

Homelessness in Jersey Report Fourth Quarter 2025



Minister for Housing

April 2026



Homelessness report

The Minister for Housing collects data on people who are homeless or at risk of experiencing homelessness in Jersey and publishes this data on a quarterly basis.

This is the final quarterly report for 2025 and provides an overview of homelessness statistics across 2025, followed by detailed data covering the quarter from 1 October to 31 December 2025 (“Q4 2025”).

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2025 Summary



The number of **service visits** in each quarter of 2025 ranged from **278** to **348** and the number of **service users** ranged from **267** to **341**



Across each quarter of 2025 between **70% to 74%** of service users were male, and **25% to 27%** were female. In Q3 and Q4 **2% and 3%** were other gender identity



Males tends to be spread across the age groups of **25 or younger**, to **over 56**, whilst females tend to be in the younger age groups of **25 or younger** to **up to 45** years old



Substance use (alcohol and drug use) was the main recorded reason for homelessness among males across 2025 at **14%** of cases



At risk of, has experienced, or is escaping domestic abuse was the main recorded reason for homelessness among females across 2025 at 26% of cases



41% of islanders who were living in temporary shelter accommodation with service providers during 2025 were continuously resident for up to 6 months



Before engaging with a service provider, 30% of people were living with family or friends and 16% were living in the private rental sector

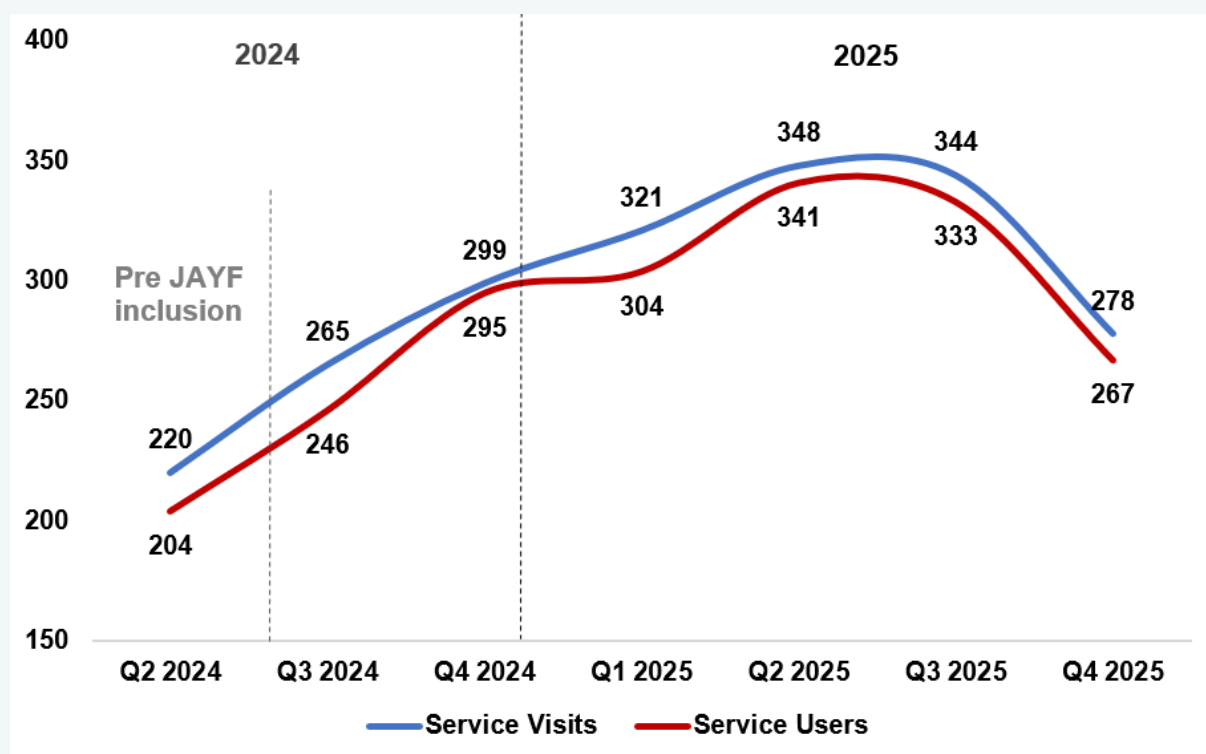


Other government agency/service was the most frequently used External Service over 2025 at 20%, followed by Aztec House GP clinic and Adult Mental Health each receiving 17% of referrals

Service visits and service users

Homelessness reporting commenced in Q2 2024, and over this reporting period, the number of service visits and service users has fluctuated.

Data from JAYF was included in reporting from Q3 2024 onwards, and there has been an overall upward trend in the numbers of service visits and users, peaking at 348 service visits in Q2 2025. This peak decreased slightly in Q3 2025 and then more significantly to 278 in Q4 2025.



Number of service visits and service users Q2 2024 to Q4 2025

Accommodation and Service providers, and the Housing Advice Service, have described this fluctuation in numbers as the '*normal up and down*'.

When considering such variations, it is worth reflecting that these are relatively low counts, so small changes can appear significant.

It is also important to recognise that the reasons why a person will find themselves in a state of homelessness are complex. Although reasons and themes are drawn out in the Homelessness in Jersey Reports, each set of circumstances will always be unique to a person. Similarly, a person's need for support is also unique, which can influence how and when they are able to move back into a self-managed tenure.

Understanding the behaviour of reported statistics therefore requires reflection on the complexity behind the issue of homelessness.

Definitions of homelessness

The defined category of homelessness for most service users in 2025 was houseless. This generally refers to being accommodated in sheltered or supported accommodation.

Definition of homelessness	Service users
Houseless	84%
Insecure	12%
Roofless	2%
Not recorded	<1%
Inadequate	<1%

Definition of homelessness over 2025, weighted by quarter¹, in %

It is important to note that the categorisation is based on the definition applicable at the time of quarterly reporting. As a result, a high number will be considered houseless under the definition of homelessness, as their situation will be reported as a result of being in sheltered accommodation. The reality is that a person may have experienced more than one category over their period of homelessness (i.e., transitioning from insecure housing, to roofless, to houseless).

A person’s circumstances when they were first referred to a service is captured in the pre-service situation statistics shown [below](#).

Gender, age, residential and employment status

Most service users in 2025 were male.

This remained broadly consistent throughout the year, where males have accounted for 70% to 74% of the total, and females accounted for 25% to 27%.

	Q1	Q2	Q3	Q4
Male	74%	73%	73%	70%
Female	26%	27%	25%	27%
Other gender identity	~	~	2%	3%

Gender of service users over 2025, weighted by quarter in %

¹ Weighting when presenting annual statistics based on quarterly data ensures that quarters with larger numbers contribute appropriately to the overall annual picture.

Male service users are distributed across all age groups.

	Q1	Q2	Q3	Q4
up to 25	18%	18%	18%	20%
26 to 35	22%	21%	21%	19%
36 to 45	21%	17%	20%	20%
46 to 55	17%	22%	22%	21%
over 56	22%	22%	19%	20%

Age of males over 2025, weighted by quarter in %. Darker shades reflect higher proportions

Female service users are more weighted towards younger age groups.

	Q1	Q2	Q3	Q4
up to 25	27%	28%	34%	36%
26 to 35	22%	28%	23%	23%
36 to 45	25%	18%	25%	23%
46 to 55	16%	13%	11%	10%
over 56	10%	13%	7%	8%

Age of females over 2025, weighted by quarter in %. Darker shades reflect higher proportions

Most service users in 2025 had Entitled status.

Entitled	87%
Registered or Licenced	8%
Entitled for Work	5%

Residential status of service users across 2025, weighted average of each quarter, by %

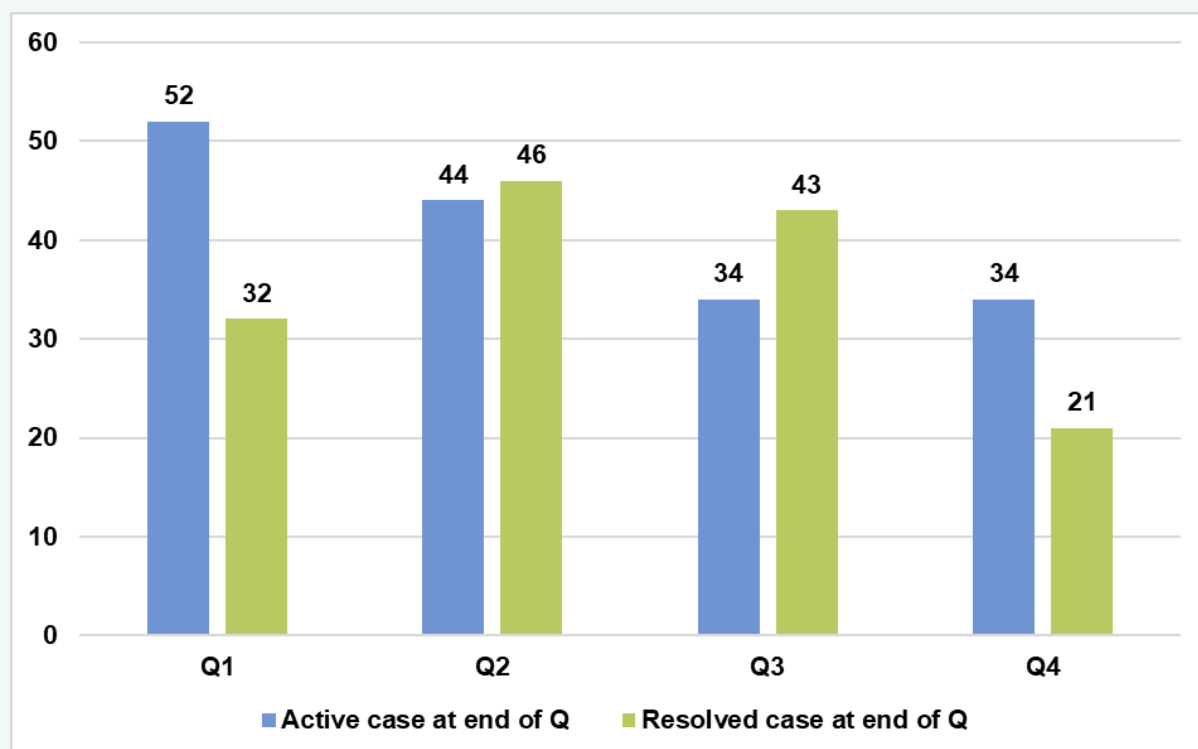
Most service users in 2025 were unemployed.

Unemployed	60%
Employed	28%
Retired and other	5%
Employed part time (approximately less than 25 hours per week)	4%
Education and training	3%

Employment status of service users across 2025, weighted average of each quarter, by %

Housing Advice Service

The number of active and resolved cases at the end of each quarter provides an indication of the demand on the Housing Advice Service (HAS) by service users seeking support when facing homelessness, together with the level of resolution provided.



HAS active and resolved cases per quarter over 2025

Where the HAS have been able to work with service users to help resolve their situation of homelessness, the most common outcome in 2025 was securing a tenancy with Andium Homes.

Andium Homes	39%
Private rental sector	22%
No longer wants support	18%
Return to family or partner	9%
Referred to other service, HMP La Moye	8%
Left island, residential care, other	4%

HAS outcomes for resolved cases over 2025, weighted average of each quarter, by %

Reasons, residency, preservice conditions and referral pathways

The quarterly reports provided a detailed breakdown of the reasons for homelessness. Different themes have emerged for both males and females.

For males, substance abuse was the most recorded reasons for homelessness across 2025.

Substance use (alcohol and drug use)	14%
Mental health problems	11%
Unemployment or unstable employment	10%
Breakdown of relationships	10%
Parent, family or friend no longer willing or able to accommodate	9%
Person aged 18 to 25 years requiring support to manage independently	9%
Lack of affordable accommodation	7%
Other	7%
History of offending	6%
Uncategorised	6%
Family breakdowns	5%
Physical disability and/or ill-health	4%
Mortgage or rent arrears	2%

Male reported reasons for homelessness in 2025, weighted across each quarter, by %

For females, the most recorded reason related to the risk, experience or escape from domestic abuse.

At risk of, has experienced, or is escaping domestic abuse	26%
Person aged 18 to 25 years requiring support to manage independently	15%
Parent, family or friend no longer willing or able to accommodate	13%
Breakdown of relationships – abusive behaviour	12%
Substance use (alcohol and drugs use)	8%
Mental health problems	7%
Other	7%
Breakdown of relationships	5%
Family breakdowns	4%
Uncategorised	3%

Female reported reasons for homelessness in 2025, weighted across each quarter, by %

In 2025, just over 40% of service users in temporary shelter accommodation (provided by FREEDA, JAYF, Sanctuary Trust, and Shelter Trust) had been resident for up to six months, with the remainder spread across stays from over six months to more than three years.

0 to 6 months	41%
6 to 12 months	16%
1 to 2 years	18%
2 to 3 years	10%
3 years or more	15%

Weighted average length of continuous residency with a service provider, 2025, by %

The weighted average across each quarter of preservice situations – meaning the circumstances of service users before engaging with a service provider – shows that living with family or friends, often characterised by sofa-surfing, was the most common situation in 2025.

Living with family or friends	30%
Private rental sector	16%
Departure from institutions (including penal institution)	14%
Other forms of temporary accommodation	11%
Unknown and other	8%
Sleeping rough	7%
Living with partner (dependent on partner for accommodation)	6%
Social rental sector	4%
Other emergency accommodation provider	4%

Weighted average pre-service situations in 2025, by %

The most common referral route across 2025 was ‘self-referral’. It is important to note that the category of ‘self-referral’ includes signposting a person to a relevant service provider rather than a formal referral process from one agency to another, as well as a person independently seeking assistance from a service provider.

Self-Referral (includes verbal referral / signposting)	56%
Agency Referral / Multi-Agency Referral	36%
Internal Referral	8%

Weighted average referral route in 2025, by %

External Services

Data reporting also includes the known external services used by homelessness service users. These external services are a range of government and charitable services that provide support, alongside the accommodation and service providers, to help meet different requirements.

‘Other government agency/service’ ranks the highest over 2025 reflecting a wider range of services used, the more specific services of ‘Aztec House GP clinic’, ‘Adult Mental Health’ and ‘Alcohol and Drugs Service’ also having a high level of use.

Other government agency/service	20%
Aztec House GP clinic	17%
Adult Mental Health	17%
Alcohol and Drugs Service	13%
Adult Social Services, Children's Social Care Services	7%
Other	6%
Probation & Aftercare Service	6%
Charitable organisations	5%
Domestic Abuse	5%
Housing Advice Service	4%

External services used in 2025, weighted across each quarter, by %

2025 Service provider summaries

The quarterly reports also include updates from the service providers, offering direct qualitative insight into their experiences over the quarter to provide additional context alongside the data.

Providers were invited to include any wider reflections of their work and experiences over the course of 2025.

FREEDA noted that:

- In 2025, Freeda continued to experience consistently high demand for safe accommodation.
- Domestic abuse remained a significant and deeply concerning driver of homelessness, particularly among women, and was the leading reason for homelessness among females throughout the year.
- Capacity pressures were a recurring challenge, especially in Q2 and Q3 when the service operated at or near full occupancy.
- Extended stays were often linked to residency, financial, and housing barriers, which limited our ability to help secure onward accommodation for some residents, as well as limiting our capacity to accommodate new referrals, including women and children in urgent need.
- Across the year, most residents were already known to FREEDA, and the majority engaged with external agencies for additional support.
- While demand eased slightly in Q4, overall trends remained steady, highlighting the ongoing need for accessible, safe, and sustainable housing pathways for women affected by domestic abuse.

Sanctuary Trust noted that:

- Mental health issues and addiction challenges continue to be the primary drivers of our admissions.
- We have remained at full capacity at our entry house for the entire year.
- We saw an increase in enquiries and assessments from HMP La Moye during 2025 as opposed to 2024 and 2023. This possibly reflects an increasing trend in prison leavers not having stable accommodation to be released into.
- We have noted an increasing trend in the length of stay of residents after they move into Sanctuary House. We are still collating data to ascertain why this is the case, but it may be down to the increased economic pressures of independent living.

Shelter Trust noted that:

- Through 2025, we experienced an increase in the number of people accessing Shelter accommodation, particularly at Aztec House and Venetia House, our emergency accommodation and women only services. This rise reflects the challenges faced by individuals within our community seeking immediate support to avoid rough sleeping or unsafe living situations.
- A notable trend throughout the year was the increase in numbers of women accessing Shelter's services, including Venetia House, Outreach and via our Inclusion Workers – Women's Services. This reflects an increase in demand for dedicated services to meet the particular needs and risks faced by women experiencing homelessness, including increased vulnerability, domestic abuse, and hidden homelessness.
- Across Shelter, two factors are prominent as drivers of homelessness: relationship breakdowns and poor mental health. These situations often leave people without safe accommodation and few options for stable housing.
- Poor mental health is often both a cause and a consequence of housing instability. Mental health challenges can often undermine the person's ability to maintain tenancies, navigate complex personal circumstances, or access support before reaching crisis point.

- Given the complexity of these issues, partnership working continues to be essential. Shelter's work alongside the GoJ Housing Advice Service, mental health services, and social housing providers remains vital to ensuring that people receive the right support at the right time.
- These partnerships allow for early interventions, coordinated risk management, and a pathway from emergency accommodation into longer-term, sustainable housing within the community. After leaving Shelter, service users can access continued support from our Resettlement and Aftercare Team, Outreach and Inclusion Workers – Women's Services.
- Should the demand for our services continue to trend upwards, especially emergency accommodation, our partnership work with others is essential in supporting homeless people.
- Homelessness is complex and many service users face several interconnecting challenges, highlighting the need for partnership working to ensure help is strengths led, person-centred and timely.
- The reporting above does not capture the significant number of individuals supported in the community by our Outreach, Resettlement and Women Only services.

Housing Advice Service

- The Housing Advice Service are the central government advice and guidance point of contact, for islanders with housing queries or who are faced with housing challenges.
- The team provide triage assessment and signpost to the relevant services as appropriate to provide a personalised action plan.
- You can contact the team by email, telephone, or in person at the Government of Jersey's Union Street building from 8.30am to 5pm, Monday to Friday. For further information, please see the [Support](#) section at the end of this report.

Q4 2025 Homelessness Report

Definition of homelessness

In Q4 2025, there were 278 service visits by 267 people.

Of these people, where their homelessness was categorised under one of the four high level definitions of homelessness in the Minister for Housing’s ‘homelessness definition framework’,² this showed that:

- 236 people were classed as being ‘houseless’ under the framework. This means that they had a temporary place to sleep in institutional or shelter accommodation.
- 27 people were classed as living in ‘insecure housing’, which includes situations where a person is living in insecure accommodation, under an eviction order, or living under the threat of violence.
- Less than 5 people were classed as being ‘roofless’, which includes situations such as rough sleeping; and
- Less than 5 people identified as living in ‘inadequate housing’.³

High level definition of homelessness	Count
Houseless	236
Insecure	27
Roofless	<5
Inadequate	<5

Table 1: high level homelessness definition of service provider service users

² Homelessness Definition Framework (October 2022) –

<https://www.gov.je/SiteCollectionDocuments/Home%20and%20community/Homeless%20Definition.pdf>

³ For the purposes of anonymity and avoidance of disclosing personal information, the count of individuals who are classed as homeless due to ‘rooflessness’ or their accommodation being ‘inadequate’ is stated as ‘less than 5’ and the other counts have been independently rounded to the nearest 5.

Characteristics

Gender profile

Of the 267 service users recorded as homeless in Q4 2025, 70% were male, 27% were female, and 3% were other gender identity.

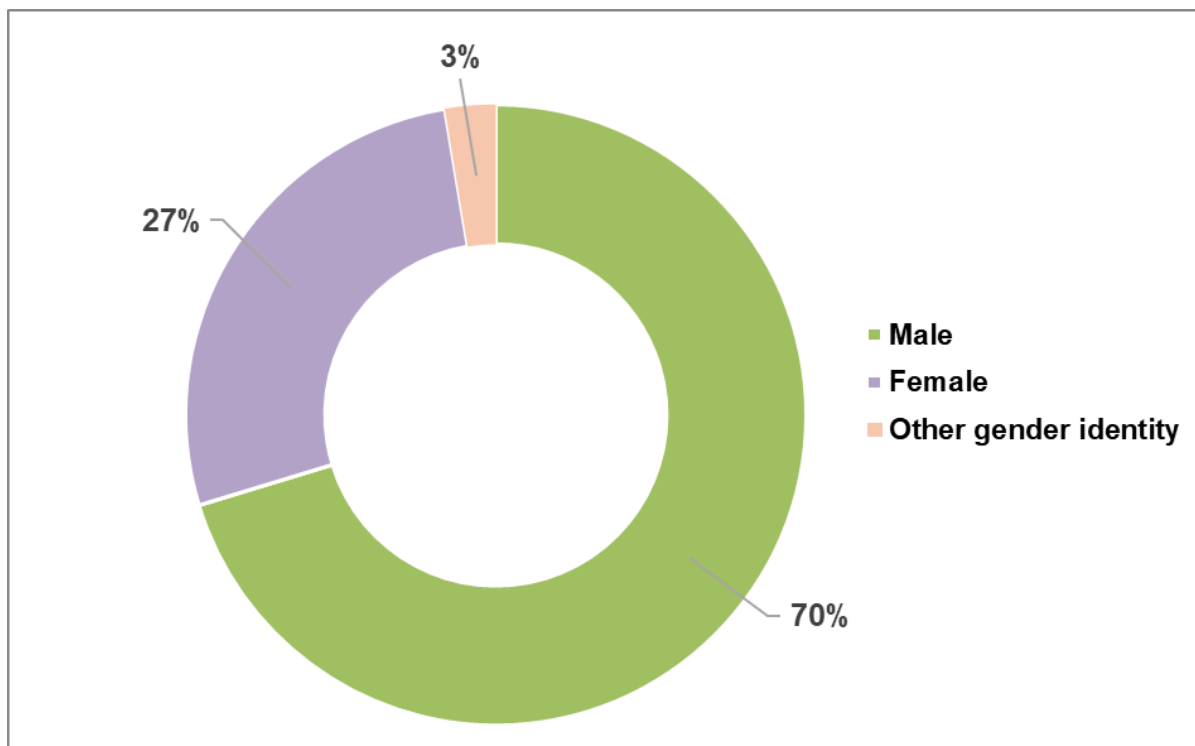


Figure 1: gender of people recorded as homeless by percentage (%)

Other Gender Identity

Other gender identity refers to individuals whose sense of gender does not fit within the traditional categories of male or female, and may include identities such as non-binary, genderqueer, or self-described terms chosen by the person.

During Q4 2025, 3% of service users identified as other gender. This is a relatively low count, and to ensure anonymity and avoid disclosure, these service users have not been included in the 'age' and 'reasons for homelessness' statistics that are reported by gender.

Overall, this group is made up of people under the age of 36, with their reasons for homelessness relating to family breakdowns, a difficulty in living independently, and where there is no longer a willingness or ability to be accommodated by family or friends.

The other gender identity group have been included in the other relevant statistics in this report such as 'residential status', 'service visits and residency' and 'external services used'.

Age profile by gender

Where age has been recorded, figure 2 shows that for males, the age group '46 to 55' years old has the highest number, closely followed by the 'up to 25', '26 to 35' and '36 to 45' years old age group.

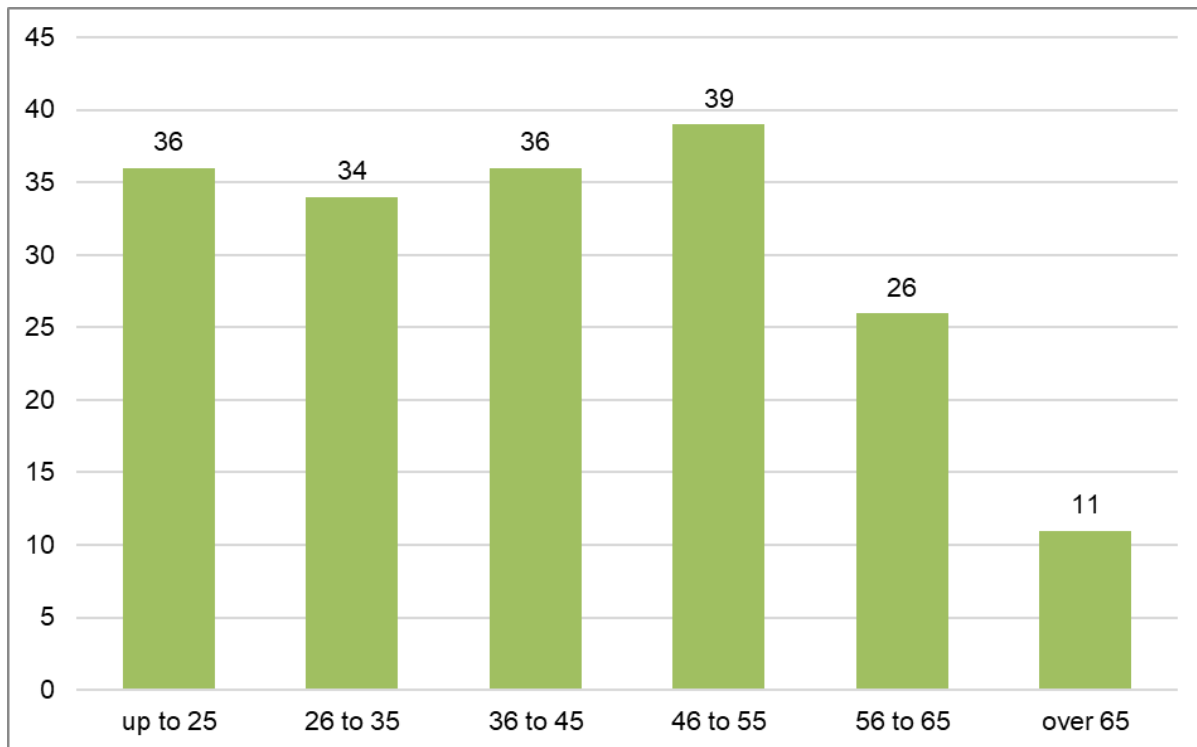


Figure 2: reported age range (in years) of males recorded as homeless

Figure 3 shows that for females the age group 'up to 25' age band has the highest number.⁴

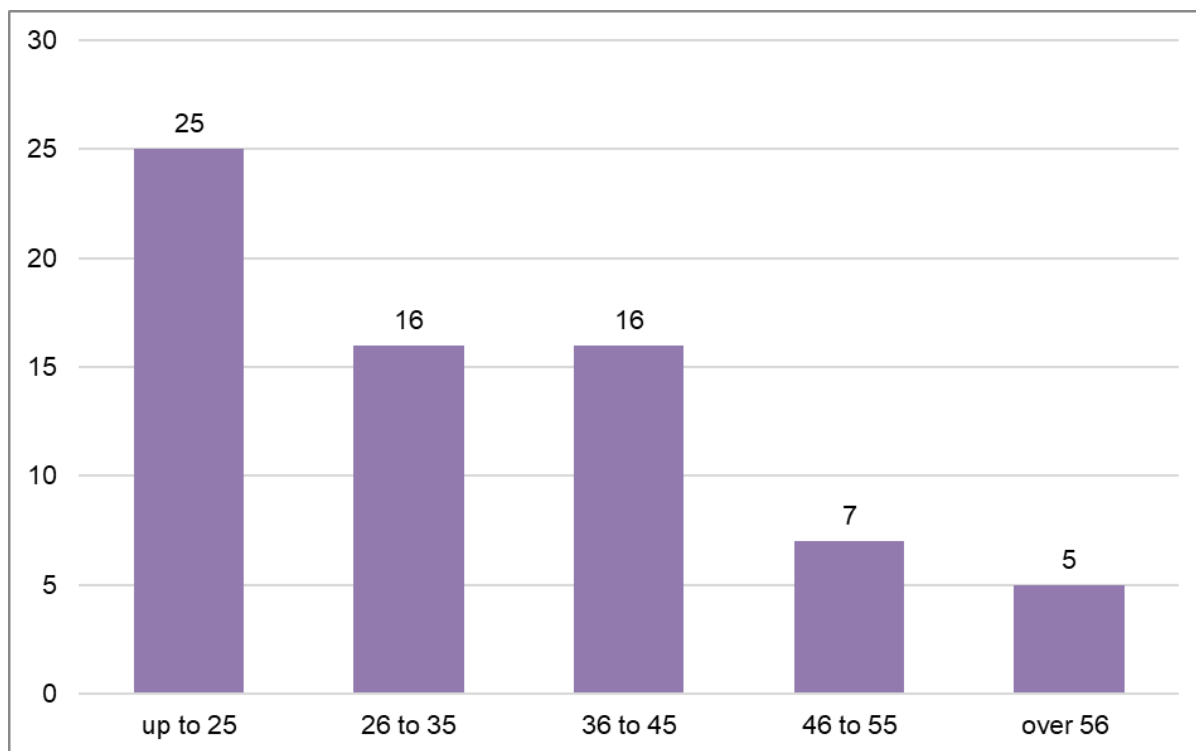


Figure 3: reported age range (in years) of females recorded as homeless

⁴ Note that the horizontal x-axis of reported age groups for Figures 2 and 3 do not allow for a direct comparison between the ages of males and females. Figure 2 provides an 'over 65' age group, whereas Figure 3 provides a 'over 56' age group. This is for the purposes of avoiding disclosure and reporting counts of less than 5.

Residential and employment status

Where the residential status⁵ of service users was recorded in Q4 2025, this showed:

- 88% had 'Entitled' residential status;
- 7% had 'Registered' or 'Licenced' status; and
- 5% had 'Entitled for Work' status

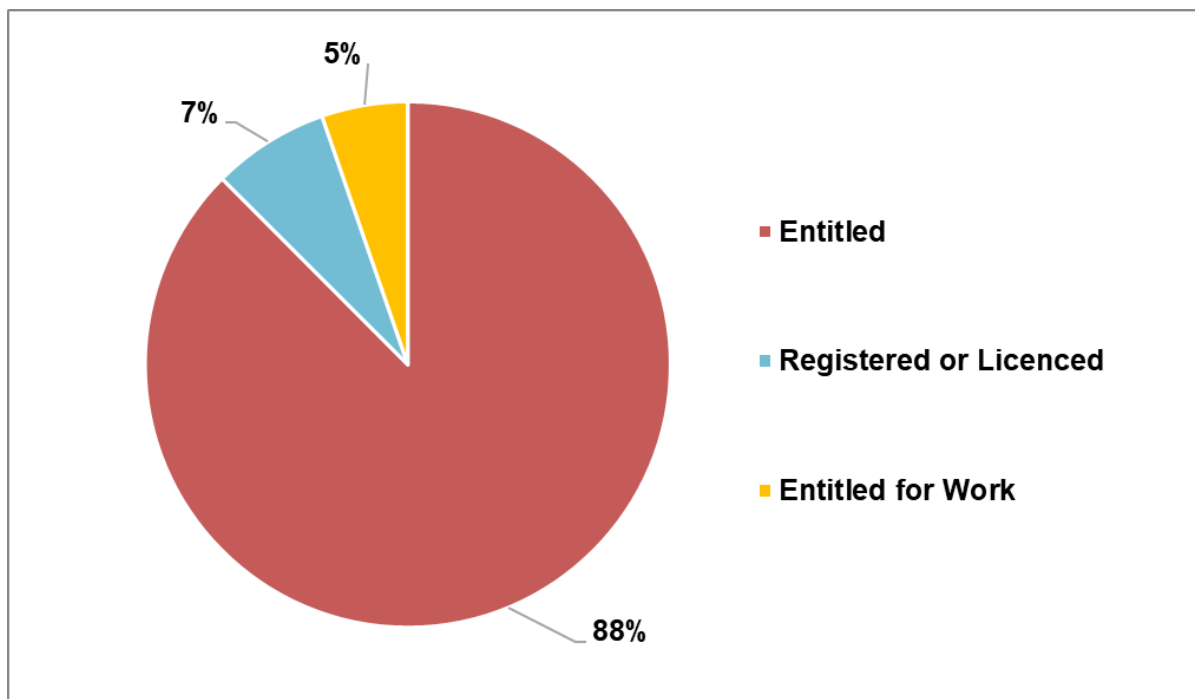


Figure 4: residential status of people recorded as homeless by percentage (%)

⁵ An explanation of residential statuses and what they mean is available at:
<https://www.gov.je/Working/Contributions/RegistrationCards/Pages/ResidentialStatus.aspx>

Service providers were able to record the employment status⁶ of 266 service users in Q4 2025, of which:

- 167 people (63%) were recorded as being unemployed;
- 70 people (26%) were recorded as being employed;
- 13 people (5%) recorded as employed part time; and
- 11 people (4%) were recorded as retired and other;
- 5 people (2%) recorded as in education and training

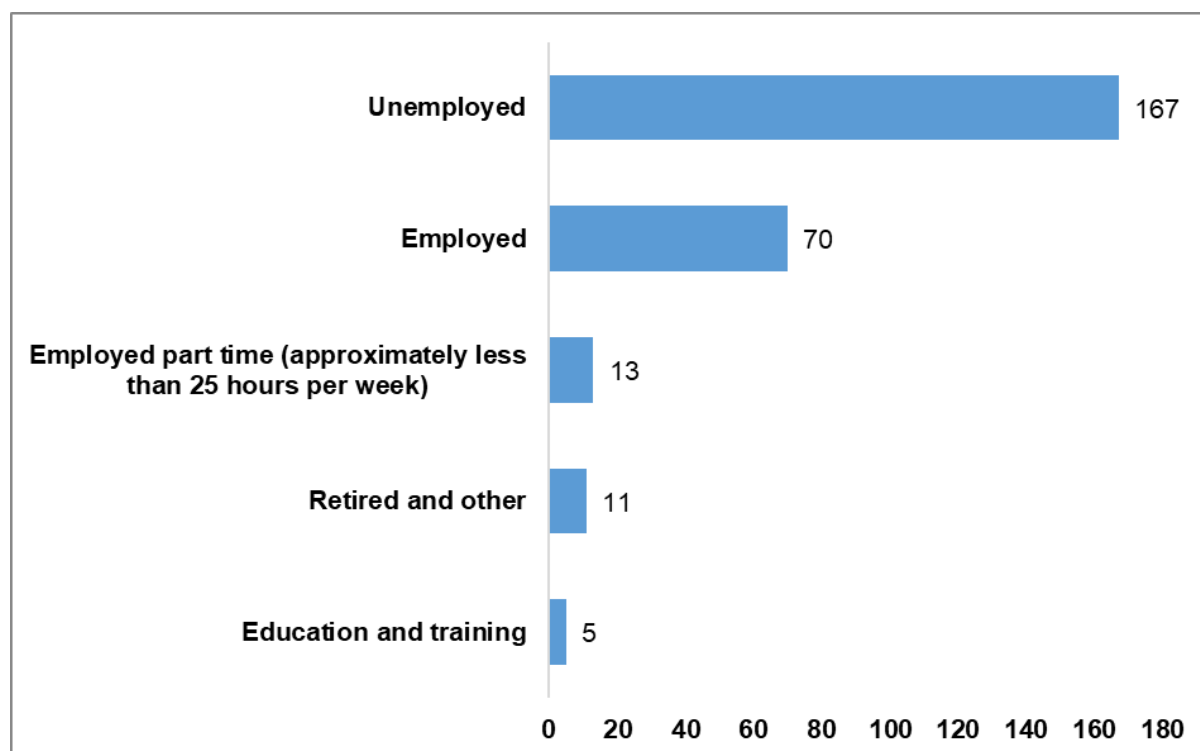


Figure 5: number of people who are homeless by employment status

⁶ In Figure 5, for the purposes of anonymity, avoidance of disclosure, and data presentation, categories have been grouped together where the reasons were deemed similar in nature, for example, grouping together 'education and training.'



Housing Advice Service

This section sets out homelessness statistics from the data produced by the Housing Advice Service (HAS).

The HAS is a government service within Employment, Social Security and Housing (ESSH) that provides information, advice and support to islanders about all aspects of housing. This includes the provision of information and support for islanders who are homeless or at risk of experiencing homelessness.

The statistics in this section relate only to people where the HAS is the lead organisation supporting those individuals, and where they are not in contact with other homeless accommodation and service providers. This is to avoid duplication in the reporting process.

The HAS also works with people who are in contact with the other service providers, but where the HAS is not the lead organisation supporting those individuals. These statistics do not, therefore, represent the full extent of the work undertaken by the HAS in relation to homelessness.

HAS service users: engagement, active, and resolved cases

During Q4 2025, of the 267 people identified as homeless, the HAS dealt with 55 active cases relating to homelessness, of which:

- 18 people came into contact with the HAS before this reporting quarter; and
- 37 people came into contact with the HAS during Q4 2025

Of these people, 34 were still active cases at the end of Q4 2025, and 21 cases had been resolved by the HAS.

HAS service users	Count	Came into contact before Q4	Came into contact during Q4
Active case at end of Q4	34	18	16
Resolved case at end of Q4	21	0	21
Total	55	18	37

Table 2: HAS service users by active and resolved cases, and first engagement before and during Q4 2025

Of the 18 service users who came into contact with the HAS before Q4 2025:

- 6 of them commenced engagement during Q3 2025, and
- 12 of them commenced engagement before Q3 2025.

Of the 21 cases resolved by the end of Q4 2025:

- 9 people were accommodated by Andium Homes; 5 people secured accommodation in the private sector; and the rest no longer wanted or required support, were referred to other services, returned to family or partner, or left the island.

HAS assistance to secure accommodation:





In some instances, the HAS provide assistance to help an individual secure short-term accommodation. Of the 34 individuals with an active case with the HAS at the end of Q4 2025, 19 people received HAS assistance to secure short-term accommodation.

HAS service users	Count of active cases	HAS assistance to secure accommodation
Active case	34	19

Table 3: HAS service users by active case and those with HAS assistance to secure accommodation.

Accommodation and Service Providers

This section sets out homelessness statistics from the data produced by the following homeless accommodation and service providers:

FREEDA	
JAYF	
Sanctuary Trust	
The Shelter Trust	

During Q4 2025, of the 278 service visits by 267 people, these service providers received 223 visits by 212 people.

Reasons for homelessness

The reporting process allows service providers to submit up to three reasons to describe a person’s reason for homelessness from a pre-defined set of 33 reasons. This multiple reporting recognises that there is often more than one reason why a person might become homeless or is at risk of experiencing homelessness. This allows for some of the complexity of these homelessness situations to be recorded by service providers. There were nearly 400 reasons for homelessness recorded by service providers in Q4 2025.⁷

Reason for homelessness	%
Substance use (alcohol and drug use)	14
Mental health problems	13
Parent, family or friend no longer willing or able to accommodate	10
Person aged 18 to 25 years requiring support to manage independently	10
Breakdown of relationships	9
Unemployment or unstable employment	8
At risk of, has experienced, or is escaping domestic abuse	6
Other	6
Family breakdowns	5
Lack of affordable accommodation	4
History of offending	4
Physical disability and/or ill-health	4
Uncategorised	3
Breakdown of relationships – abusive behaviour	3
Mortgage or rent arrears	1
Total	100

Table 4: reasons for homelessness by percentage (%)⁸

⁷ Where a person’s reason for homelessness did not match a listed description, or included factors not listed, this has been recorded as ‘uncategorised’ in Tables 4 to 6. ‘Other’ reasons in these tables are categories that have low counts and are grouped together for purposes of anonymity and avoidance of disclosure. For the purposes of anonymity and avoidance of disclosure, and for presentation purposes, categories have been grouped together where it is felt that the reasons were similar in nature, for example, grouping together alcohol and drug use under substance use.

⁸ Tables 4 to 6 are presented as percentages of the total of recorded reasons for homelessness. These percentages were derived from counts that have been subject to groupings for the purposes of anonymity and avoidance of disclosing personal information.

The reasons recorded by service providers for homelessness varied between males and females. There were over 270 reasons for homelessness recorded for males, as illustrated in Table 5 as percentages. The table shows that ‘substance use (alcohol and drugs use)’ was the main reason for homelessness recorded amongst males at 17%.

Reasons for homelessness amongst males	%
Substance use (alcohol and drugs use)	17
Mental health problems	14
Unemployment or unstable employment	10
Other	10
Breakdown of relationships	9
Parent, family or friend no longer willing or able to accommodate	8
Person aged 18 to 25 years requiring support to manage independently	6
Lack of affordable accommodation	6
History of offending	5
Physical disability and/or ill-health	5
Uncategorised	4
Family breakdowns	4
Mortgage or rent arrears	2
Total	100

Table 5: reasons for homelessness amongst males by percentage (%)⁹

There were over 110 reasons for homelessness recorded for females, as illustrated in Table 6 as percentages. The table shows that ‘at risk of, has experienced, or is escaping domestic abuse’ was the main reason for homelessness recorded amongst females at 22%.

Reasons for homelessness amongst females	%
At risk of, has experienced, or is escaping domestic abuse	22
Person aged 18 to 25 years requiring support to manage independently	16
Parent, family or friend no longer willing or able to accommodate	13
Uncategorised and Other	11
Mental health problems	10
Breakdown of relationships – abusive behaviour	9
Substance use (alcohol and drugs use)	8
Family breakdowns	6
Breakdown of relationships	5
Total	100

Table 6: reasons for homelessness amongst females by percentage (%)¹⁰

⁹ Table 5 shows the percentages of reasons for homelessness based on the count for males only, with a recorded count of over 270.

¹⁰ Table 6 shows the percentage of reasons for homelessness based on the count for females only, with a recorded count of over 110.

Service visits and residency

Of the 223 recorded service visits by islanders to service providers in Q4 2025, the Shelter Trust received 59% of visits; JAYF received 18% of visits; Sanctuary Trust received 16%; and FREEDA received 7% of visits.

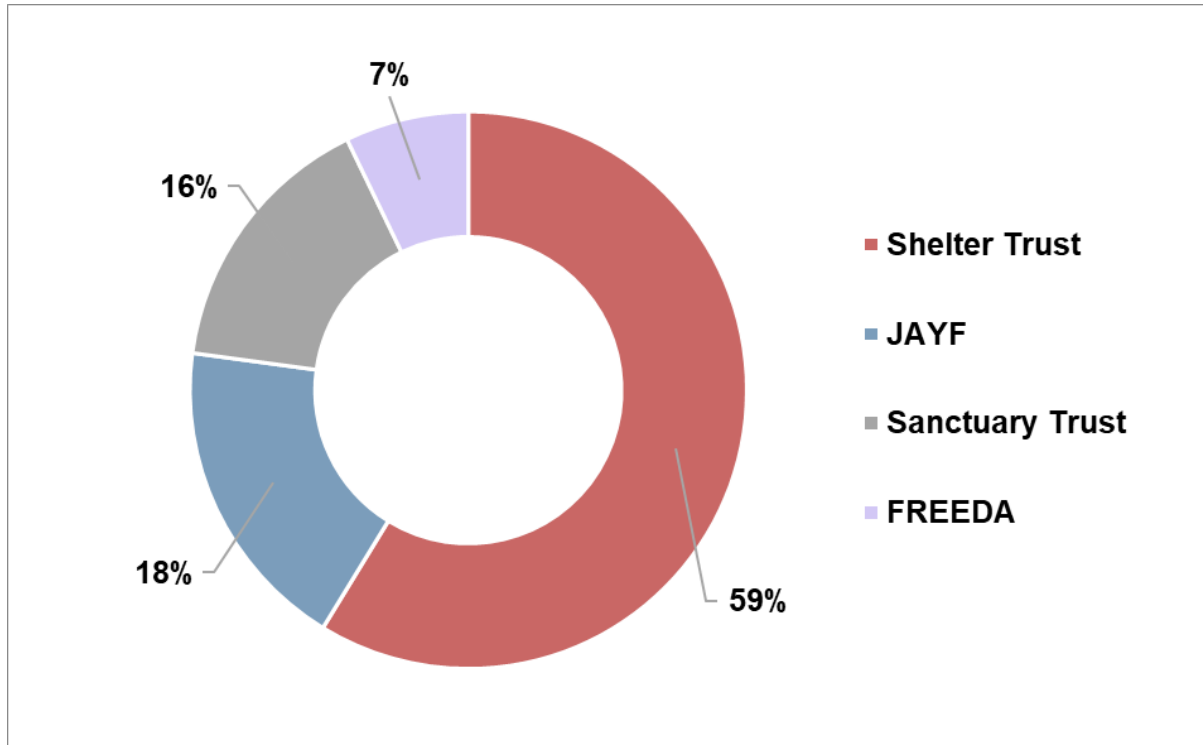


Figure 7: service visits by service provider (%)

Of those recorded as homeless during Q4 2025, 190 had been accommodated during the quarter by FREEDA, JAYF, Sanctuary Trust, and the Shelter Trust.

Residency by provider is shown in Figure 8

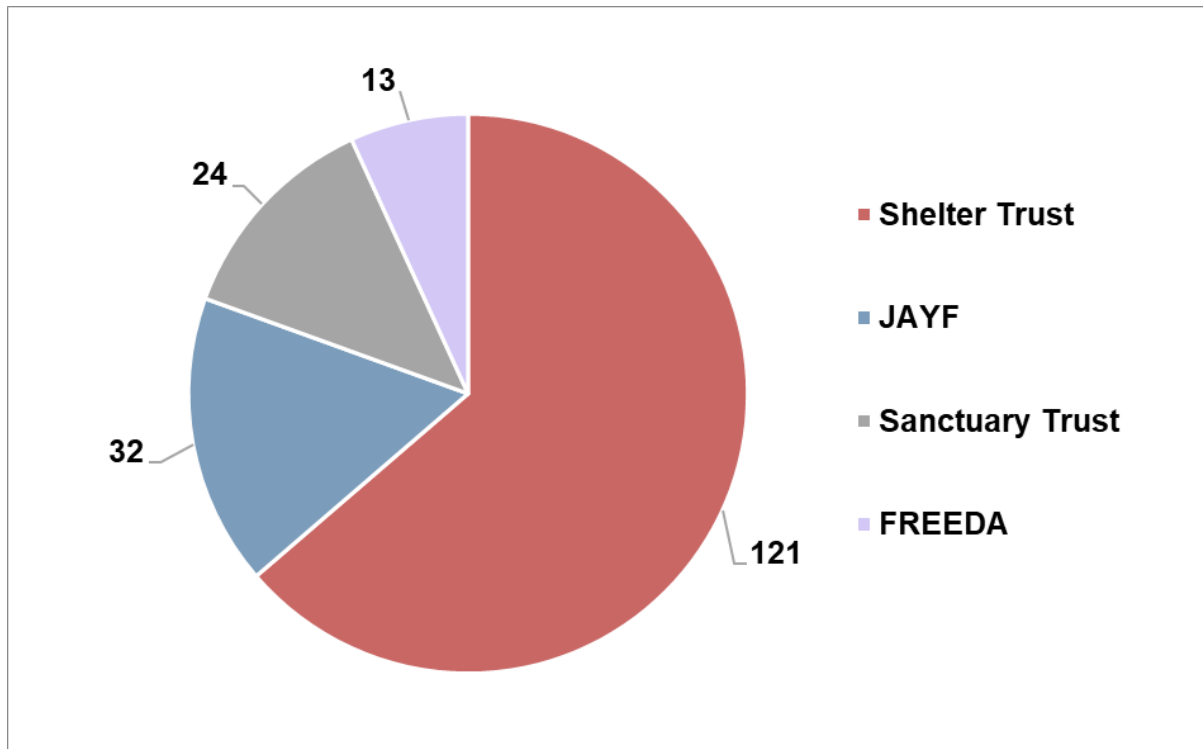


Figure 8: residency by service provider

Service providers also recorded whether or not a person:

- had been resident throughout Q4
- became a resident during Q4 and was still in residency at the end of the quarter
- was resident at the start of Q4 and then left residency
- had a period of residency that started and ended within Q4
- did not have any residency during the quarter.

Figure 9 shows that 100 service users were resident throughout the reporting quarter with service providers, meaning that they spent this period in continuous residency¹¹.

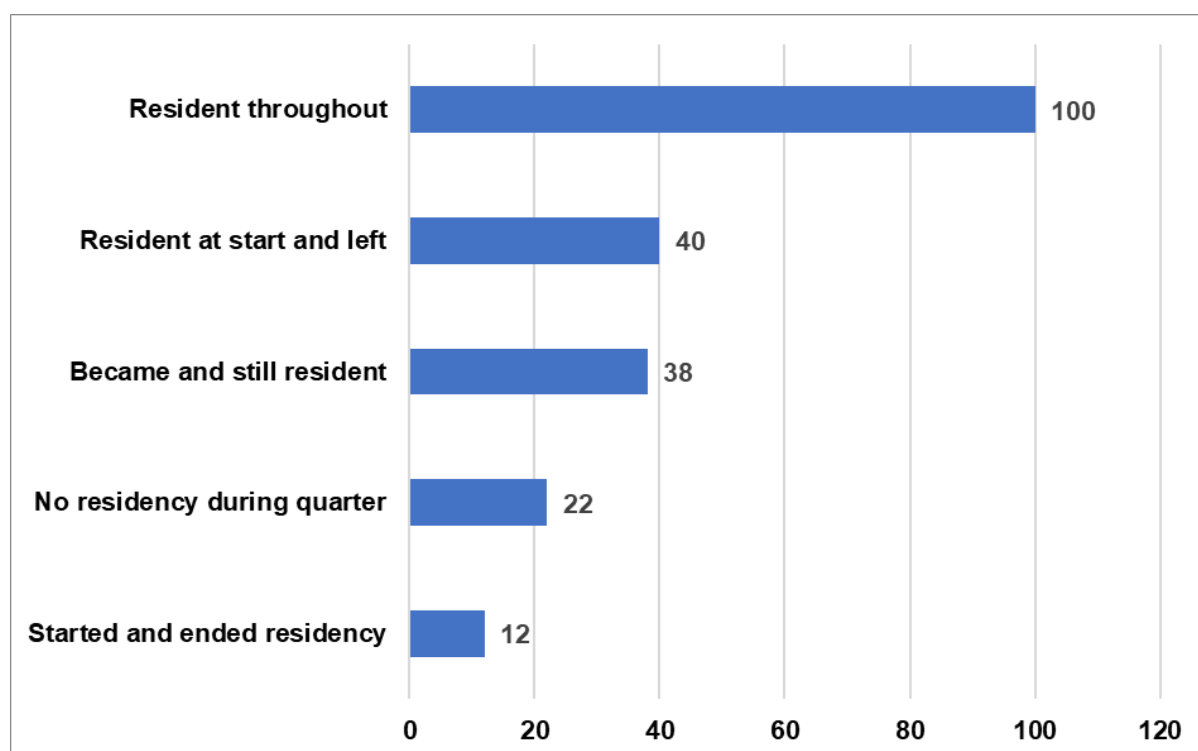


Figure 9: service users' residency during quarter

¹¹ The 100 service users that have been resident throughout the quarter are those who were resident during Q3 2025, continued this residency throughout Q4, and were still resident at the end of the reporting quarter. As such, this represents those service users that are experiencing continuous residency over the longer term.

Figure 10 shows the length of continuous residency over a longer timeframe by percentage of users. This shows that residency of '0 to 6 months' with service providers has the largest percentage of people.

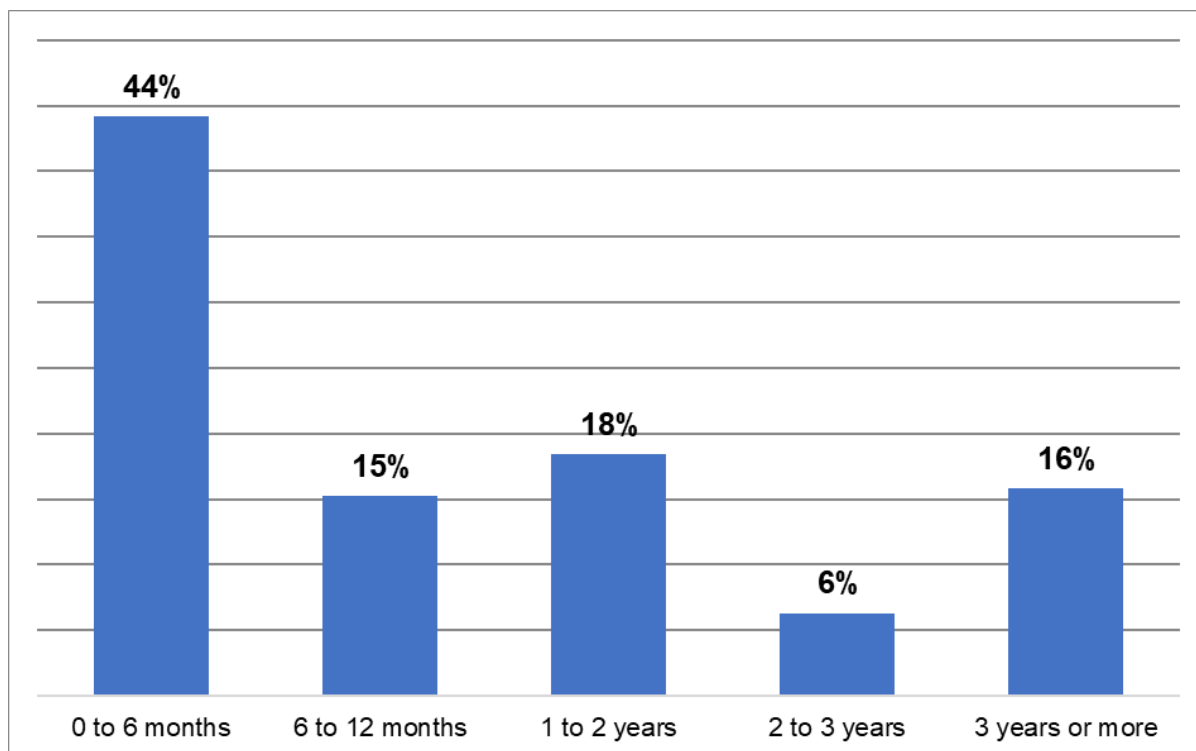


Figure 10: number of service users' continuous residency over time as a percentage¹²

¹² The different time spans on the x-axis should be noted. The first two groupings are for 6 month periods, the following two are for 1 year periods and the final one for 3 years or more. These percentages do not add up to 100 due to rounding.

A person’s journey

Information has been provided in relation to the pre-service living situation of people who engaged with homelessness accommodation service providers in Q4 2025.

Figure 11 shows that the most common was ‘living with family or friends’ (64 persons) and then ‘private rental sector’ and ‘other forms of temporary accommodation’ (30 persons each).

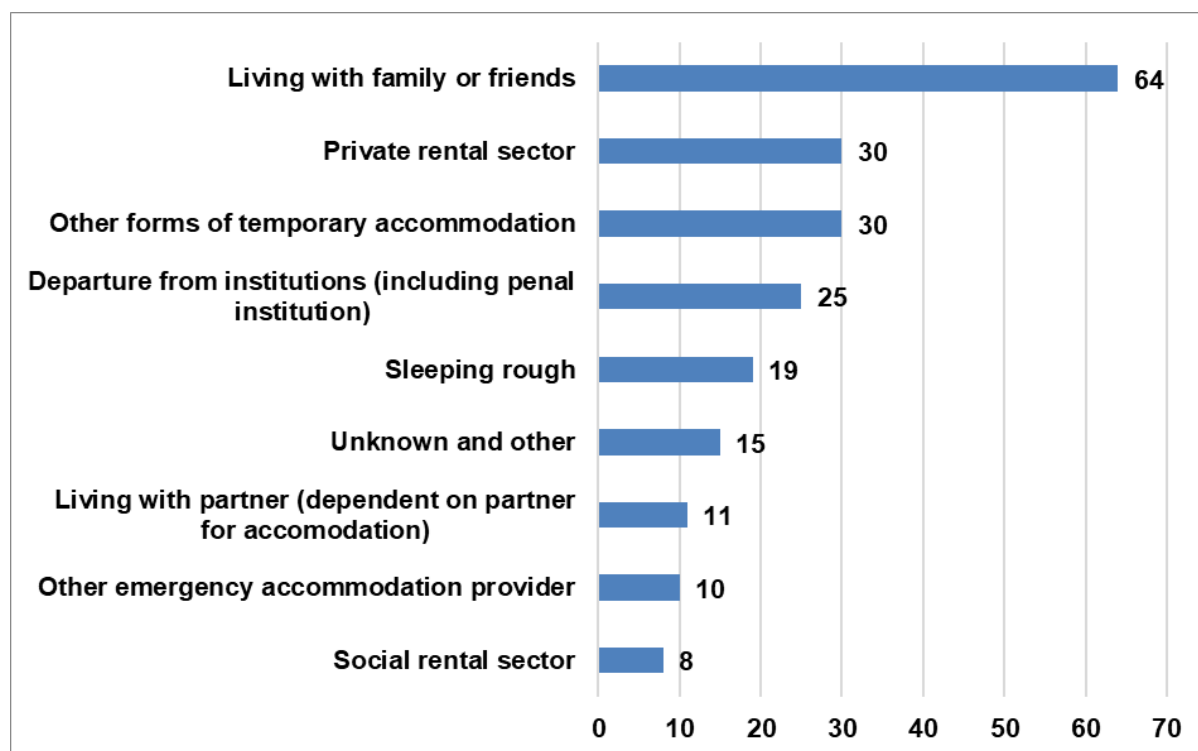


Figure 11: pre-service living situations¹³

Of the 22 people who were not resident with a service provider during Q4 2025 (Figure 9), 11 people were placed on a waiting list for shelter by a provider, and 8 people decided not to take up residency with a provider.

Those who did not have residency	Count
Placed on a waiting list	11
Decided not to have residency	8

Table 7: status of those who did not have residency

Of the 52 people who left residency with a service provider this quarter (Figure 9), 39 people secured suitable accommodation. The remaining 13 people were either asked to leave by a service provider, referred to another service, decided to no longer have residency with a service provider, or their post residency status was not recorded.

¹³ For the purposes of anonymity and avoidance of disclosure, and for presentation purposes, categories in Figure 11 have been grouped together where it is considered that the reasons were similar in nature.

Where a referral route has been recorded for the 223 service visits to providers, Figure 12 shows that 'self-referral' to service providers is the main referral route for people who are homeless or threatened with homelessness at 58%, followed by an 'agency / multi agency referral' at 31%. 'Self-referral' includes where a person has been signposted to another service provider for assistance, either verbally or through some other form of signposting, as opposed to a formal referral process. 'Internal referral' at 11% of people generally refers to a person moving from one accommodation provision to another within a Trust.

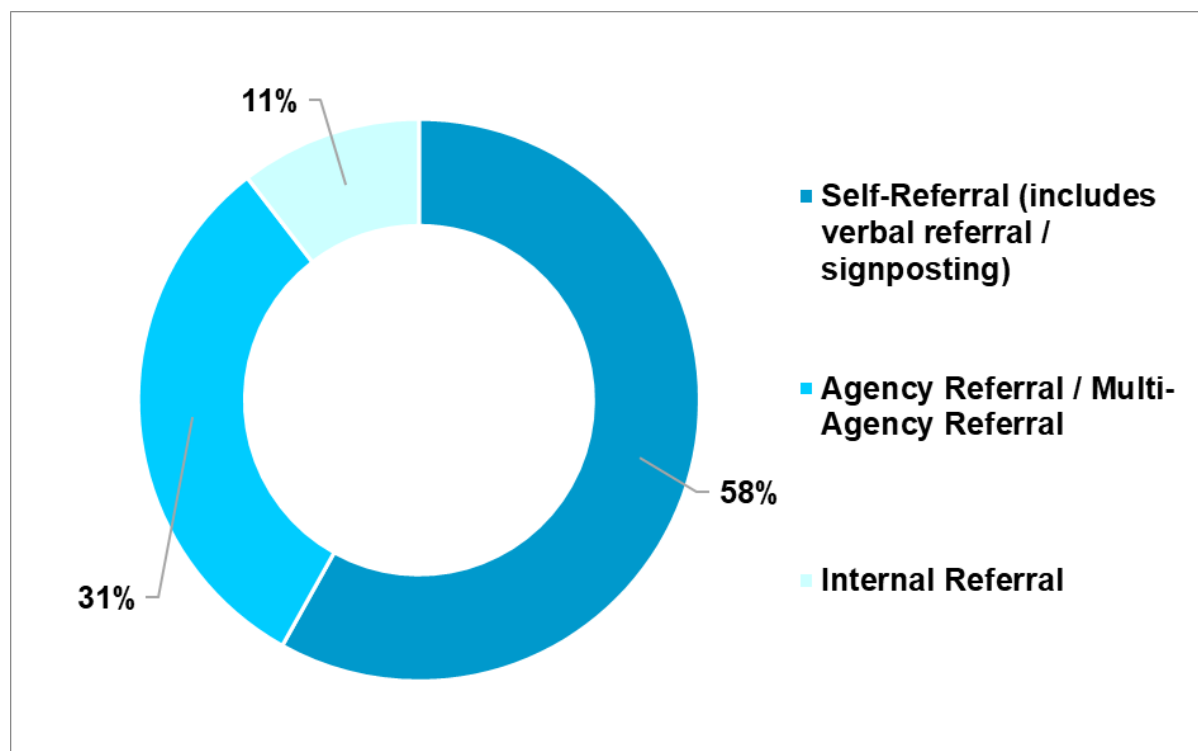


Figure 12: service referral route by percentage (%)

External services

People engaging with service providers may also be referred to multiple external services such as government services or charitable organisations to support their needs. Service providers were able to report up to three of these types of referral per person. This helps to reflect the complexity of addressing homelessness and the multiple agencies and services that may be involved in supporting an individual to access and maintain suitable housing.

Just over 160 counts were recorded in Q4 2025 where a person had been referred to external services.

Table 8 shows that Adult Mental Health was the most frequently reported category, representing 19% of external services used by individuals.

This reflects that a person may be referred to a range of government agencies and services, and that this category may not be the primary service used by a person, but which for many will be included as part of the package to support their needs.

Engagement with external services	%
Adult Mental Health	19
Other government agency/service ¹⁴	16
Aztec House GP clinic	15
Alcohol and Drugs Service	11
Other	9
Adult Social Services, Children's Social Care Services	9
Probation & Aftercare Service	7
Charitable organisations	5
Domestic Abuse Support	5
Housing Advice Service	4
Total	100

Table 8: engagement with external services used by percentage (%)¹⁵

¹⁴ 'Other government agency/service' refers to Government services that have not been specifically categorised as a particular Government service in the reporting process.

¹⁵ The external services listed in Table 8 are presented as percentages of the total of recorded external services used. These percentages were derived from counts that have been subject to groupings for the purposes of anonymity and avoidance of disclosure.

Service provider updates

The organisations who have contributed to this report have provided the following comments on the operation of their services in Q4 2025:

FREEDA

- In Q4 2025, Freeda supported a total of 13 service users.
- Compared to other quarters, Freeda did not operate at or near full capacity during Q4.
- The majority of residents in Q4 received support from external agencies, which is consistent with previous quarters.
- Additionally, most women who moved into the safe house during Q4 had prior engagement with the organisation, reflecting ongoing quarterly trends.

JAYF

- During the Q4 period we had eleven new residents move into properties that we look after, with five residents leaving during that period.
- This brings us to a total of twenty seven residents being supported by JAYF at the end of the Q4 period.

Sanctuary Trust

- Q4 represented similar trends Sanctuary has seen throughout the year. We carried out a similar number of assessments and made a similar number of admissions in Q4 as to quarters 1, 2 and 3.
- We carried out 5 assessments in Q4 and less than 5 admissions to Sanctuary House.
- We continue to run off a waiting list, which currently stands at 6.

The Shelter Trust

- During Q4, a number of Shelter residents have moved into independent living via Andium, the private rental sector and into Shelter's self-contained flats.
- The referrals received during this quarter included internal (Shelter) referrals and external (agency) referrals.

Strathmore, Young Person's Project Q4 2025

- Strathmore continues to work successfully with partner agencies, particularly, JAYF.
- Access to Strathmore's self-contained flat (three spaces) has proved effective as an option towards independence, self-management and being a good neighbour. The flat provides an introduction towards independence with ongoing support from Strathmore staff next door.
- The referrals received during Q4 include external (agency) referrals, internal (Shelter) referrals and self-referrals.

Venetia House, Women Only Provision Q4 2025

- Occupancy numbers at Venetia House were high during Q4. Venetia House continues to work closely with partner agencies and the GoJ to ensure that homeless women are able to access the relevant services at the right time.

- Referrals to Venetia House include a combination of agency, self and internal (Shelter) referrals.
- Securing onward accommodation in the community continues to be a challenge.

Aztec House, Emergency Accommodation Q4 2025

- Aztec House operated at full or near to full capacity throughout Q4 2025.
- Reasons for presenting are consistent with previous quarters for Aztec House. Poor health, addiction issues, unemployment, accommodation costs and debts, relationship breakdowns and departures from care settings remain the key factors for people presenting.
- Relationships with other agencies remain positive and multi-agency work in supporting individuals is vital and evident.

Evans House, Q4 2025

- Evans House continues to work in close partnership with a number of external agencies/GoJ departments to ensure that during a person's stay at Evans House and when they leave, they have access to the appropriate support services specific to their needs.
- Internal referrals for Evans House residents to other Shelter resettlement projects, such as Midvale Road, provides a person with access to individual cooking facilities, whilst providing ongoing staff support; creating a supported pathway to independent accommodation outside of Shelter.

Resettlement Projects, Q4 2025

- There were a number of positive outcomes for Shelter residents accessing Andium accommodation (social housing provider) towards the end of 2025. In turn, this has provided space across the resettlement projects for referrals.
- All Q4 referrals have been internal (Shelter), with residents moving into self-contained bed-sits or one-bedroom flats, with continued access to staff support, as individuals transition towards independent living in the community.

Housing Advice Service

- The Housing Advice Service provides support and guidance to those facing the threat of homelessness and those who are homeless. This support and guidance is tailored around the individual to work together towards maintaining accommodation when threatened with homelessness, providing assistance to secure accommodation for those who are homeless, as well as helping to develop additional support where required.
- During Q4 2025, there were 55 cases where the HAS was the lead organisation for these individuals in providing this support. A number of these cases presented complexities that mean securing suitable ongoing accommodation and support can be challenging. The HAS works with the individuals and agencies to assist providing accommodation, support and longer-term resolution.
- The HAS continues to develop and strengthen working relationships with multiple organisations and agencies to facilitate ongoing improvements to service provision and enhance the connective approach to supporting those who are threatened with homelessness or experiencing homelessness.

Notes

Evidencing the scale and nature of homelessness is a complex activity, and the Minister is grateful to the following organisations who engage with the reporting process and provide the valuable anonymised data that provides the basis for this report:

- FREEDA
- JAYF
- Sanctuary Trust
- The Shelter Trust
- Housing Advice Service

The data has been analysed by Strategic Housing and Regeneration (SHR), in the Cabinet Office, and reviewed by the organisations listed above before the Minister published this quarterly report.

The purpose of these reports is to generate an empirical understanding of homelessness in Jersey, and these publications support the recommendation of the 'Jersey Homelessness Strategy' (2020) to evidence the scale and nature of homelessness in the Island.¹⁶

The nature of this information is sensitive, and it is important to protect the privacy of individuals when publishing statistics to prevent disclosure of information that may lead to identification, harm and distress.

The data received was anonymised by removing personal details that could identify an individual. Further disclosure control methods have been applied, which has resulted in some grouping of categories and rounding of numbers where required.

Where this has occurred, footnotes are provided to outline this process of grouping and rounding. The report, therefore, does not report counts of less than five. This to ensure that confidentiality of individuals is maintained while still providing insightful information about homelessness in Jersey.

Developing the Reporting Process

The reporting process continues to be developed as the Minister works with organisations involved in providing homelessness accommodation and support services

¹⁶ Jersey Homelessness Strategy https://homelessness.je/wp-content/uploads/2022/09/Jersey-Homelessness-Strategy_January-2022.pdf

to refine and enhance the reporting process. This includes the review of reporting categories, and the addition of new categories in some of the areas of the data, to reflect the experiences of these involved organisations.

The Q4 2025 report is based on the definition of homelessness adopted through the Minister for Housing’s Homelessness Definition Framework (2022).¹⁷ The four-tier framework sets out the range of living situations and operational categories that amount to homelessness in Jersey:

Rooflessness	Living without a shelter of any kind; sleeping rough.
Houselessness	With a place to sleep but temporarily in institutions or shelters.
Insecure housing	Threatened with exclusion because of insecure tenancies, evictions, living temporarily with friends or family, or domestic violence.
Inadequate housing	Living in caravans or illegal campsites, in unfit housing or in extreme overcrowding.

It is important to note that the report is based on data from islanders who seek and/or receive assistance from homelessness accommodation and support services. However, the nature, complexity and uniqueness of experiences creates a number of challenges for collecting data on homelessness. The challenges include:

- Limited data on “hidden” forms of homelessness, such as ‘sofa surfing’, where islanders may not perceive themselves as homeless and may be less likely to access services as a result.¹⁸
- Double counting, where people are counted more than once because they have sought and/or received accommodation and support from multiple organisations over the quarter, or where those on waiting lists continue over into the next quarter. Measures are in place as part of the analysis process, and ongoing discussion with providers to reduce the incidence of double counting in the report as far as possible.

¹⁷ Homelessness Definition Framework (October 2022) –

<https://www.gov.je/SiteCollectionDocuments/Home%20and%20community/Homeless%20Definition.pdf>

¹⁸ For information on the challenges of collecting data in relation to “hidden” homelessness, see the Office for National Statistics evidence review (2023) –

<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/articles/hiddenhomelessnessintheukevidencereview/2023-03-29>



Next steps

The Minister for Housing, working in partnership with the Homelessness Cluster, will use the data from these reports to continue developing services and housing options for islanders who are homeless or at risk of homelessness.

Any comments or suggestions about this report can be sent to: Homelessnessdata@gov.je

Support

If you are homeless, threatened with homelessness, or affected by homelessness the following organisations provide help and support



The Housing Advice Service provides information, advice and support for islanders around all aspects of housing

Housing Advice Service
Government of Jersey
Union Street
St Helier, JE2 3DN
Tel: 01534 444444
Email: housingadvice@gov.je
Website: [About the Housing Advice Service in Jersey](#)



FREEDA provides access to safe accommodation and outreach support for women and children who have experienced domestic abuse

24/7 Helpline: 01534 281271
P.O. Box 708,
St Helier, JE4 0PW
Office: 01534 873288
Email: hello@freeda.org.je
Website: <https://www.freeda.org.je/>



JAYF provides supervised bedsit or small studio-type accommodation to young adults aged 18 to 25

Tel: 07797 716 575
Email: enquiries@jayf.org.je
Website: <https://jayf.org.je/>



Sanctuary Trust provides accommodation and support for men who are experiencing homelessness, as well as outreach support for those who have left accommodation provided by the Trust or those at risk of homelessness

Sanctuary House,
La Rue du Crocquet,
St Brelade, JE3 8BZ
Tel: 01534 743732
Email: info@sanctuarytrust.org.je
Website: <https://www.sanctuarytrust.org.je/>



The Shelter Trust is Jersey's largest provider of homelessness services, offering food, accommodation, support and a way forward for individuals experiencing or at risk of homelessness.

Services include: emergency/direct access accommodation; day services; Outreach; 16-25 provision; women only provision; resettlement and aftercare. Shelter's services are available to all genders aged 16+.

24/7 Helpline: 01534 730235

The Shelter Trust,
Emergency Accommodation:
Aztec House,
35-37 Kensington Place,
St. Helier, JE2 3PA
Tel: 01534 730235
Email: admin@shelter.org.je
Website: <https://www.shelter.org.je/>