



Lindale Recovery Service Client Metrics 2024

 lindalerecovery  lindalepathways



Client Metrics 2024

This presentation reflects Client Data metrics for Lindale Recovery Service as at the close of 2024.

The data relates to:

Clients admitted to the service in 2024.

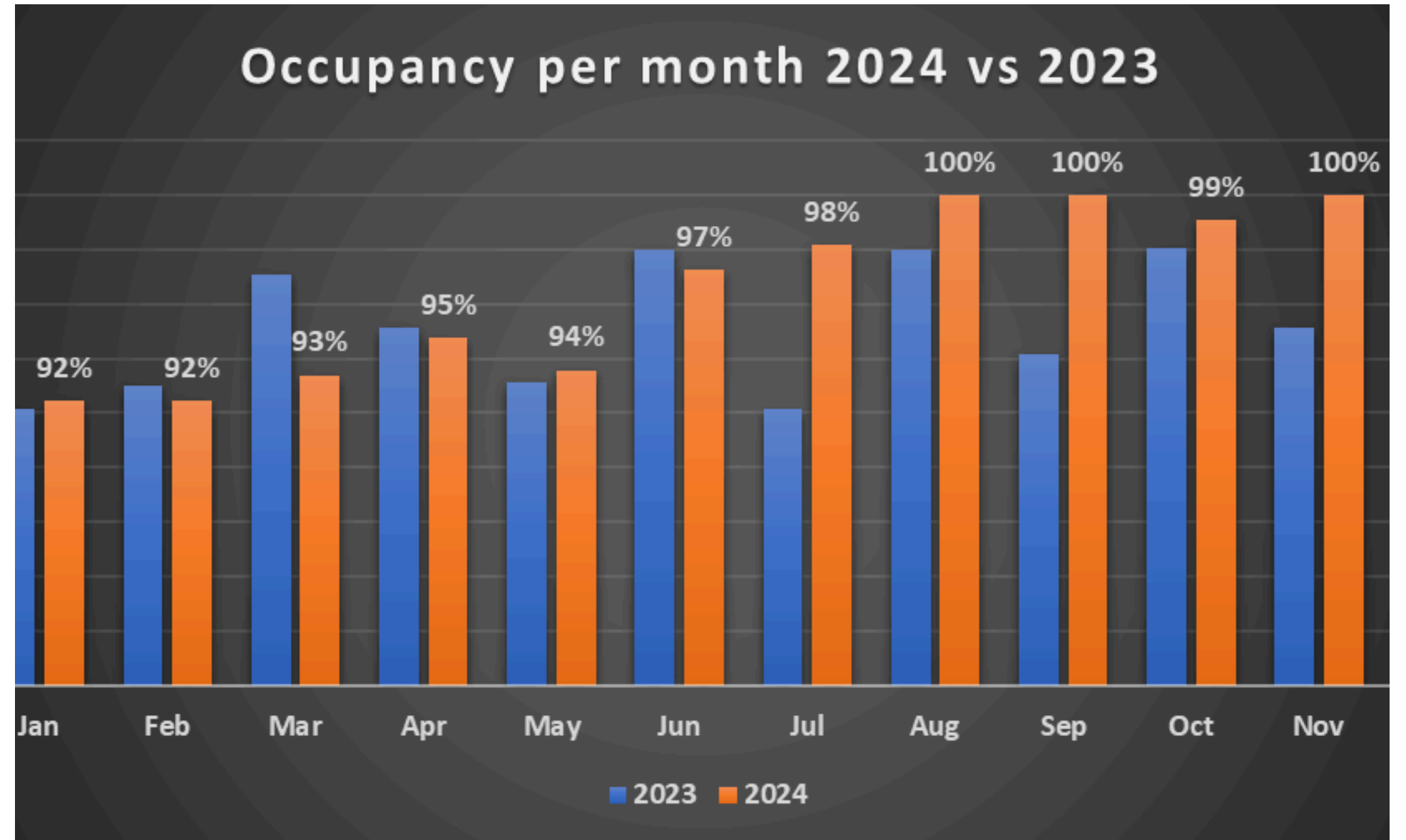
Clients who exited from the service in 2024.

Clients already in the service prior to 2024.

Occupancy

As 2024 progressed, a stable pattern of full occupancy began to emerge.

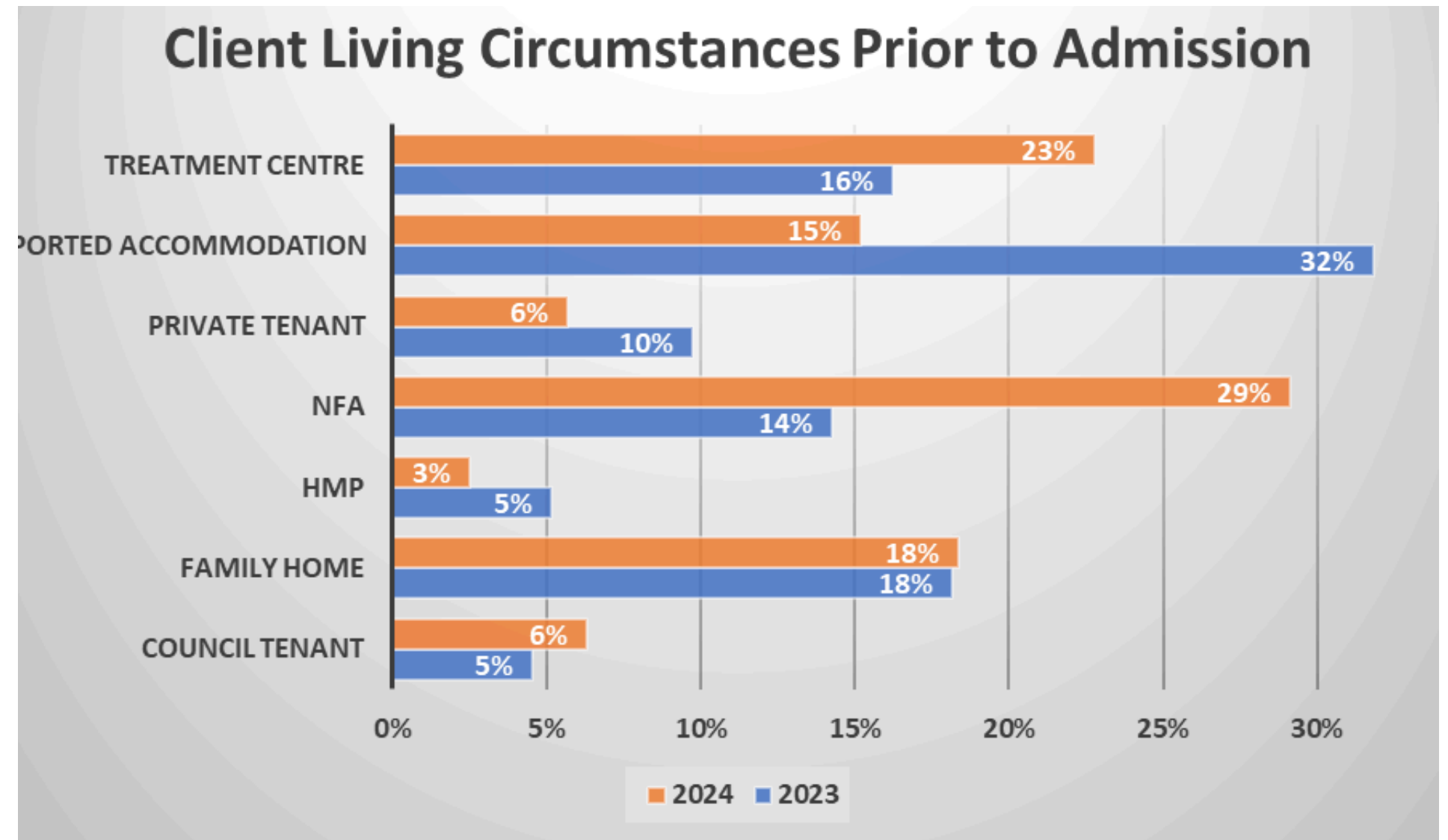
This reflects improved retention rates and greater demand for our service as pressure increases on the recovery sector. Lindale's recognition as Gold Standard for Supported Exempt Accommodation has also escalated referrals to our service.



Client Accommodation Prior to Admission

2024 saw significant increases in referrals and admissions of clients from treatment centres and those who were of no fixed abode.

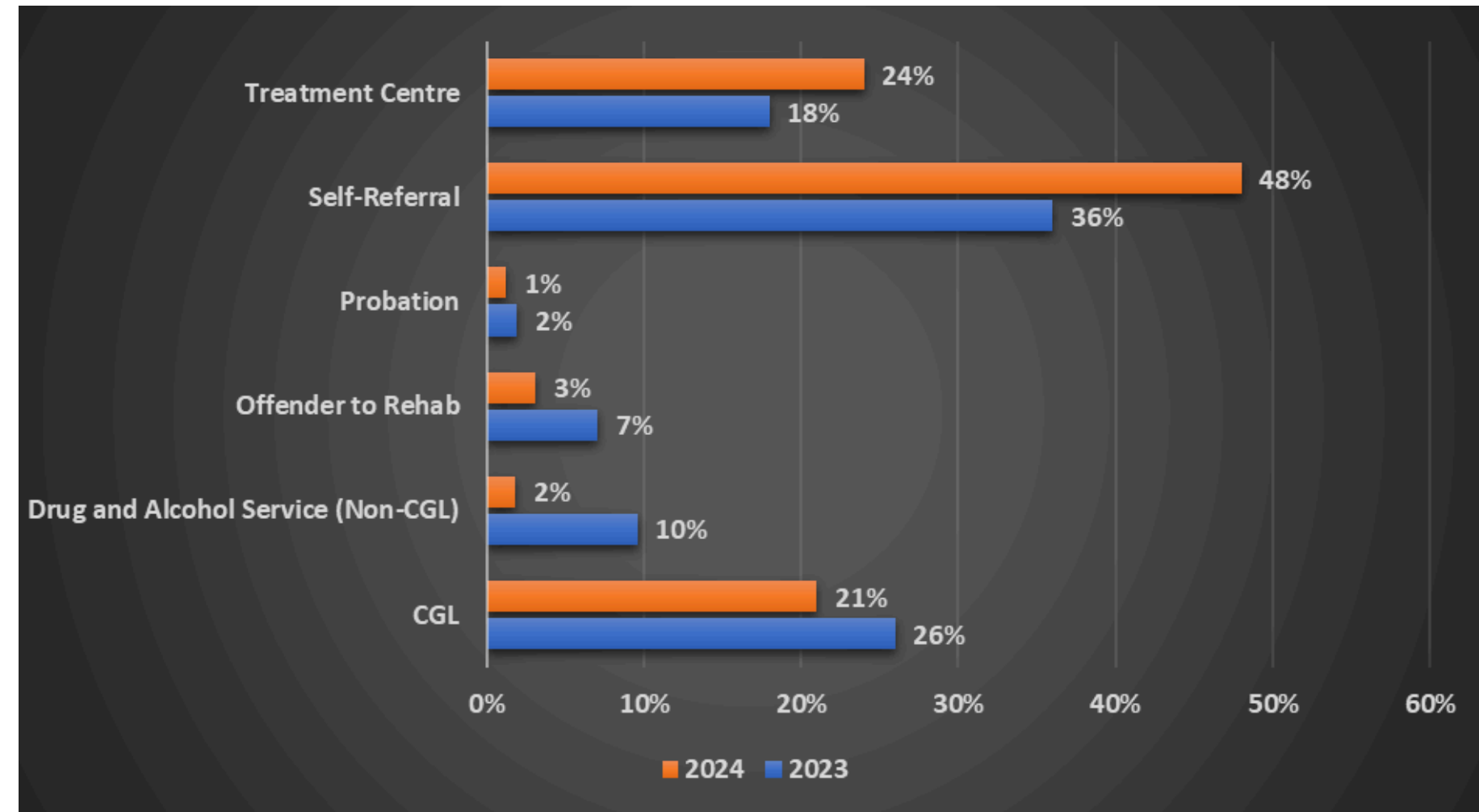
This reflects Lindale's growing reputation as a trusted Gold Standard supporting housing provider. Furthermore, Lindale's social impact in alleviating potential homelessness is reflected in these statistics



Service Referrals

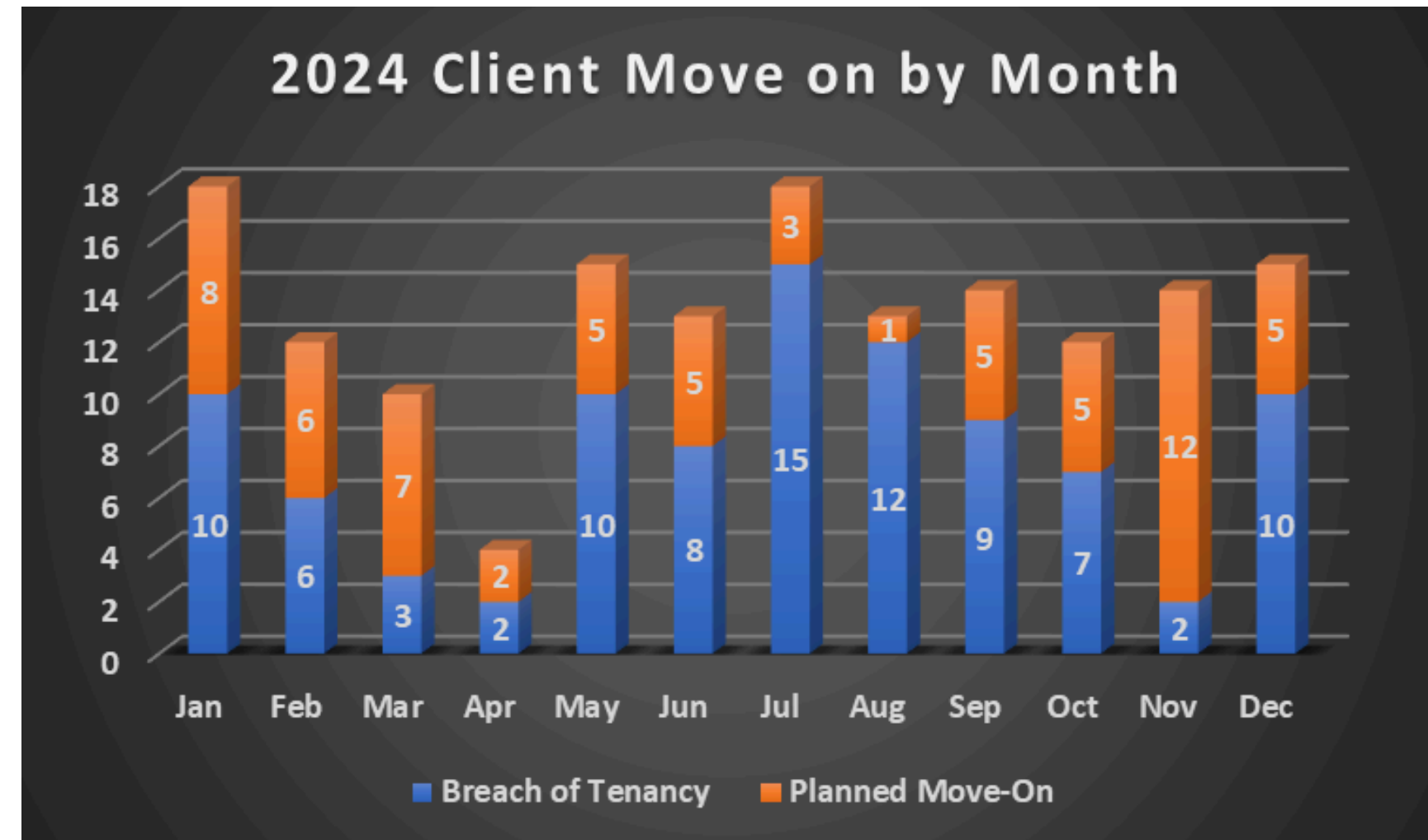
There was a significant increase in self-referrals and pathway referrals from treatment centres in 2024 compared to the prior year.

This reflects Lindale's reputational growth as a trusted housing provider. We have also seen increased self-referrals from outside of the West Midlands area.



Client Move-on

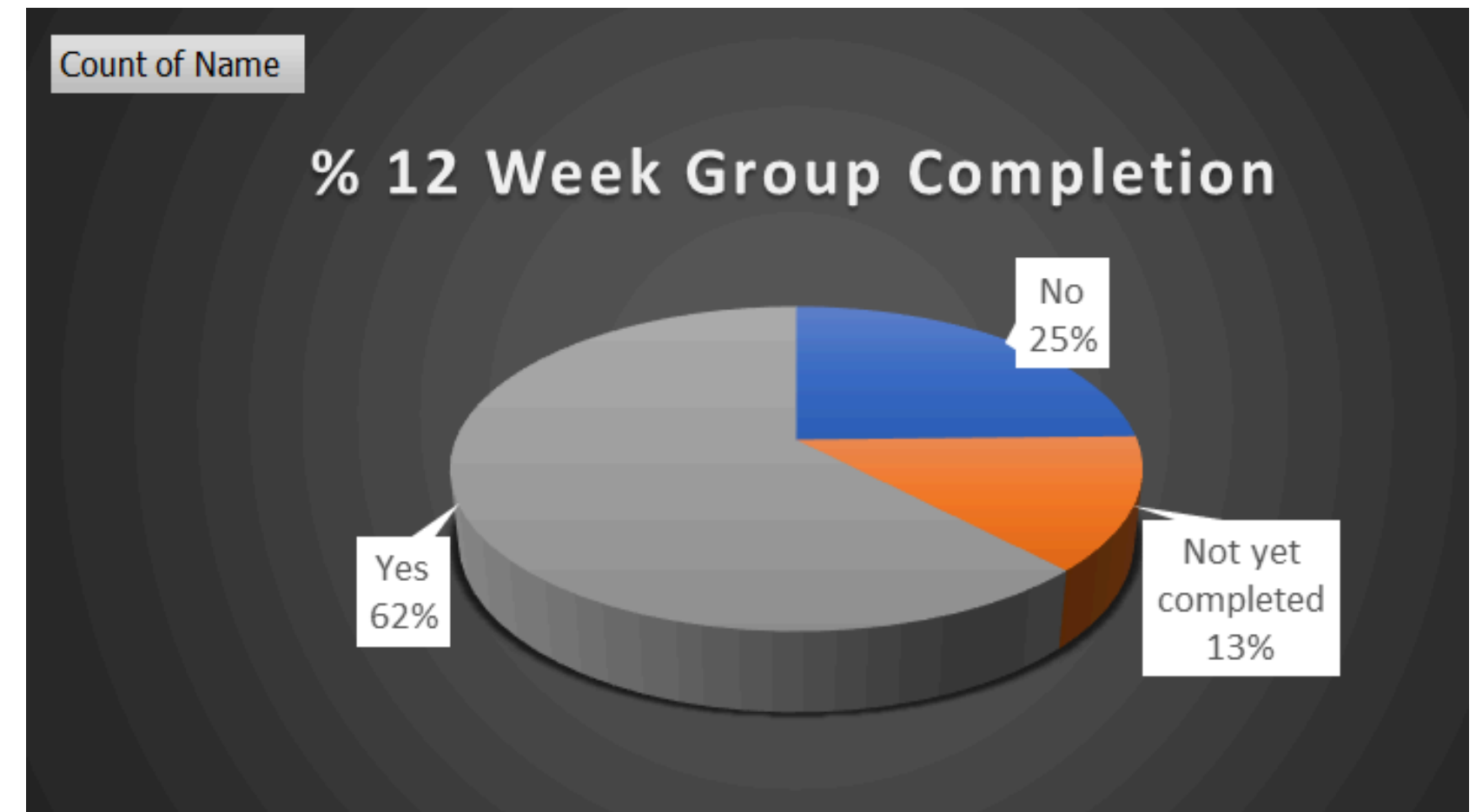
2024 witnessed a steady improvement in planned client move on into independent accommodation – primarily as a result of close co-ordination with Birmingham City Council.



Group Programme Completion

Lindale Recovery Service provides an in-house 12-week group support programme.

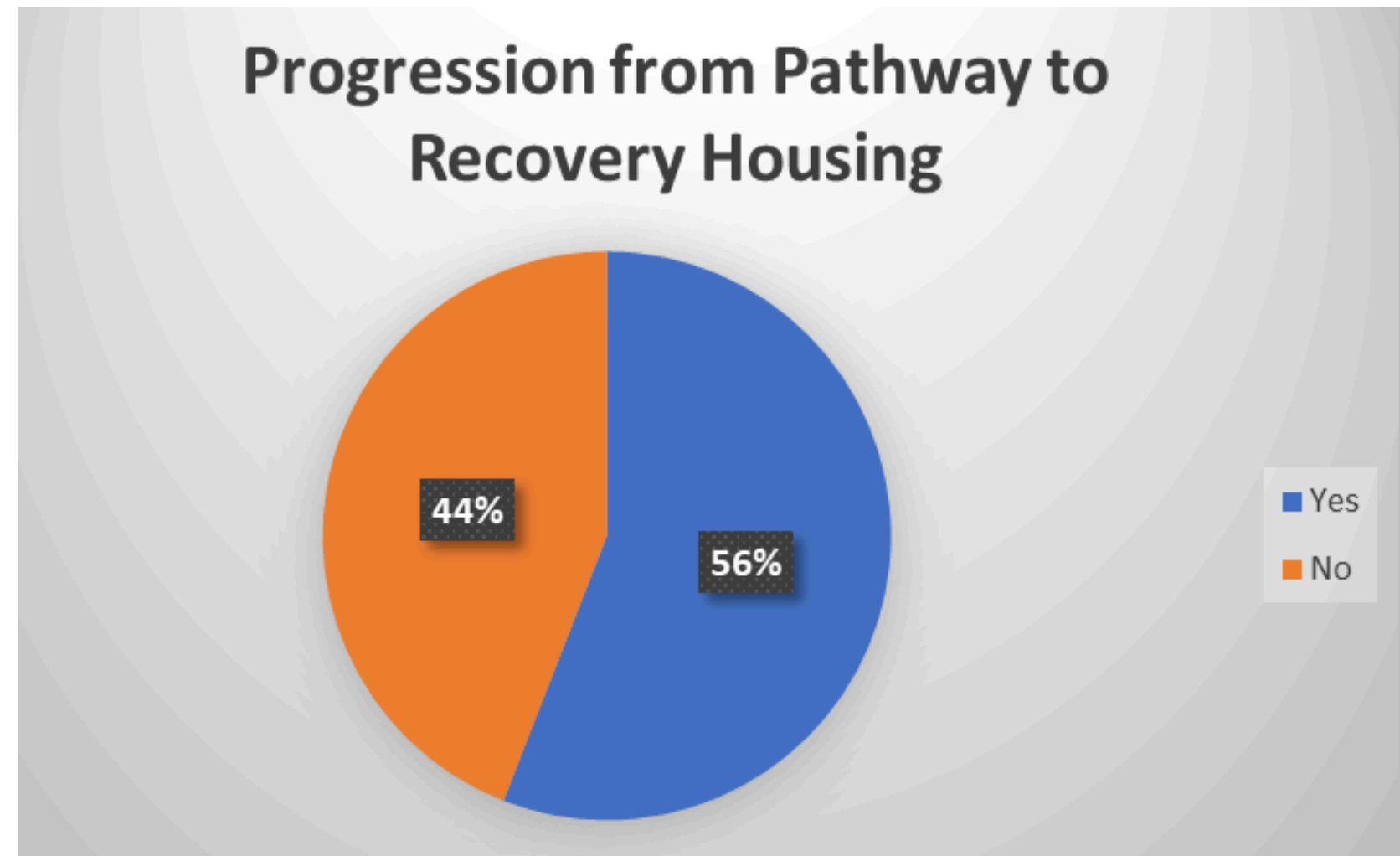
The percentage of clients successfully completing the programme remains consistent with 2023 to within 1% demonstrating consistent standards of delivery, particularly with a larger client intake in 2024



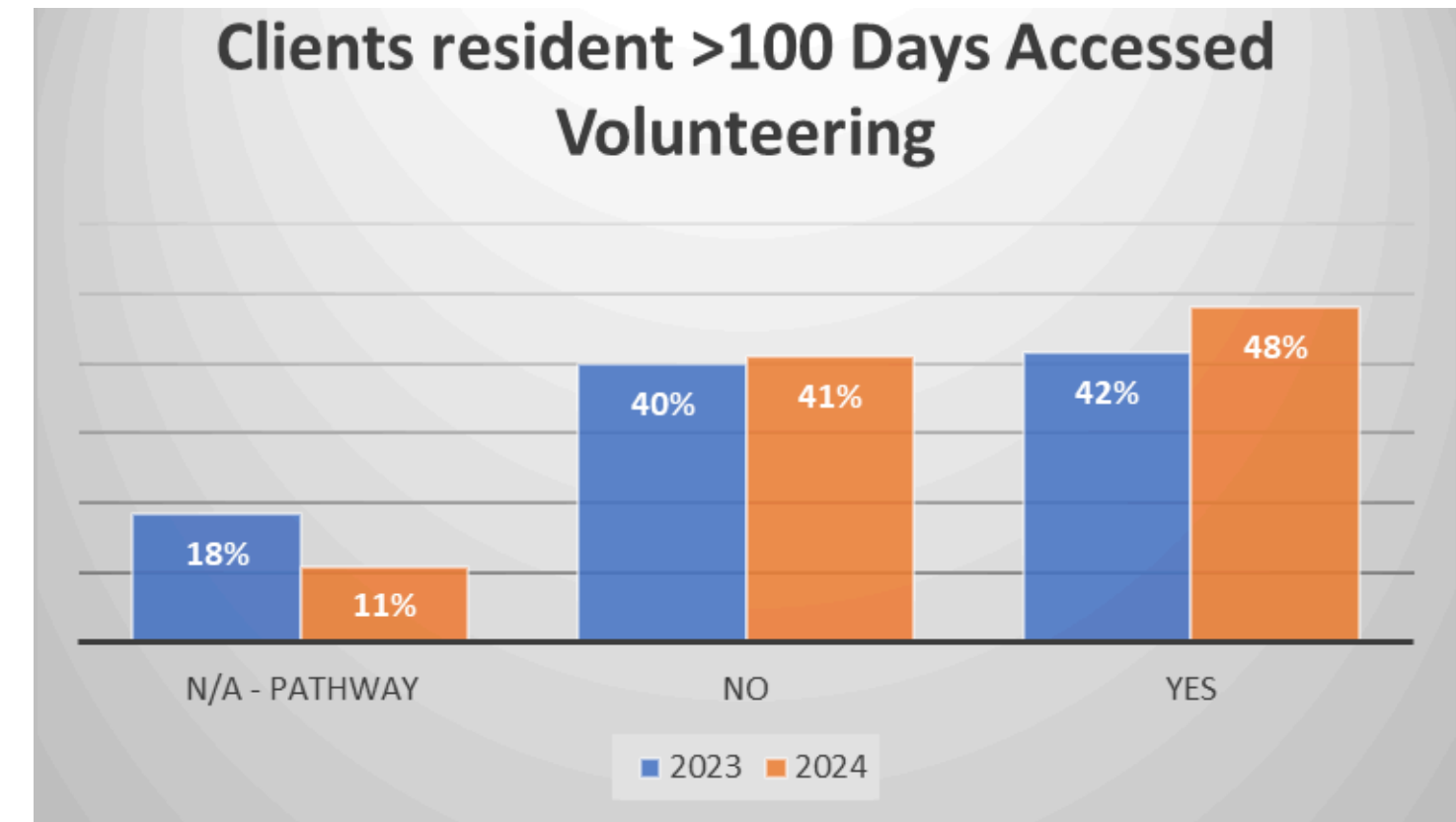
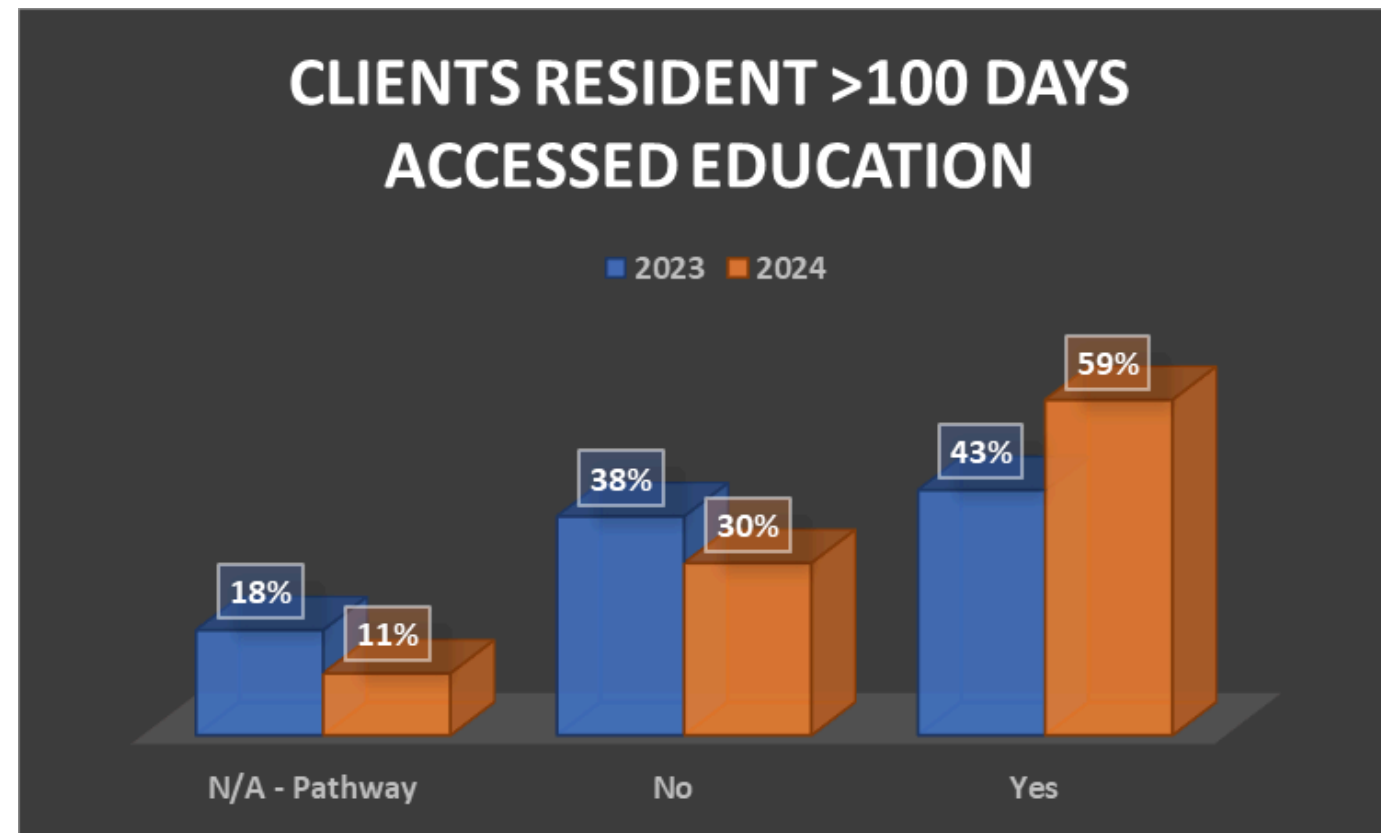
Pathway to Recovery Housing Progression

Lindale Pathways provides housing to those clients who require a safe place to live and support to progress into abstinence-based recovery housing.

The visual on this page demonstrates that the majority of our Pathway clients were indeed able to make this progression within the service in 2024.



Client Development



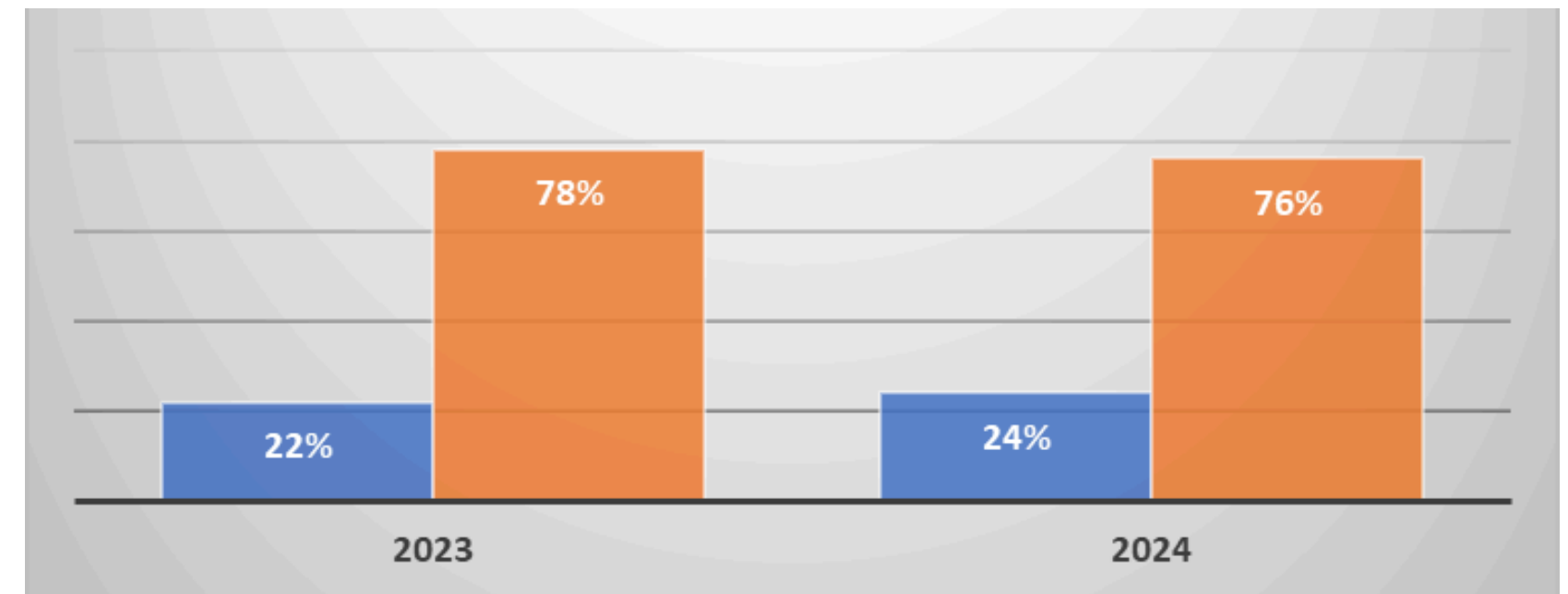
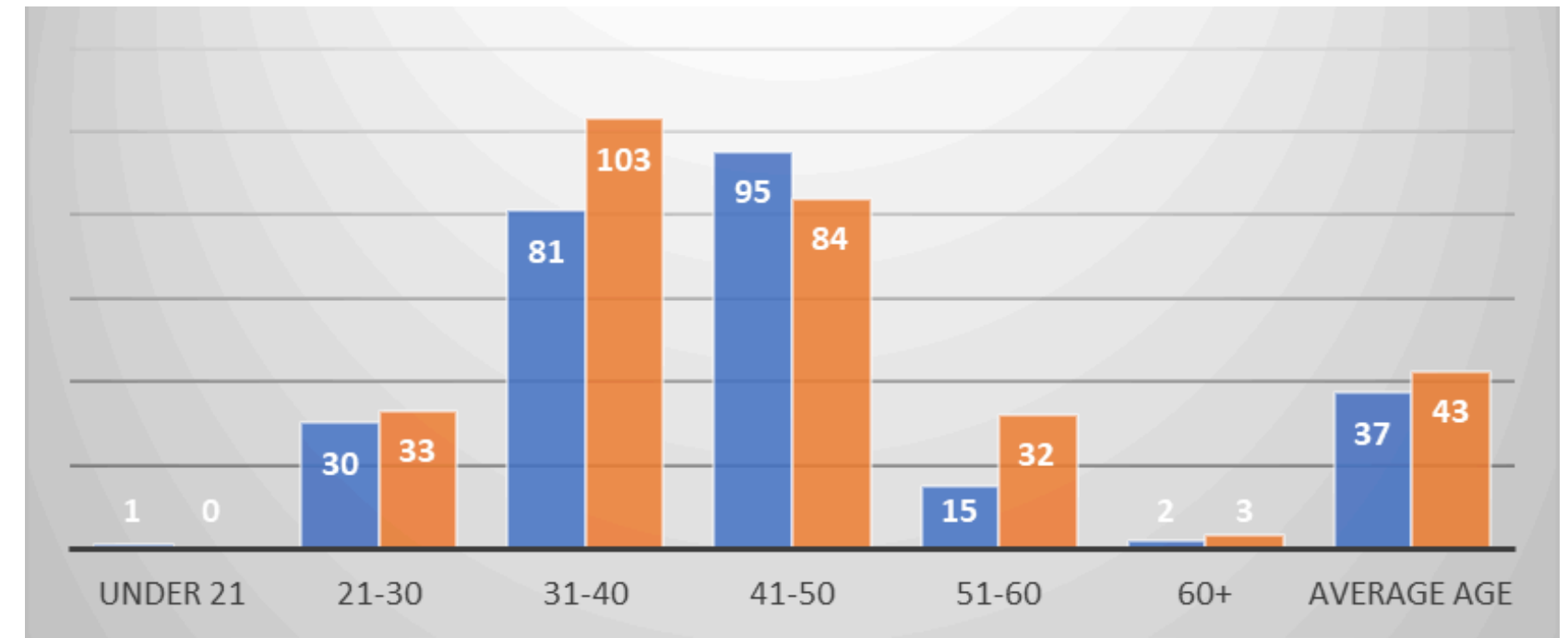
Lindale Recovery Service encourages service users who have completed their 12 weeks group support programme to engage in personal development through education, volunteering and part-time work.

2024 saw a clear increase in those clients making the most of these opportunities to reach their potential and enhance their vocational skills

Gender Ratio & Age Groups

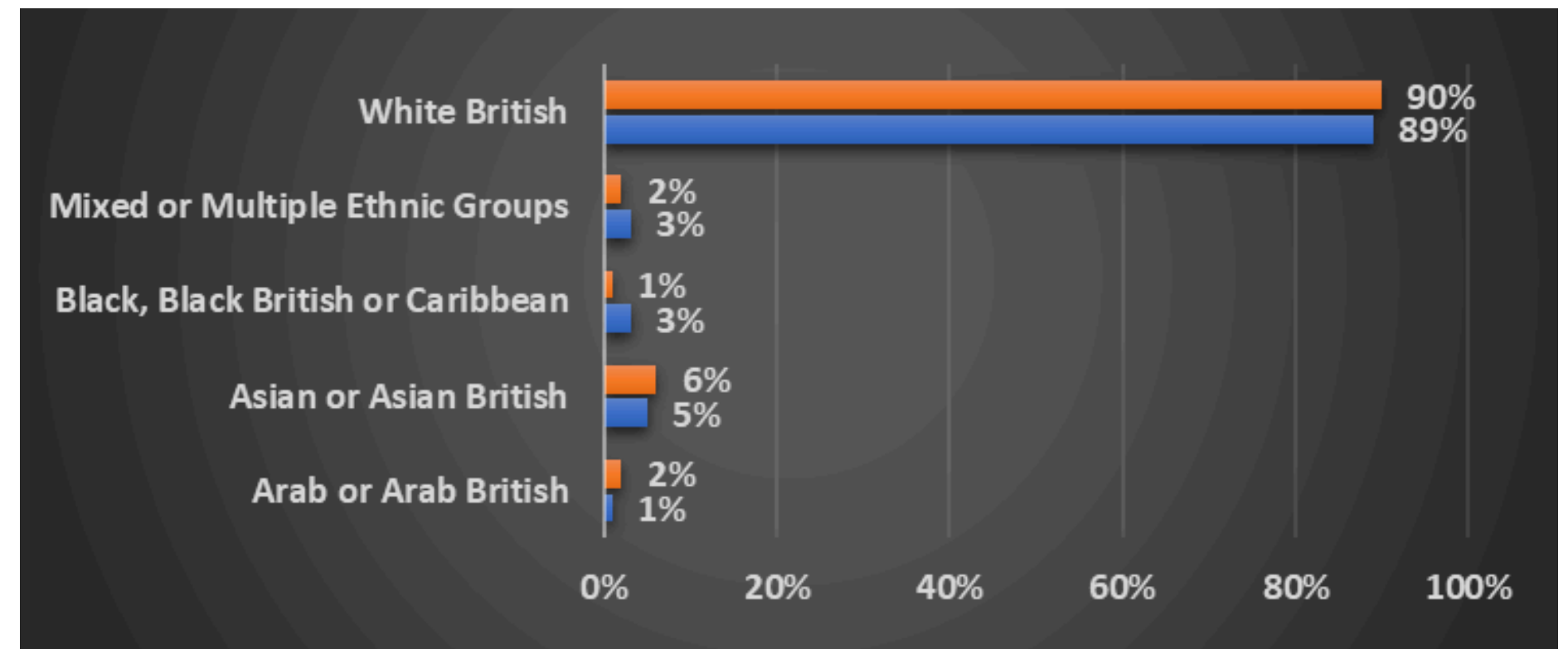
The average age range of service users in 2024 was 43 – an increase from 2023 when 37 was the average and 2022 when this was 31.

More females accessed our service in 2024 compared to 2023 by percentage. This is partly due to further second stage female-only accommodation being made available



Client Ethnicity

There was no significant change to service users by ethnicity between 2023 and 2024. Lindale Recovery Service participates in multi-organisational discussions around cultural barriers to and stigma for minority ethnicities to access addiction recovery services.



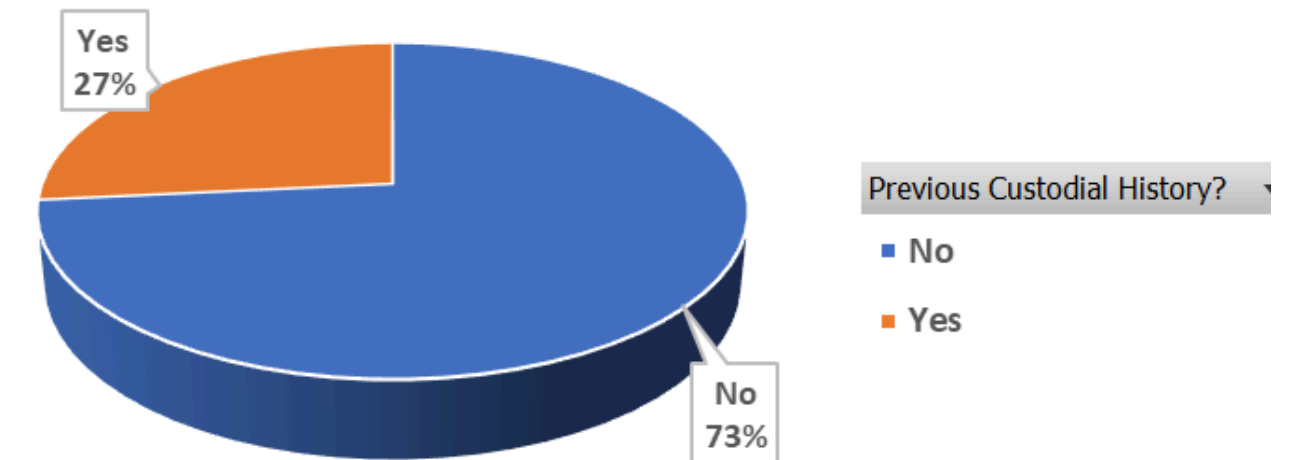
Criminal Justice Involvement

Lindale continues to alleviate pressure on the criminal justice system by providing a constructive pathway for those with a criminal record and/or custodial history to embark on their recovery journey and reduce drug and alcohol offending across the community.

Lindale Recovery Service works in partnership with the Probation service and West Midlands Police “Offender to Rehab” programme to ensure that this pathway can be provided consistently as has been borne out by the percentages in the charts to the left remaining at the same level (to within 1%) over the last 3 years.

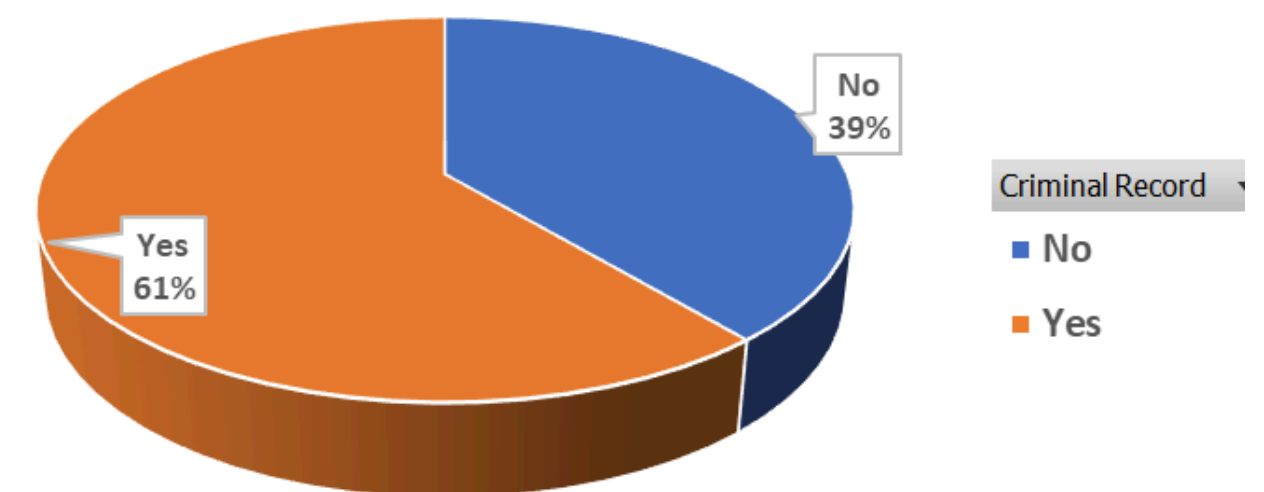
% of 2024 Intake

Intake of 2024 Clients with Custodial History



% of 2024 Intake

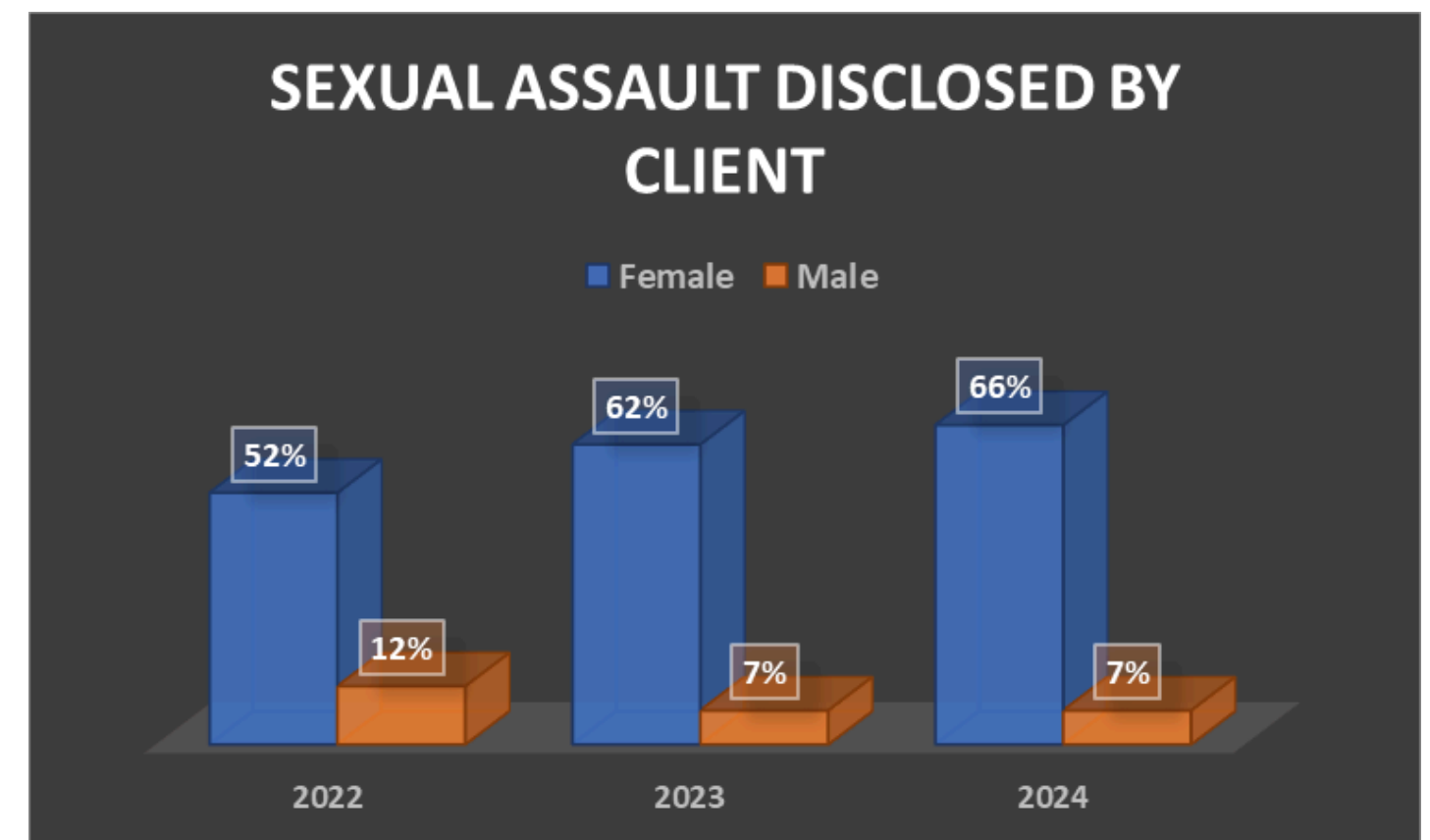
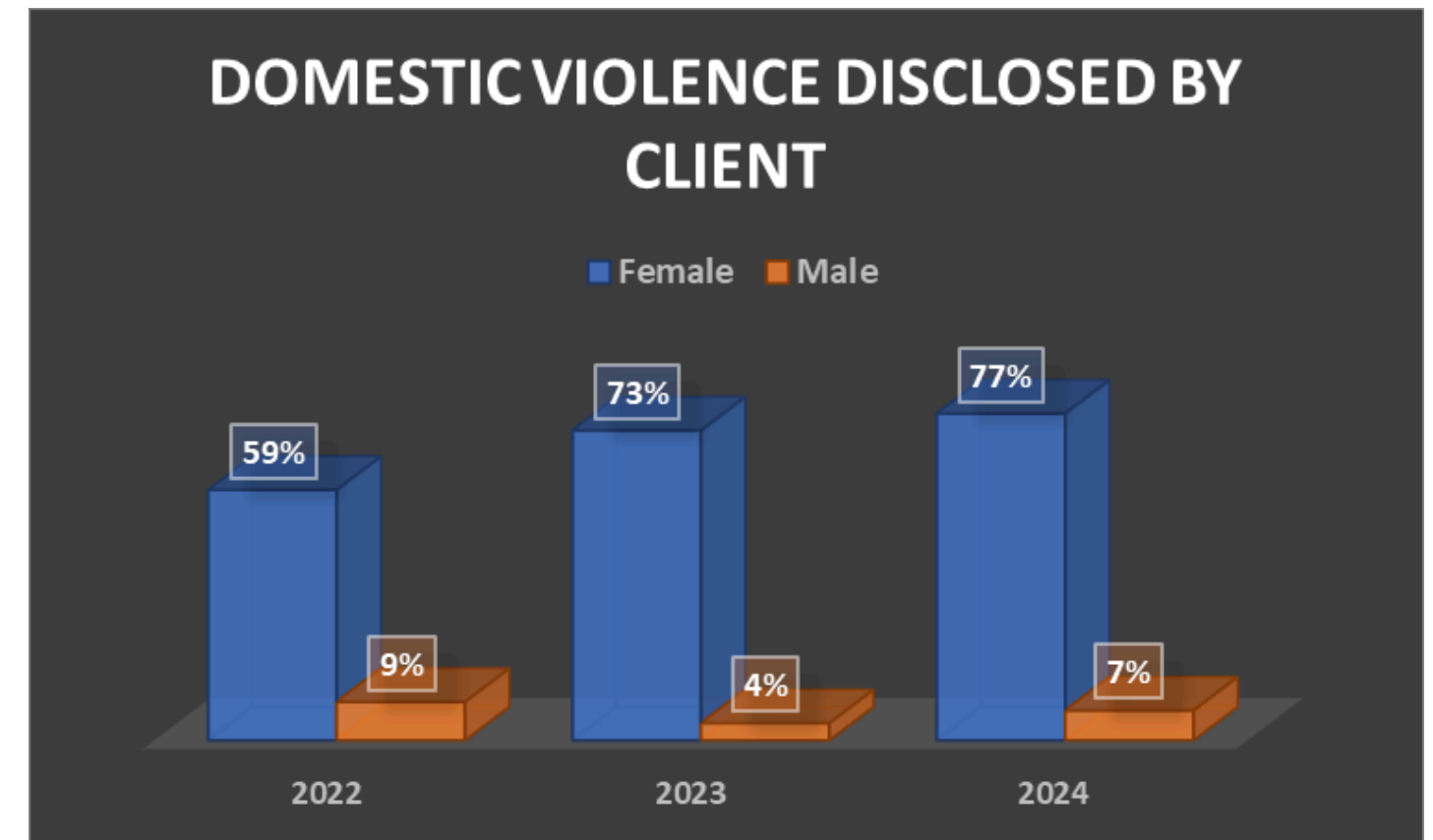
Intake of 2024 Clients with Criminal Record



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. As can be seen in the accompanying graphs there has been a rising trend in such instances disclosed over 3 years.

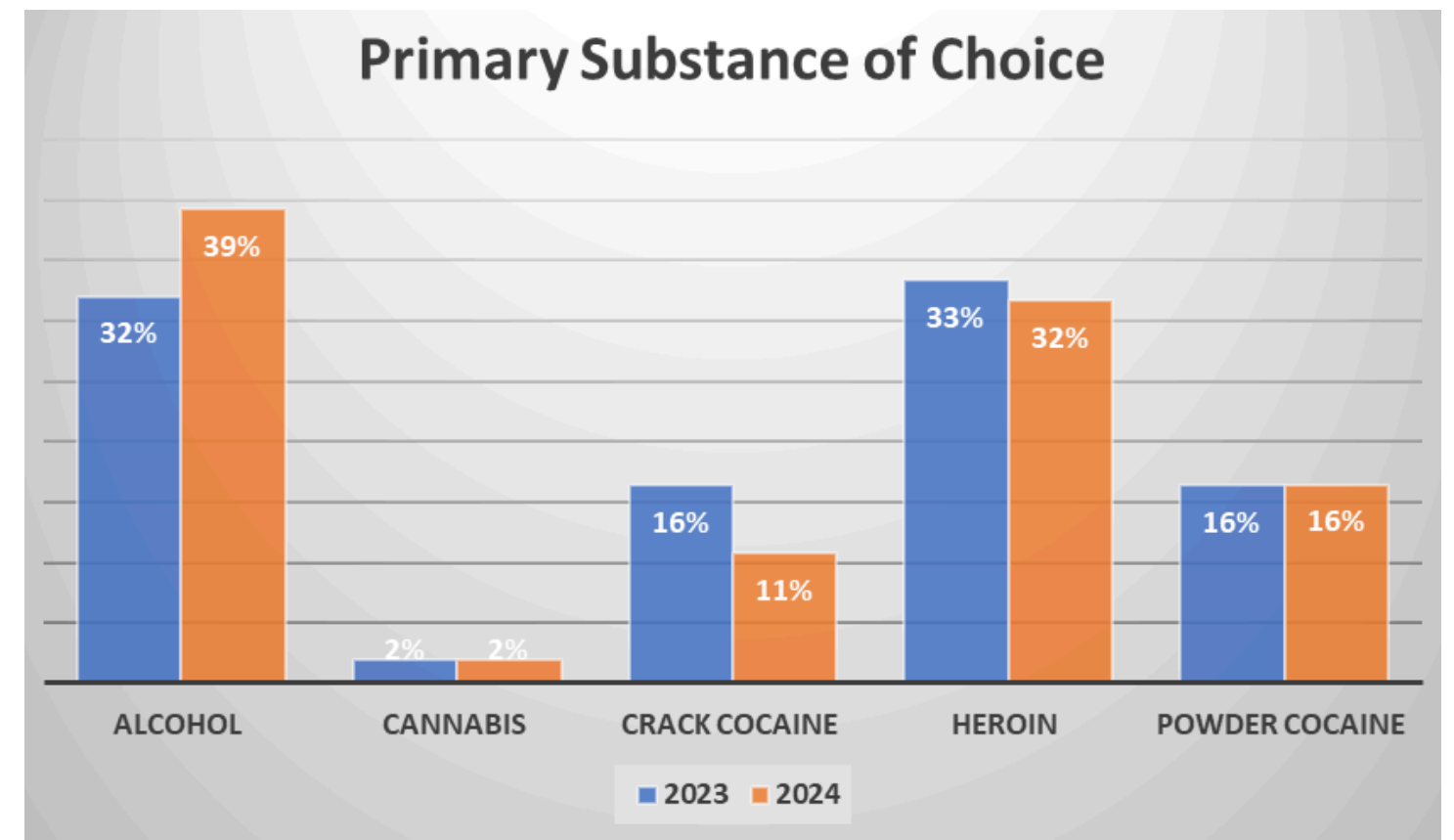
Numbers of male service users who have openly stated their own experience of these remain low, although social stigma most likely plays a large part in the reporting of this.



Primary Substance of Choice

The primary substances of choice among our clients tend to be heroin, alcohol and crack cocaine. In 2024 more clients admitted to the service named alcohol as their primary substance of choice, overtaking heroin which had seen the highest percentage over the previous two years.

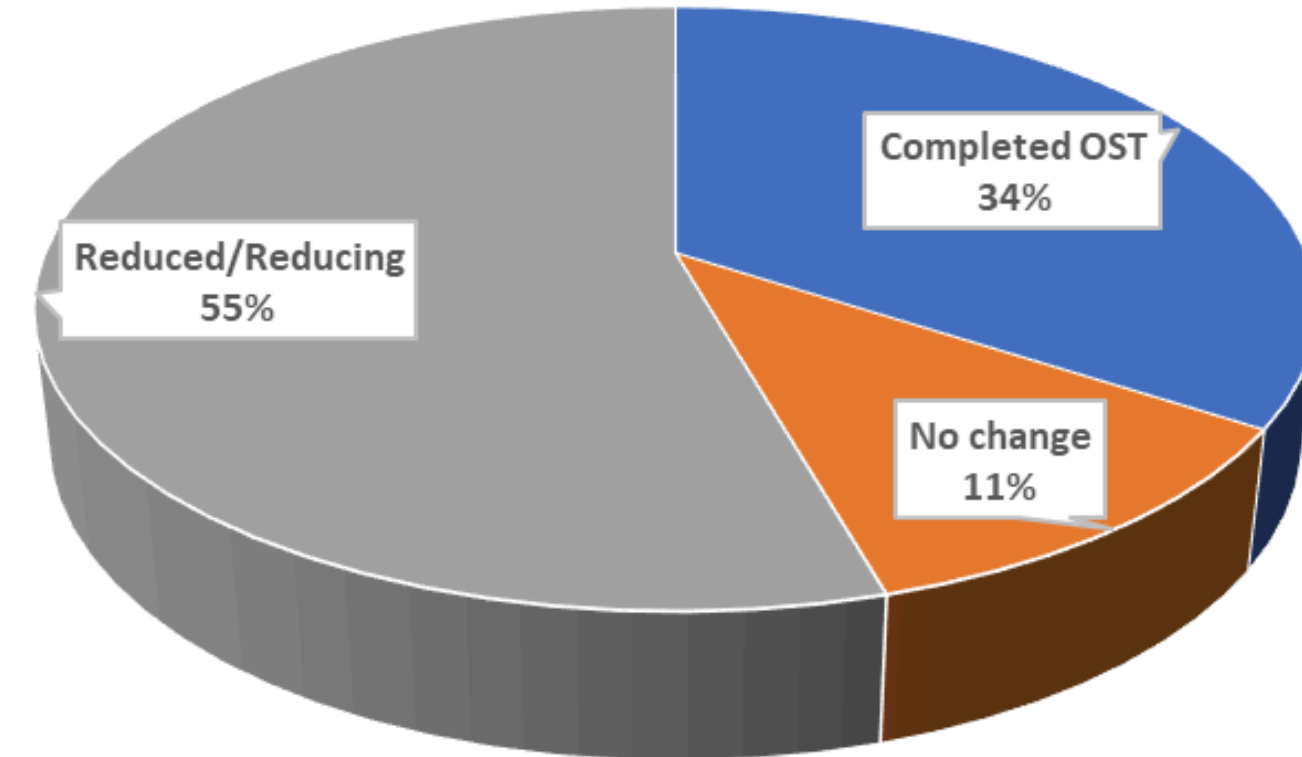
Most of our clients are poly-addicted to several substances with only a negligible percentage having only one substance of choice



Opiate Substitution Reduction

Although Lindale Recovery Service does not provide in-house detoxification, we actively support those of our clients who are on opiate substitution treatments (OST) to engage with local agencies to gradually reduce their dosage in a safe manner with a view to complete detoxification.

OST Reduction / Completion 2024



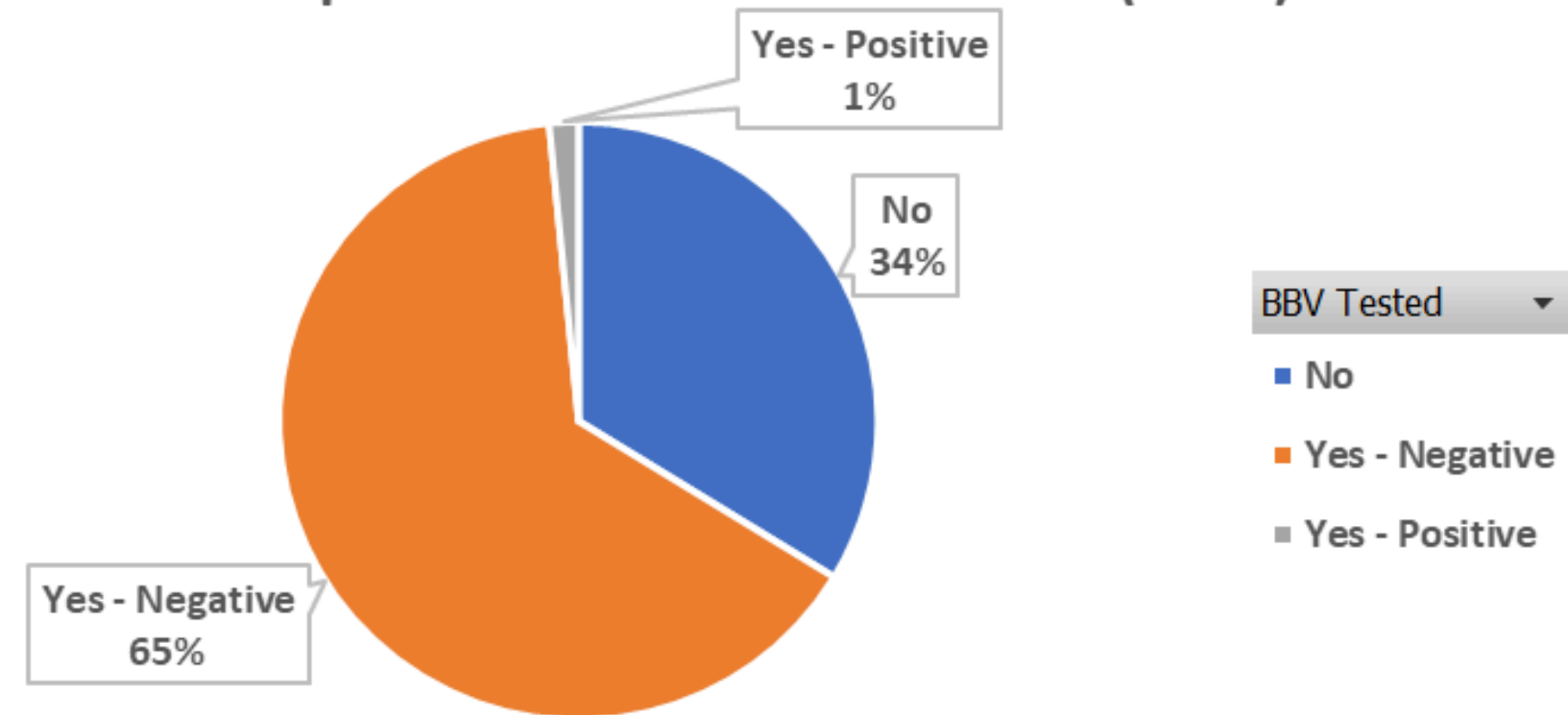
Blood Borne Virus Testing

65% of service users in 2024 have been tested for blood-borne viruses compared to 74% in 2023. This is due to an increase in alcoholic clients who carry less risk of BBV compared to those who have used substances intravenously.

Continued links are established with the Hepatitis C Trust, and Lindale encourages all our clients to be tested as a precaution

% BBV Tested

% Split Residents Tested for BBV (2024)



Mental Health

In 2024 27% of service users reported that they had been sectioned under the Mental Health Act prior to joining our service. This is a decrease of only 1% on the previous year but still 5% more than in 2022.

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

