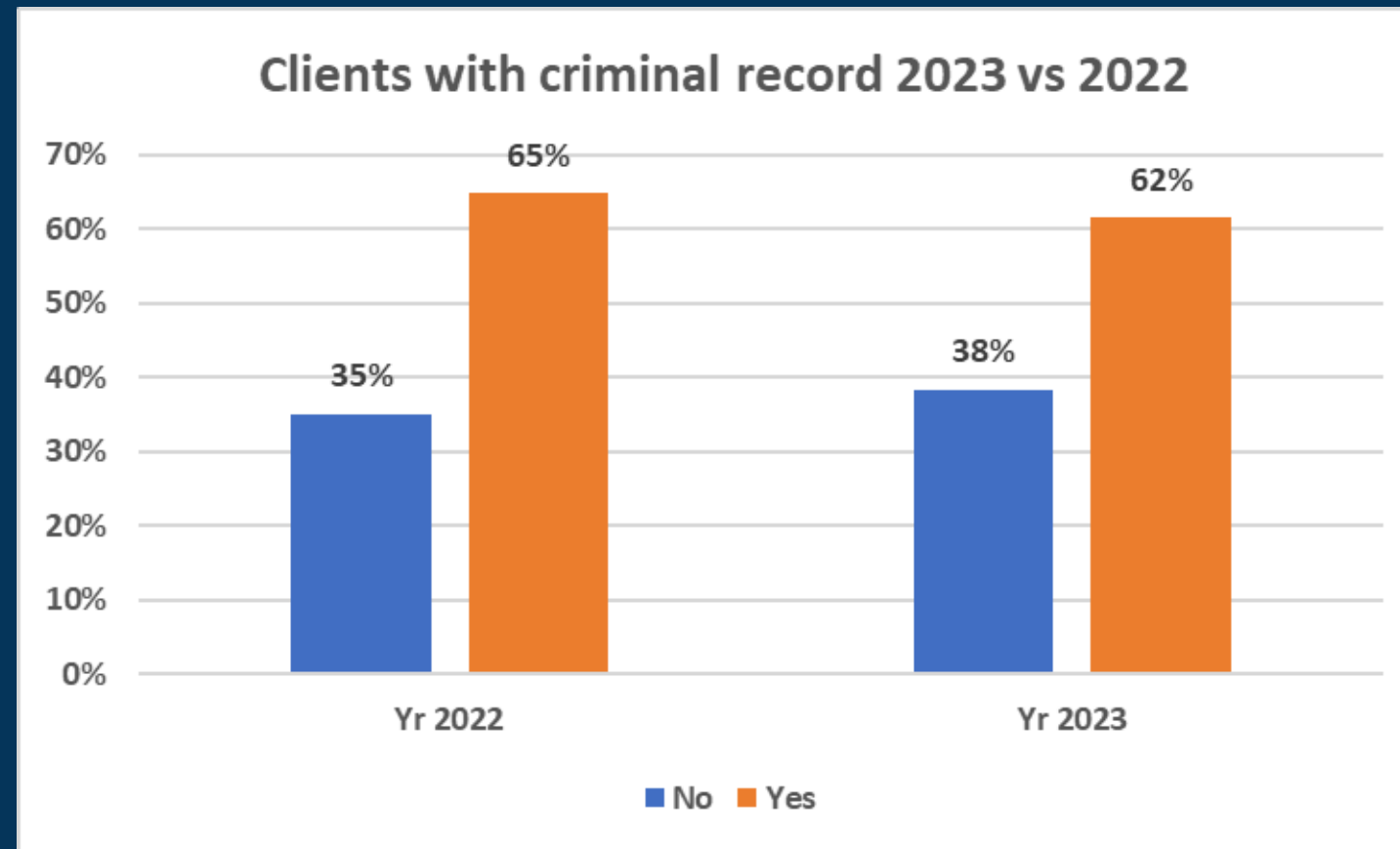
- The average age range of service users in 2023 was 37 – an increase from 2022 when 31 was the average. This is borne out by a higher intake of service users aged between 41 and 50.
- Fewer females accessed our service in 2023 compared to 2022 by percentage. This is part of a national conversation as to why fewer females than males are referred or who refer themselves



Client Ethnicity

- There was no significant change to service users by ethnicity between 2022 and 2023. Lindale Recovery Service is actively addressing this by building relationships with organisations such as KIKIT.

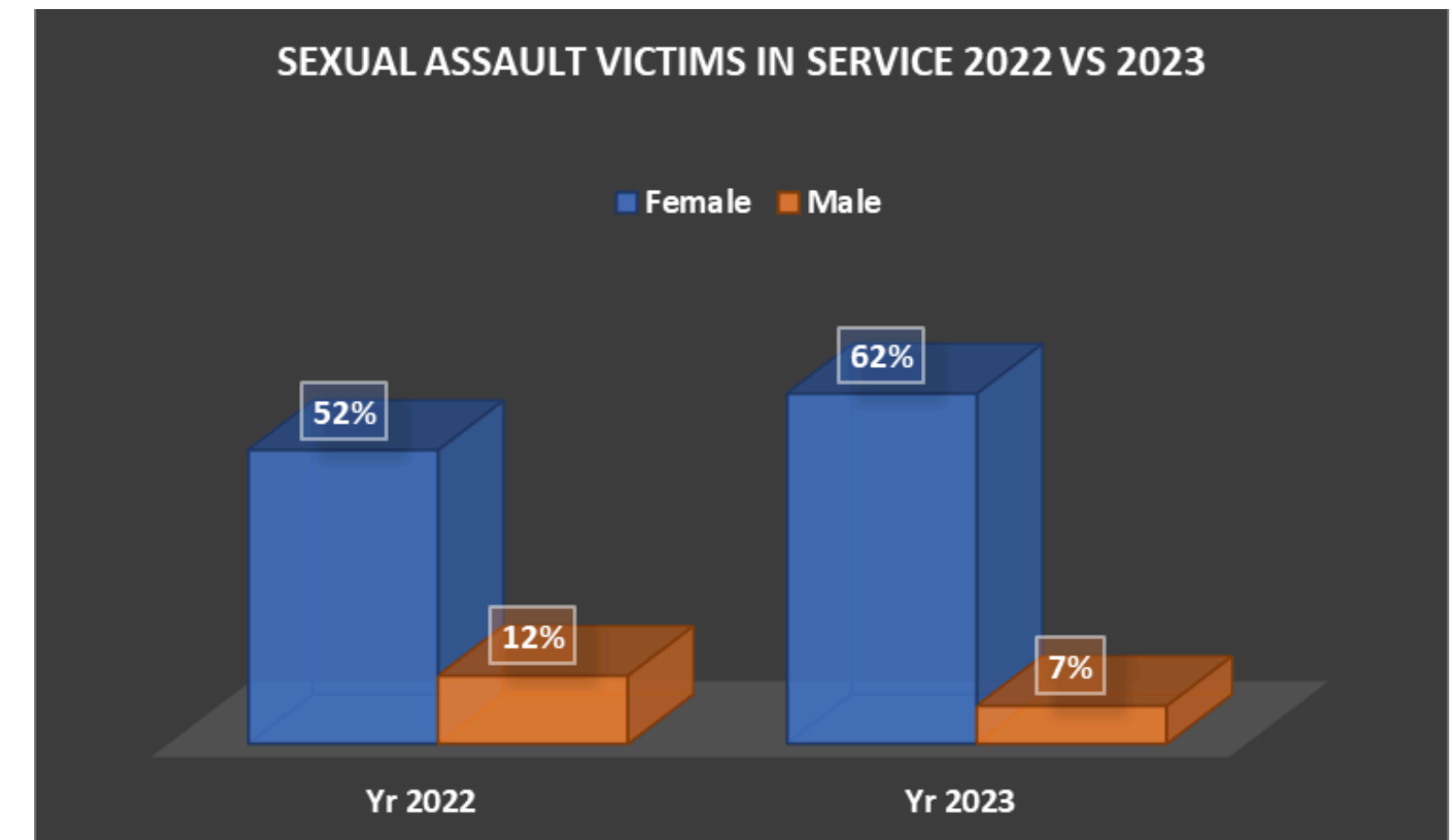
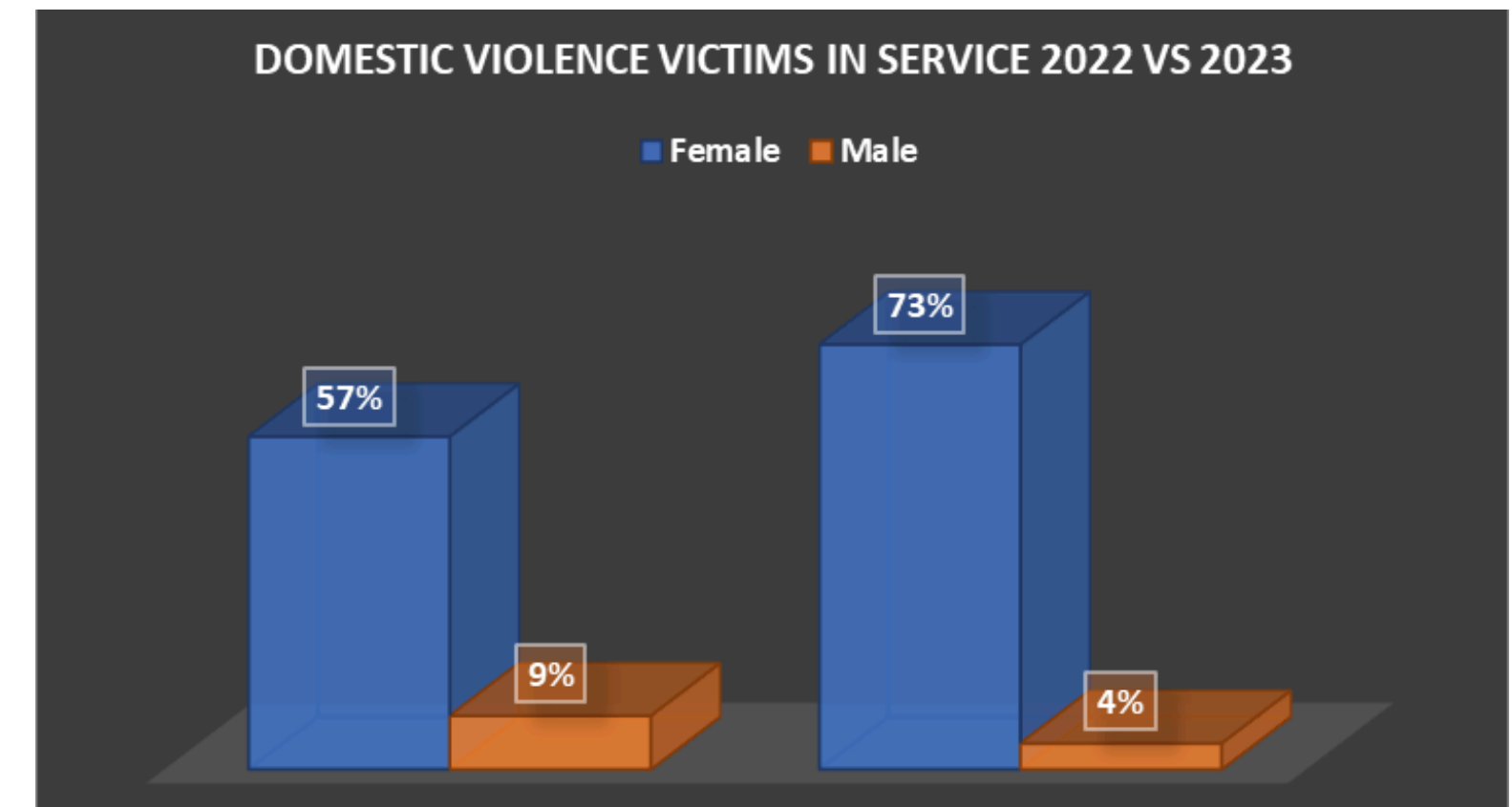
Criminal Justice Involvement

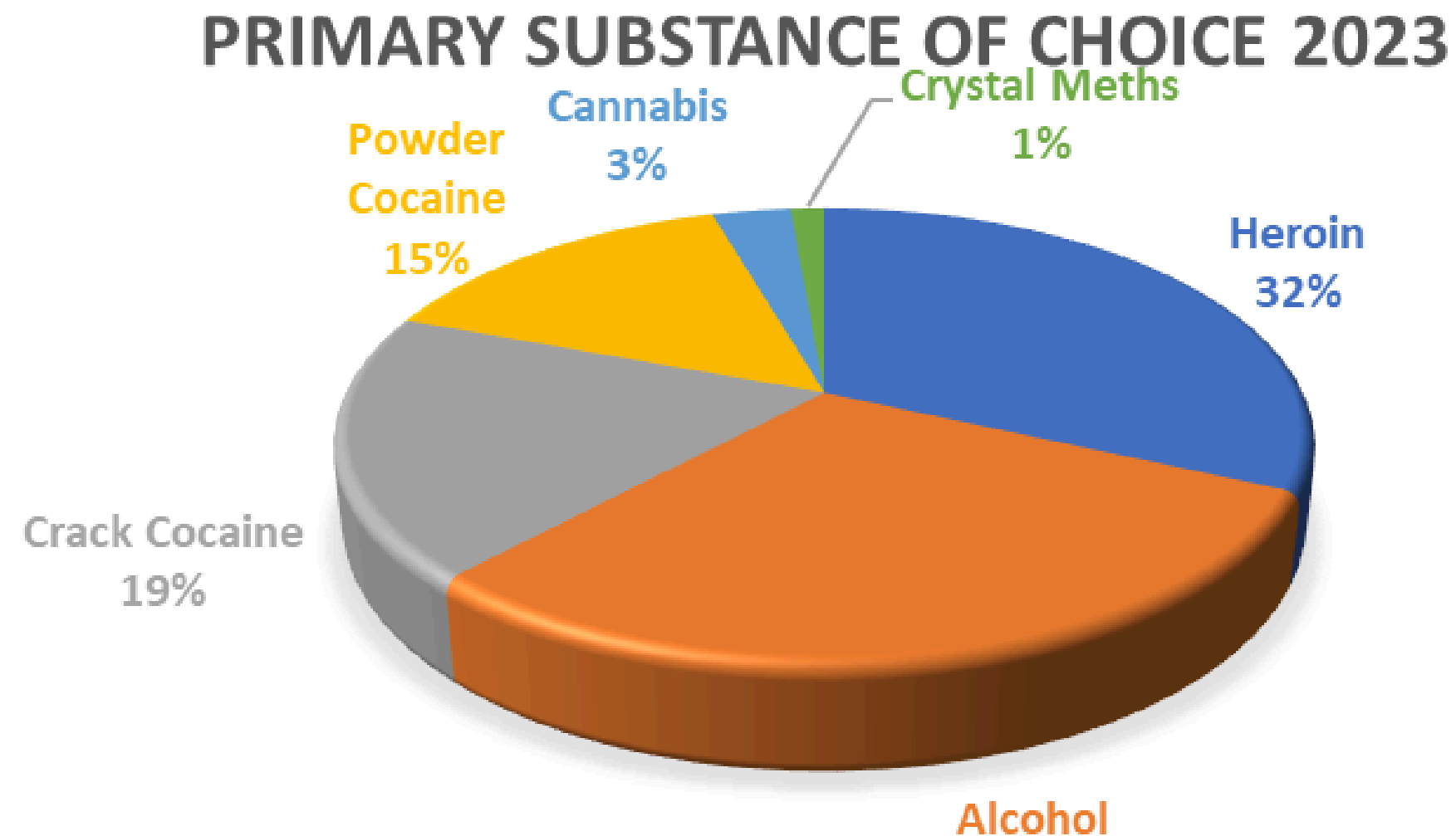


- There was no significant change between 2022 and 2023 in numbers of service users who had criminal records and/or had been incarcerated before entering our service.
- This reflects Lindale's social impact in relieving pressure on the criminal justice system

Domestic Violence & Sexual Assault Victims

- Lindale Recovery Service's social impact is further demonstrated by the number of female service users who come from a domestic violence background and/or who have suffered sexual assault.
- Numbers of male service users who have openly stated their own experience of these remain low, although social stigma most likely plays a large part in the reporting of this.



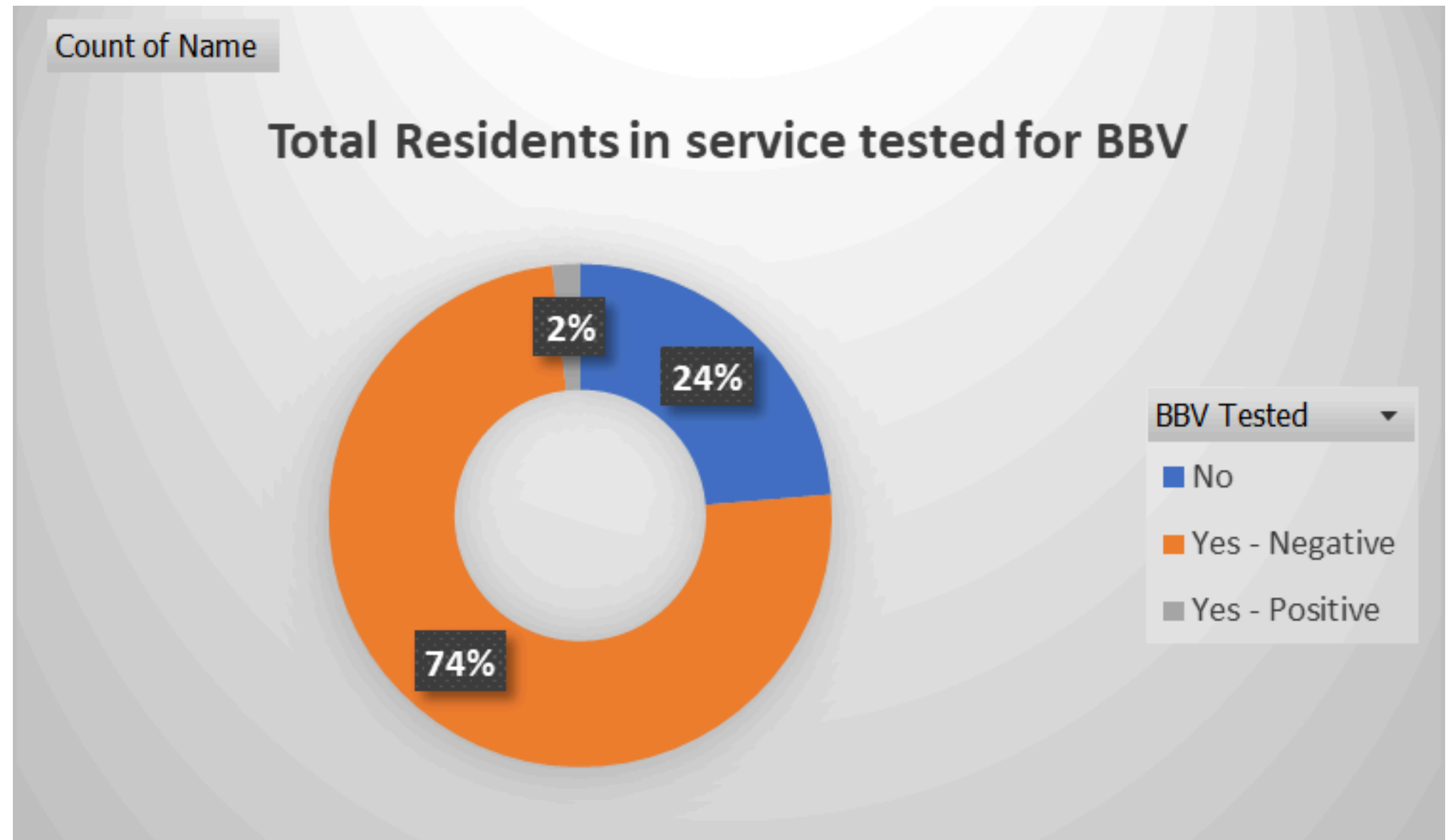


Primary Substance of Choice

- The primary substances of choice among our clients tend to be heroin, alcohol and crack cocaine. A larger percentage of service users reported alcohol as their primary substance of choice compared to 2022
- Most of our clients are poly-addicted to several substances with only a negligible percentage having only one substance of choice

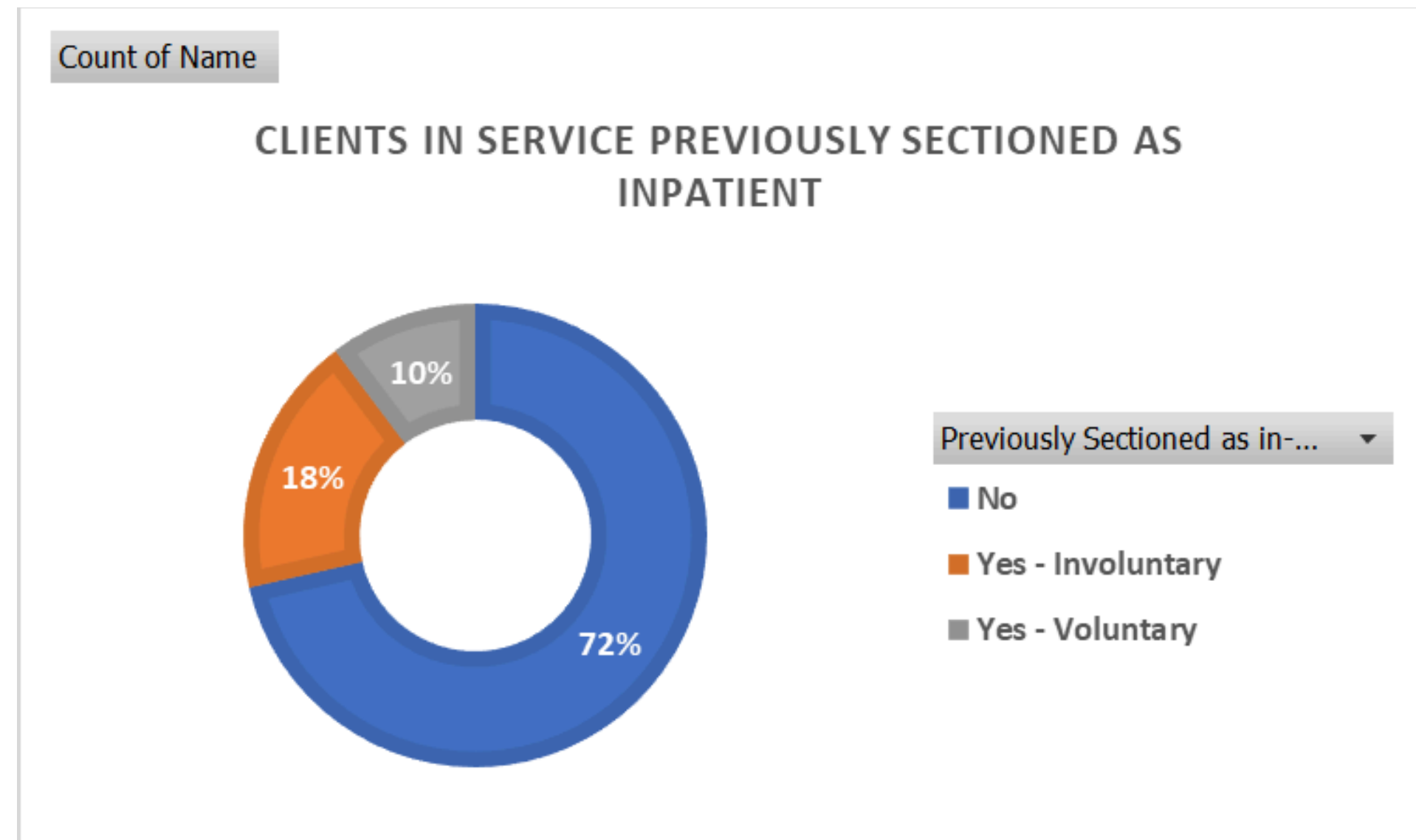
BBV Testing

- 74% of service users in 2023 have been tested for blood-borne viruses compared to 70% in 2022.
- Strong links have been established with the Hepatitis C Trust and we expect this percentage to increase in 2024



Mental Health

- In 2023 28% of service users reported that they had been sectioned under the Mental Health Act prior to joining our service. This is an increase of 6% on previous year.
- Lindale Recovery Service engages with mental health service in the wider community to address the needs of our service users and continues to build relationships for mental health referrals



Thank you for reviewing our client metric report.
Please get in touch if you would like more information.
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