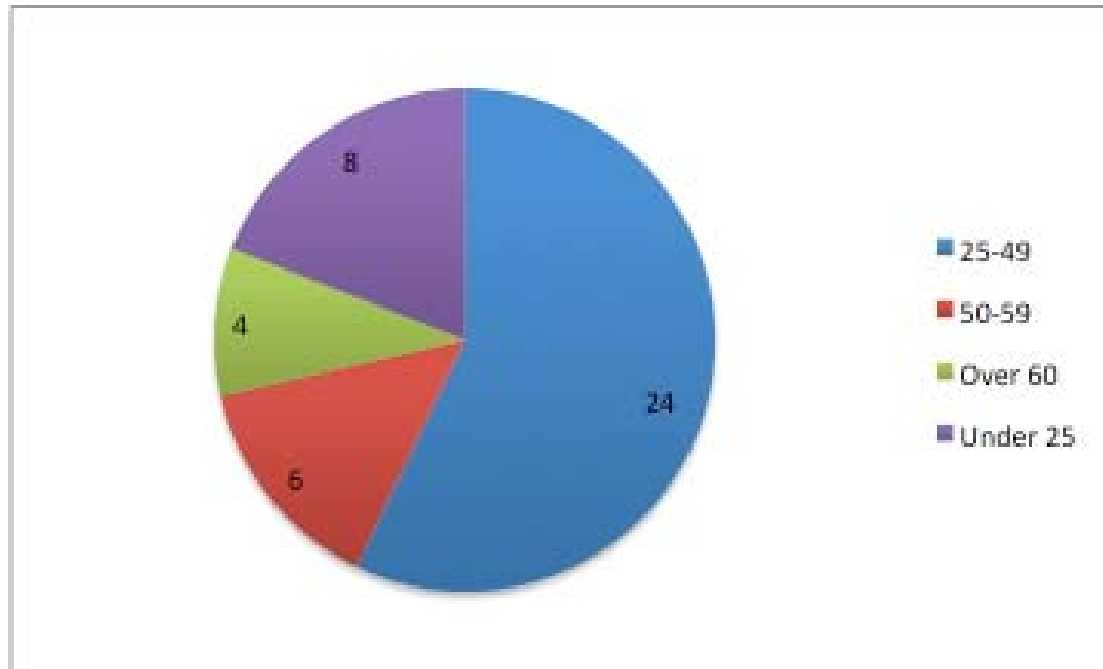


The 999 Club

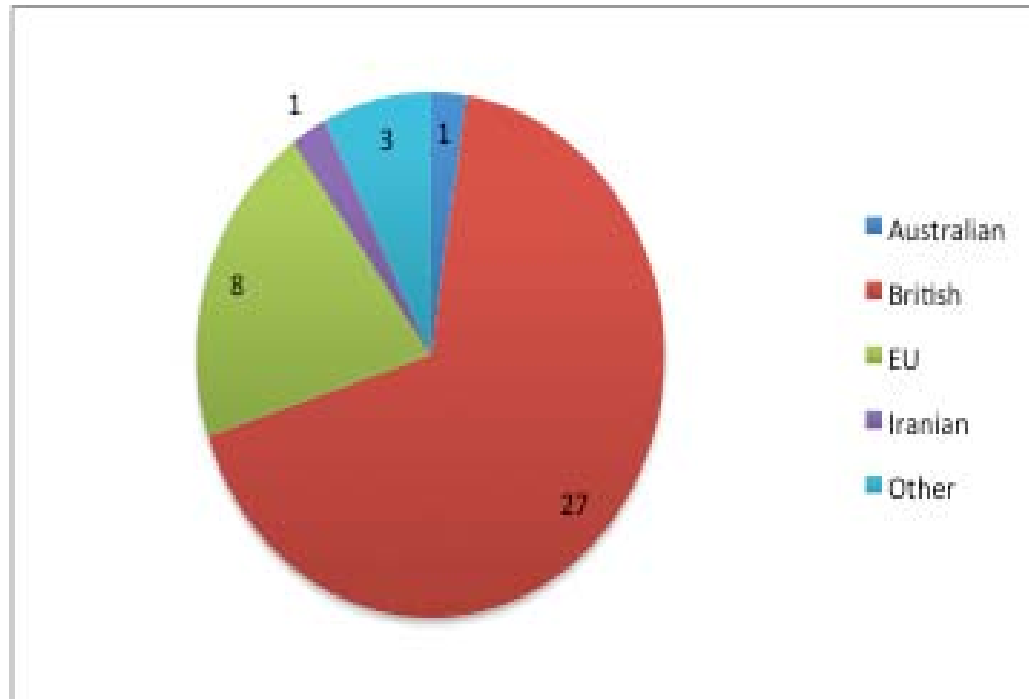
Wellbeing

Age of Guests



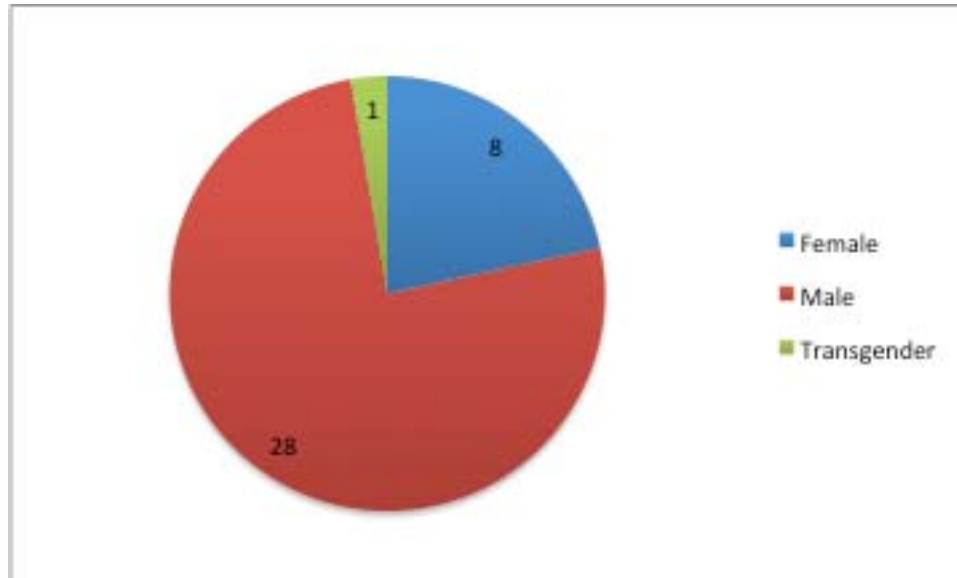
- Most guests are aged between 25 and 49.
- 8 are under 25 and 4 are over 60 years old.

Nationality of Guests



- The majority of guests are British or European

Gender of Guests



- Most of those interviewed were men (28).

Length of Use

The length of time guests had used The 999 Club varied (from one day to over 10 years).

Length of Use

- Length of use varied from 1 day - 10 years+;
- 8 people had been in contact for less than a week;
- There is a sizeable group of “long termers” (18) who have used The 999 Club for over 3 years;
- 3 people had been in contact for over 10 years.

How did you learn of The 999 club?

- Many respondents (19) learned about the 999 club from others (e.g., a friend or “word of mouth”);
- 9 people said they “walked by”;
- Others were signposted by the CAB (2), Shelter (2) or from their place of work (2).
- Other referral agencies included a prison, a hospital, the police and probation services.

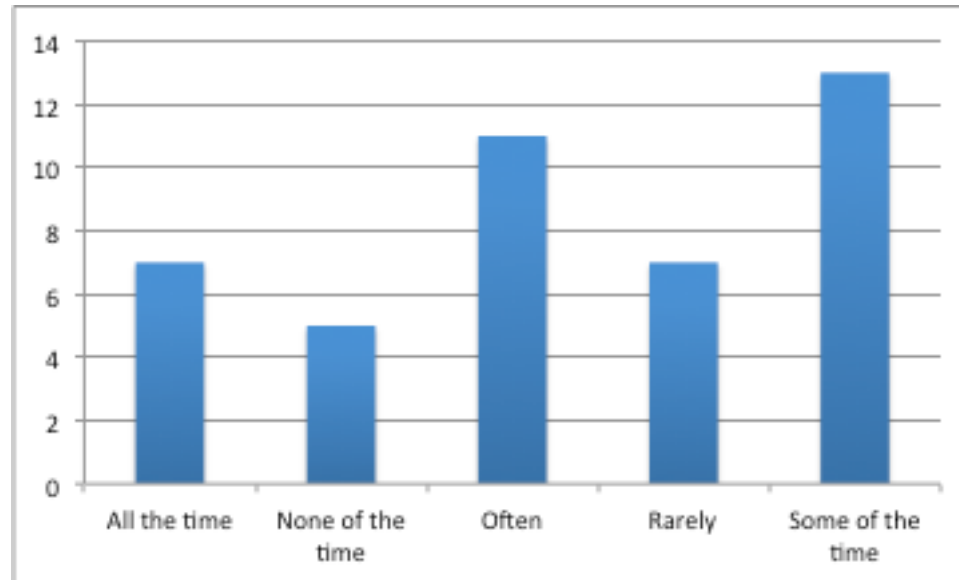
Other Sources of Support

- The majority of those asked (27) receive no other support beyond that provided by the 999 club;
- Others receive support from services including Bench Outreach, Deptford Outreach, CAB and the 170 Project.

What brought you to The 999 Club?

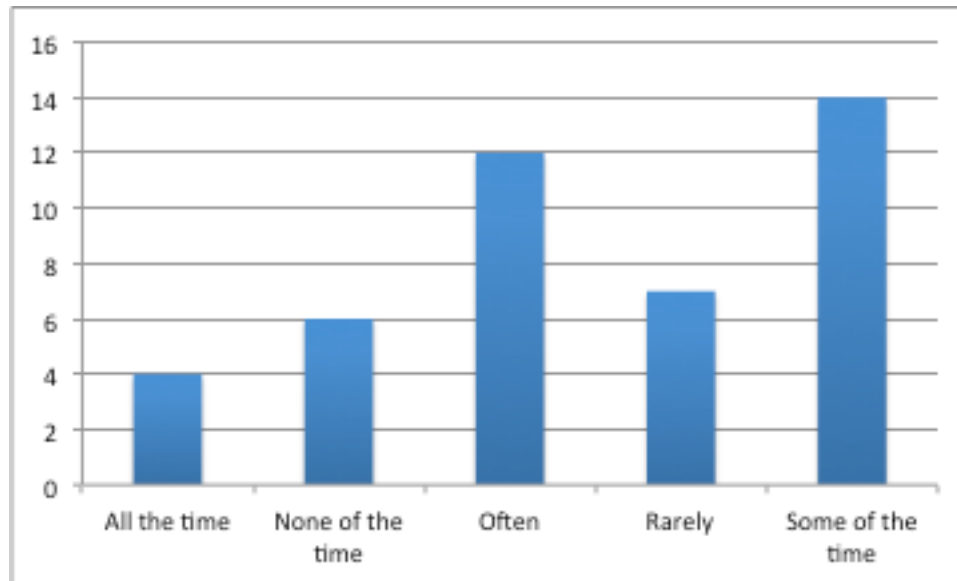
- People's reasons for using the 999 club are many and varied (e.g., housing, benefits, drug/alcohol services, employment advice, immigration advice, to meet people or to sit in a warm and safe environment).
- The single most common reason given was housing advice (11) following by benefits advice (5).

Optimism



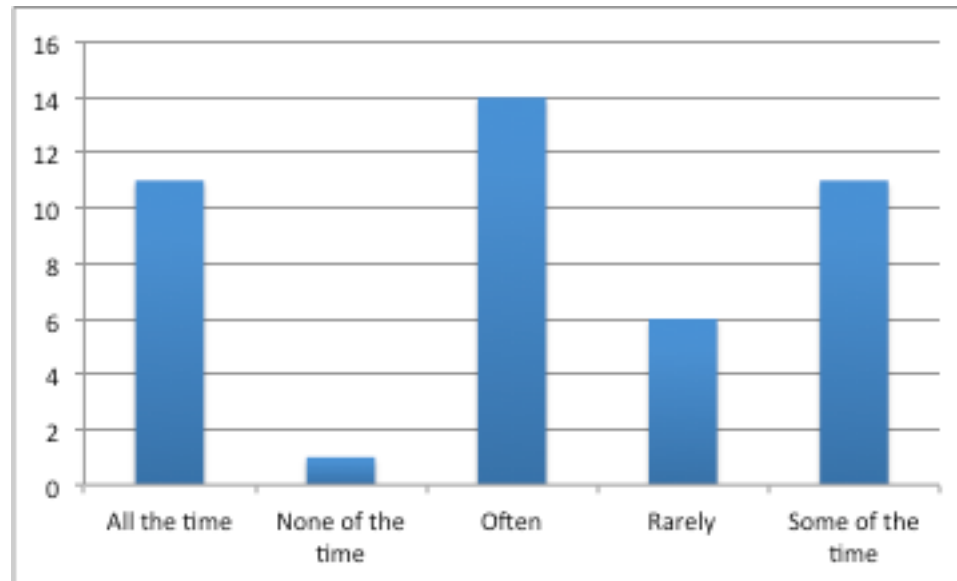
- Most respondents felt optimistic *sometimes* (13) or *often* (11);
- Few felt optimistic *never* (5) or *rarely* (7).

Problem Solving



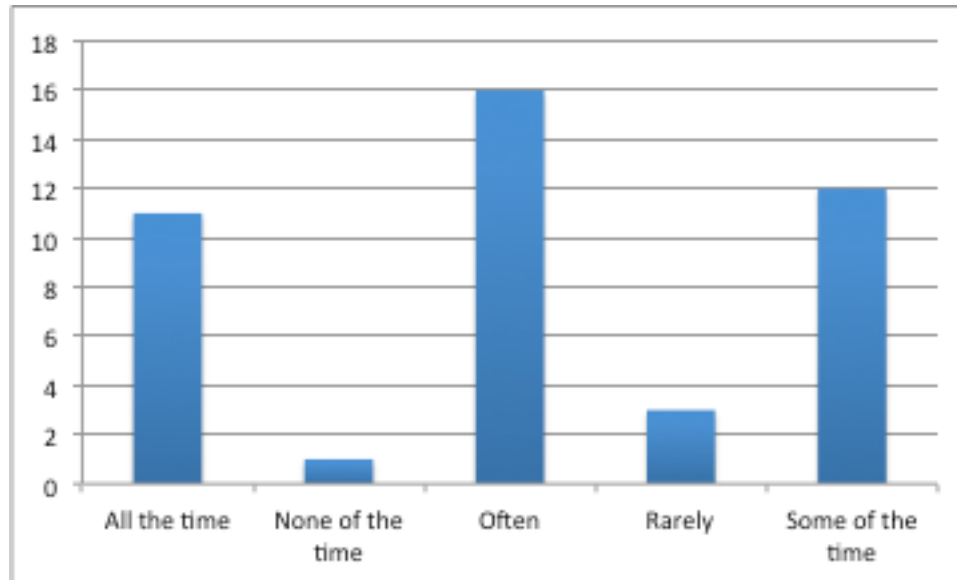
- The majority felt that they effectively solved problems *sometimes* (14) or *often* (12);
- Few felt that they *never* dealt with their problems well (6) or *rarely* (7).

Clarity of Thought



- The majority said they think clearly *sometimes* (11) or *often* (14).
- Only one felt they never thought clearly.

Decisiveness



- Most were decisive *sometimes* (12) or *often* (6).
- One was *never* decisive and 3 were *rarely*.

Trust

- A measure of trust used a scale from 0 (*"can't be too careful"*) to 10 (*"most people can be trusted"*).
- 5 people scored 0 (indicating a lack of trust) and 1 person scored 10 (*"most people can be trusted"*).
- The majority group scored 5 (n=10).