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Aleron

Evaluation of the Homeshare pilots

Technical Appendix

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Appendix A: Evaluation methodology

This chapter provides an overview of the evaluation methodology, including changes made to the methodology over time.

A.1. The evaluation approach

Traverse was selected by the HSP partnership to undertake an independent evaluation of the HSP. The evaluation was formative and sought to capture learning throughout the implementation of the HSP to help shape and improve its design and support the performance of the pilot schemes involved.

A.1.2.1. Aims and objectives of the evaluation

The overall aim was to find out what works best to make Homeshare a sustainable business to engage in. The objectives of the evaluation were therefore to:

- Find out what worked to successfully develop and deliver a quality-assured Homeshare scheme;
- Find out what worked best when planning, providing and further developing a Homeshare scheme and determine what good practice can be transferred;
- Find out what may have worked to encourage a wider adoption of Homeshare, including in more rural settings;
- Demonstrate what, if any, economic benefit Homeshare provided, from public, private and social value perspectives;
- Develop a framework of factors that could be used in the future to determine the strength and likely effectiveness of bids/proposals for Homeshare schemes; and
- Share the learning during and as a result of the evaluation to describe best practice in developing economically sustainable Homeshare schemes.

A.1.2.2. Underpinning principles for the evaluation

The evaluation approach struck a balance between independence and of dynamic improvement, aiming to make the most of the learning from every stage of the programme to support the pilot schemes in their development. This approach included principles of:

- Involvement and engagement of Traverse as key contributors to ongoing processes for learning and development.
- Support for local monitoring and self-evaluation which supports sustainability, engagement and develops local ownership.

- In co-production with the sites themselves, identifying, accounting for and explaining the links between context (policies and demographics), strategies, processes, inputs, outputs and any impacts and outcomes.
- Minimising burdens and duplications for the HSP sites in data collection.
- Maximising use of existing secondary data sources so that primary data collection is targeted to collect only information that cannot be obtained from other sources.

A.1.2.3 Evaluation design

The process evaluation design for the HSP seeks to identify, explore and explain impact and outcomes (for all participants and at all levels) and to account for change over time, through use of a mixed method approach which includes:

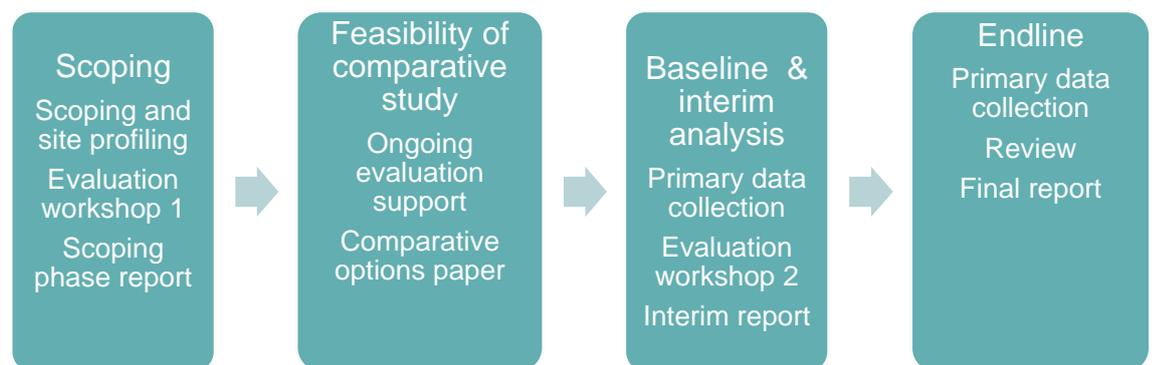
- Secondary analysis of quantitative national and local data sets as an important element of site profiling to provide baseline contextual information for each scheme;
- Core common monitoring and evaluation data across all sites; and
- Primary qualitative research with HSP site staff, householders, homesharers and local stakeholders to explore evaluation lines of enquiry where information cannot be obtained from other sources, or to provide greater depth of information.

A.1.2.4. Variation to the evaluation design in the baseline phase

During the baseline phase, HSP sites have taken longer than had been anticipated to make matches. At the time of reporting, three of the eight HSP sites have achieved matches. Traverse has therefore flexed the evaluation methodology to accommodate these delays.

The evaluation fieldwork approach includes three phases: scoping, baseline and endline to capture perceptions throughout the delivery of the programme, summarised below:

Figure 1 – The original evaluation design



The original approach was to undertake baseline and endline research at two fixed points, meaning that fieldwork would be carried out at each HSP site at the same time. However, scoping work highlighted differences between the development timelines of sites as a result of each site’s specific focus on their targeted homesharer and householder groups. Evaluation methodology was adapted to take account of this in three ways:

- **Baseline fieldwork to be conducted when HSP sites achieved their fifth match to allow for comparison at the same developmental stage.** Traverse worked closely with sites to estimate when the fifth match would be achieved and to plan fieldwork.
- **Endline fieldwork planned for seven months following baseline fieldwork.** This time “window” was expected to provide robust, rich and representative qualitative data, given that the average length of Homeshare matches is nine months¹.
- **Evaluation timeframes extended by six months,** to allow baseline fieldwork to be delayed to a point where sites anticipated having matches and for the evaluation to correlate with the duration of the funded period for HSP sites.

Novus met the threshold for baseline fieldwork in achieving five matches and fieldwork was carried out in November 2016. However, none of the other seven HSP sites achieved five matches, so fieldwork was conducted in March 2017; the latest date to allow for both baseline and endline data collection within the evaluation timeframes.

A.1.2.5. Additional data collection through deep dive interviews

The extension of the evaluation timeframes has allowed Traverse to explore further process learning in developing a Homeshare model. An additional strand of data collection has been added to examine key areas of learning through deep dive telephone interviews with HSP site operational leads exploring seven thematic issues.

Themes were identified from monitoring and improvement data and wider intelligence gained through delivery group meetings and network learning events. The themes were:

- a. Safeguarding process and policy
- b. Tenure agreements supporting Homeshare
- c. Development of an economic business model
- d. Establishment of a steady supply of householders and homesharers
- e. Equality and diversity
- f. Models for staffing
- g. Engagement with statutory stakeholders

Each interview focused on two themes identified by each HSP site to be most pertinent to their developmental stage. HSP sites are able to revisit themes in later interviews – to reflect on key learning over time within each thematic area. This report presents feedback from the first three deep dive interviews with HSP sites, where each HSP site has been interviewed on six of the seven themes.

¹ As reported Shared Lives Plus (2016) *Homeshare Sector Report*, May 2016, the most up to date source on average length of match at the time fieldwork was amended.

A.1.2.6. Independent evaluator tool data

The data collection tool co-produced with HSP sites has been used throughout the baseline phase to record the number of matches and enquiries received. Data has been collected by HSP site on a quarterly basis, with support from the evaluation team to complete and return the data. A full quantitative analysis of independent evaluator tool data is presented in **Appendix C**.

A.1.2.7 Feasibility study on comparative options

A feasibility study on three options for additional comparative work with other Homeshare schemes outside this programme was presented to the Homeshare Partnership (HSP) in June 2016 for consideration, but was not pursued as part of the evaluation.

A.1.2.8. Variation to economic assessment approach

A core component of the Evaluation of the Homeshare pilots is understanding ‘what works’ in establishing Homeshare as a sustainable and economically viable business model. OPM’s original methodological approach was to deploy a cost benefit approach, based on use of the New Economy and Public Transformation Network’s Cost benefit analysis guidance for local partnerships cost benefit model, and unit cost database². The basis for this model is the collection of information from sites both in the scoping and baseline phase to develop pilot site logic models, detailing costs in set up and delivery of each Homeshare site (in terms of infrastructure, premises, travel, staffing and training costs). In addition to this information, we have also collected information on intended activities, outputs (including the number of intended matches in each area) and intended outcomes.

This approach forms the basis of an assessment of costs and benefit in delivery of HSP pilots, but posed the following risks due to limited match profile:

- **Outcome measurement:** A limited number of matches reduces the ability to robustly attribute outcomes from Homesharing through baseline and endline fieldwork.
- **Bias:** HSP pilot matches are not evenly distributed amongst pilot sites, where Novus accounts for 14 of 19 matches. This means an economic assessment using this approach will be biased towards the outcomes of Novus.
- **Viability:** With the possible exception of Novus, the current level of matching within pilot sites does not support the costs accrued in development of each site.

As a result, a revised approach to economic analysis was adopted which will involve triangulation of methods to provide an economic assessment of the programme. This involved three elements:

² <https://www.gov.uk/government/publications/supporting-public-service-transformation-cost-benefit-analysis-guidance-for-local-partnerships>

- **Cost avoidance by individuals through Homesharing:** using primary data on the number of matches and experiential data from matched pairs on their experience of Homesharing, collected through baseline and endline interviews to identify outcomes from Homesharing. This approach provides a self-reported less objective approach to estimate on the likely costs avoided (in use of other public services) through participation in Homeshare. Experience collected through these interviews, will be corroborated through use of academic literature to attribute benefits, which will be substantiated through use of the secondary data proxies which identify unit costs of services. This will provides a monetarised description of the benefits through costs avoided through participating in Homeshare.
- **Modelling the financial viability of HSP pilot current fee structure:** using data held by HSP sites regarding their current fee structure to provide estimates of when sites will become financially viable through use of Lloyds Bank Foundation tool. As part of this, we will provide estimates for how and when HSP pilots will become self-sustaining, where fees charged to Householders and Homesharers cover the variable costs of operating a HSP pilot. This will involve generating projections for self-sustainability, estimated through calculation of the number of matches already achieved by sites who have already achieved matches, and the time taken to achieve and sustain matches from Quarterly monitoring data.
- **Assessment of start-up costs of developing a HSP pilot:** This approach is intended to provide a narrative in terms of what the likely set up, and establishment costs of a Homeshare scheme are, in terms of establishing policies, marketing activity, recruitment activity. This will involve analysis of current funding provided to sites, and matching this with activity data provided through Age UK monitoring data, to identify how each pilot sites has spent funding in developing their approaches. Findings are verified with pilot sites to gain their reflections on spend to date.

Appendix B: Case studies

The following section presents full case studies, based on baseline and endline interviews with householders and homesharers. Each case study has been anonymised using pseudonyms.

Match 1: Penelope and Vera

Involvement in Homeshare

Penelope initially heard about Homeshare through the University of the Third Age (a community group). She was interested in the scheme, particularly because she wanted to help younger people with accommodation.

“When it was set up I was very attracted to the idea because there is such a shortage of housing for young people working.” (Penelope, householder)

However, she initially had some hesitation about joining Homeshare as she did not think she needed personal care at the time and wanted to wait to see how other matches had worked out (at the time [HSP site] had no matches). Her daughter had also heard about Homeshare and encouraged her to apply to the [HSP site] scheme.

“I always had my doubts but my daughter talked me into it and persuaded me” (Penelope, householder)

Vera came to Homeshare after seeing an advert online, while working at a different part of [HSP site] to the Homeshare team. She was attracted to Homeshare as an opportunity to share a home with someone. She had previously lived in a property guardianship, which while lower cost than Homeshare, didn't offer the same opportunity to get to know other people:

“I had cheaper accommodation there than I do now with Homeshare but there wasn't any sense of community...Everybody had their separate room and didn't know who was living next to you, so I decided to go for Homeshare” (Vera, homesharer)

Being matched

Penelope was matched with Vera in September 2016. Before Vera moved in, she requested that Penelope would allow her partner to visit, which Penelope was happy with. Penelope also had to pay for a gas safety check and an electrical safety check and then had to get the house re-wired. She is also now paying more in council tax and, overall, believes she has higher costs than before Homeshare. However, Penelope is not concerned about the cost.

“There was quite a lot of outlay making the house safe enough for the sharer so that I wasn't putting the person in danger. It was all a bit of a blow to me in a way but was alright. My family thought it was good that my house was re-wired and was safer and relieves them of the responsibility so probably just as well.” (Penelope, Householder)

The main support Vera provides is companionship, as Penelope already has a cleaner. Vera and Penelope cook together and eat together, which initially posed a challenge as Penelope did not like all the food which Vera cooked, so Vera has changed the meals over time to suit her taste.

Penelope has valued Vera helping her use the computer and mobile phone. For example, Vera once helped Penelope to buy clothes online, which was the first time she purchased something online:

“We got it delivered, it arrived, it fitted, and I bought it! I said we’ve crossed a step and you did a really good thing for me.” (Penelope, Householder)

One challenge was that Vera worked full time and was out of the house all day, leaving early morning and getting back in the evening. This meant the pair were not able to spend time during the day and Vera wasn’t there to help Penelope with laptop or phone issues. In the early days, it also meant it took some time for the relationship to develop.

“It left me with just nobody there from early morning and I would have no real contact with her until she came back in the evening at which time I was tired...so that was the main reason it didn’t take off straight away” (Penelope, householder)

Reflections and Impact

Both Vera and Penelope have enjoyed being matched. Vera has particularly enjoyed listening to stories about Penelope’s childhood:

“It’s really interesting listening to Penelope’s stories from her childhood and the stories she recalls from her parents and grandparents.” (Vera, homesharer)

Vera has also felt very supported by Penelope’s two daughters, who stay in touch with her and arrange to see Penelope if she is away during a weekend.

The match has now ended as Vera has now gone travelling and plans to and move to Bristol when she returns. Despite this, both Penelope and Vera have chosen to stay in touch:

“I’ve rung her a few times and will be sending her a few postcards when I’m travelling, so it’s not the case that I’m moving out and there will be zero contact – we are keeping in touch.” (Vera, homesharer).

Penelope has decided to seek another homesharer with [HSP site] and at the time of interview was in the process of finalising the second match.

Match 2: Wilma and Erin

Involvement in Homeshare

Wilma heard about Homeshare through a friend. She had had a lot of experience with lodgers in the past, so was used to people living in her home. She was considering finding another lodger but then heard about Homeshare and was interested, as she has arthritis and wanted some support around the house:

“Very nice to feel you have a little bit extra help around the house for doing things and also feel that you are helping somebody to be able to live in this area.” (Wilma, householder)

Her children (including a son who lives in a flat attached to the house) supported the idea of Homesharing and encouraged her to contact [HSP site]. After writing a short profile detailing her interests and activities, Wilma was matched with Erin:

“Because you’re exchanging profiles you’ve got to know what things you like and what things you don’t like for her and for me, so I think that helped a lot. We just sort of fell into place.”
(Wilma, householder)

Erin found out about Homesharing through her mother, who works for a local charity who mentioned it to her. Erin was attracted to Homeshare as a means to finding affordable accommodation, as she was moving to the area as a student, looking for work:

“I knew I wouldn’t be able to afford to live in this area without it [Homeshare] basically, I wanted long term affordable accommodation.” (Erin, homesharer)

Being matched

Wilma and Erin were matched in January 2017. Erin has her own bedroom, but also use of a spare bedroom which has some kitchen appliances, to allow her to have a social space and to allow her to cook separately from Wilma if she wishes.

“Our kitchen is very small and I thought it would be very difficult for the two of us to try and do that so what I did was make one extra bedroom we have upstairs into what I call a ‘mini kitchen’. It’s really quite nice because she can also entertain her friends up there.” (Wilma, householder).

While being matched, the pair tend to spend time together chatting over tea, going on short walks, and later in the match, organising a film night every Sunday evening:

“Every Sunday night at 7:30 we watch a video... We enjoy the films and watching them together. It also gives us a chance to spend time together. She is out at work or doing things, or was studying before she got the job. So, it’s nice to have our time and watch the film but chat as well. It’s a nice thing on a Sunday night.”

Erin has also spent some time supporting Wilma with day to day life, including cleaning cupboards, emptying the freezer, washing the curtains and other cleaning around the house. Wilma particularly values this as she is unable to do these tasks herself:

“She’s cleaned out cupboards that haven’t been cleaned out in years...She does whatever she likes to do to help.” (Wilma, householder)

Reflections and Impact

Wilma considered that ten hours of week is quite a lot of time and noted that Erin only provides 7 to 8 hours of support a week, which she is happy with:

“When I first read the thing from Homeshare I thought 10 hours is far too much. It’s quite a lot to do housework but because you can do half an hour talking to each other that adds up that’s not too bad.”

Both Wilma and Erin feel that they have built a strong bond between them as a result of the match, and consider that they are friends:

“I feel we have more of a friendship now – we have great conversations and I find them more enriching and more engaging. I think anyone who is so much older than myself has so much life experience and interesting stories and it’s interesting to spend time with someone whose life has been so different to your own.” (Erin, Homesharer)

Wilma’s daughter has told Erin that she feels Wilma is more confident moving round the house, which she feels is due to Erin. Erin feels that one of the reasons the match has worked so well is because Wilma is used to sharing her home with someone else, having previously shared her house with lodgers.

Wilma enjoys being matched with Erin, but if she could change anything she would prefer to spend more time together during the day:

“Only thing is sometimes it would be nice if Erin was here a bit more during the day, but I accept she is out and about.” (Wilma, Householder)

Match 3: Gertrude and Meera³

Involvement in Homeshare

Meera (Householder) is an older woman of Indian descent, who lives in a large house. She became involved in Homeshare after her daughter Gita saw an advert in a local Age UK shop and recommended that she joins the scheme:

“I urged her to. It was nice to have someone to help her to maintain the house and to keep an eye on her. I had told her that and she agreed that that would be a good thing.” (Daughter of Meera, Householder)

Previously Meera has had private tenants before, so was open to the idea of Homesharing. She was beginning to find cleaning and household tasks more difficult and hoped that Homeshare might be able to help. After an interview with [HSP site] she was accepted as a Householder and matched with Gertrude. Gertrude works as a social worker locally having recently moved into the area was looking for somewhere to live. She saw an advert on Facebook for Homesharing elsewhere in the country, so checked to see if there was a similar scheme locally and came across [HSP site]. She was keen to enter a Homeshare rather than a shared house for companionship, and to offer support to someone else:

“I felt that I didn’t want to share with too many other people in a house share anymore – I’m too old for that. I really wanted to live somewhere that was more of a home rather than just accommodation. I thought Homeshare would be a nice way to get some company and keep someone else company.” (Gertrude, Homesharer)

³ Meera was unwilling to participate in the interview, so her daughter chose to be interviewed instead.

Being matched

After initially meeting face to face at Meera's house, both Meera and Gertrude decided they were happy to be matched. Despite being offered to meet other householders, Gertrude chose to match with Meera as they got on so well, and her house was located close to Gertrude's workplace. The match started in July 2017. As part of the agreement in being matched, Meera specifically requested that the Gertrude didn't cook for her, and initially faced some difficulties in working out how Gertrude could help her, where [HSP site] provided support to the pair:

"She found it difficult at first to think of how to use the ten hours of support- she couldn't think of anything that she wanted from me. I had to tell Minerva at [HSP site] because we keep track of the time we spend together on a form, so I needed to write down what I was doing with her. Minerva had a chat with her and helped her think it through – she's just very independent."
(Gertrude, Homesharer)

Day to day Gertrude helps Meera with a range of daily living tasks, such as tidying rooms in the house, going on food shopping trips, helping with online shopping and watching TV together.

"We've been doing a lot of decluttering lately – helping to move out some of the mess in each room. She has a big house but there's a lot of stuff, so we've been going through room by room to get rid of some of it and make more space – I know that really helps her because it's a big job. She really values a clean home so I know anything like decluttering or tidying she really values it" (Gertrude, Homesharer)

Meera likes to know about Gertrude's daily schedule, otherwise she can become worried, so Gertrude tells her what time she will be coming back to the house each day.

Reflections and Impact

Both Gertrude and Meera are happy living together. Meera now goes out more than she used to and has more confidence as a result of the match as well as being supported.

"The house is being maintained in a really good standard. Which makes it easier on my mother. Gertrude has been really diligent about doing that. It is nice for my mother as it gives her a sense of relief that there is somebody there to keep an eye on her." (Gita, Householder's daughter)

Recently, Meera's close friend had passed away, and Gertrude has provided emotional support to her while she grieves. Gertrude has really enjoyed living with Meera, and hearing about her life. She has formed a bond with her, and cares for her:

"She's adorable and I really like being around her. We've built up a trust between us and she's provided me with somewhere to live, so I think we appreciate living together. I know she worries too much, but it is nice in a way that she does worry about me." (Gertrude, homesharer)

Gertrude and Meera are matched until July 2018 and intend to remain living together beyond this time.

Match 4: Malika and Nancy⁴

Involvement in Homeshare

Malika found Homeshare after finding an online advert on a website while looking for accommodation. Malika had previously worked as a carer, caring for an older gentleman so felt she could provide support within Homeshare. She also was attracted to Homeshare for companionship:

“I was thinking it would be nice to live with someone and share all the things like meals and things like that so I thought that would be a nice idea. I like elderly people – they usually have lots of interesting things to say so I thought it would be a good idea to try.” (Malika, homesharer)

Malika had no concerns about being matched and felt [HSP site] supported her well through the match, answering any questions she did have. She considered that Nancy wasn't sure about Homesharing at first, but the [HSP site] discussed it with her and allayed any concerns that she did have.

Being matched

Malika and Nancy were matched in November 2016 after meeting and reading a basic profile about each other, detailing what activities both liked to do. Malika had mixed perceptions about being matched and felt that Nancy and her family had expected her to do a lot of work around the house, and often would speak about moving away to Paris.

“I think the lady or her family maybe they didn't understand exactly how it's supposed to work. It's not supposed to be a maid and a homeowner, it's supposed to be more spending time together or doing things together and after I met her I had this thought whether she really wanted to do it.” (Malika, Homesharer)

Around the house, Malika cooks dinner, and Nancy and Malika eat together six nights a week. Malika also shops for her and does all the laundry. Nancy had a stroke in February 2017, and following this has become more forgetful, so Malika considers her cooking ensures that Nancy has enough meals.

Reflections and Impact

Malika did not feel positive about the match and was considering other options. She has felt limited in her choices of accommodation in the past due to owning a cat. She has been in conversation with [HSP site] about potentially Homesharing with someone else:

“I've been looking around yet and Minerva (at [HSP site]) said they've got some good Homeshare matches with people who really like each other so I think I wouldn't think about

⁴ Nancy was not willing to participate in the evaluation, so this case study is based on the interview with Malika only

other things and will try Homeshare again. I don't know what else is available and I do like this idea to live with someone who is elderly."

Match 5: Doris and Lauren

Involvement in Homeshare

Doris was referred to Homeshare by a close friend who is also a Personal Care Assistant. Doris had been living in her own home and was very lonely, but had to move to a nursing home after she fell and broke her shoulder.

"Before homeshare I was on my own all day. Debbie, my carer, used to come every morning, but apart from that I was on my own."

[HSP site] found Doris a Homesharer who was a French student, which enabled her to move back into her own home as there would be someone to help her around the house. This first Homesharer had to move back to France after six months, but [HSP site] quickly rematched her with Lauren. Lauren was living in France and was looking for a place to live in England. She looked for accommodation on Gumtree and found an advert for Homeshare:

"I was looking for a place to stay and it was interesting sharing with someone else, because I was living in a country where I didn't know anyone. This way I had someone in this country, and it was also good for the money, because if I had found another place it would have been more expensive." (Lauren, homesharer)

Lauren was not worried about taking part in Homeshare as she had seen similar schemes in France, but her mother was a little concerned as she did not know how the scheme worked.

Being matched

[HSP site] collected Lauren from the airport and took her straight to Doris' house. Lauren has since provided Doris with a wide range of support. They go out shopping together once a week, cook meals and watch movies together, and Lauren also cleans the house.

"The shopping is important, because I take my walker with me. I give Lauren the purse – she pays, packs the bag and we get a taxi back home. I can't lift the shopping because of my arm" (Doris, householder)

Lauren accompanies Doris on visits to the hospital for check ups. Doris also feels that she has helped Lauren improve her English through explaining words that she does not understand. Lauren is also allowed to have friends and family members from France stay at the house.

Reflections and impact

Homeshare is different to what Lauren expected. She imagined Doris would be like her grandmother as they are of a similar age, but Doris has a higher level of need. She likes Doris, but does not know how long she will be able to provide support to her. Lauren thinks that more information about Doris in advance of the match might have helped her make a decision on whether the match was right for her or not. She has also struggled to settle in:

“It’s her place, so it doesn’t feel like home, but it’s okay.” (Lauren, homesharer)

Doris feels like the match has worked well and values the company and help around the house:

“I value the company the most, because I was on my own, had no one to talk to and you get bored when you’re on your own. Now that I’ve got Lauren, I’ve got someone to talk to... I still cook and clean, but I don’t have to do it all the time. I can’t mop, because you have to use both hands to squeeze it out. It’s easier sharing everything. It’s a lot easier.” (Doris, Householder)

She also goes out on more trips since she has been matched with Lauren, because it is easier for her to take the bus if she is accompanied. However, they have not been able to go out as much since Lauren started work.

Doris has also been involved in many other activities through Homeshare. She went abroad for the first time to take part in the international Homeshare conference in Madrid and she has also taken part in a lot of promotional events run by [HSP site].

Match 6: Aaron and Grant

Involvement in Homeshare

Aaron worked abroad for a long time and since he moved back to the UK lives away from his family. He used to spend most of his days reading or watching television on his own and hardly ever left his house. He was referred to the scheme by a Personal Assistant that provided support to his neighbour, who thought he would benefit from some company:

“The only friend I have really is David, my neighbour, and Frank on the corner... What I used to do is to get my pension on a Monday, go shopping, come back and that were it until the next Monday. I’d get up early, go for a paper and come back and that was it. I’d lie in bed.” (Aaron, householder)

Grant is Romanian and moved to the local area looking for work. He found a job in the local area and wanted to live close by in affordable accommodation. He saw [HSP site] online and after enquiring, found that Aaron’s house was well located for his work.

Being matched

Aaron was a bit suspicious of Grant’s nationality at the start of the match, because of programmes that he had watched on the television. However, they talked a couple of times over Skype to get to know each other and after Grant moved in they got along:

“We went to meet him at the airport. I thought I’d give him seven days. He’s a brilliant chap. He’s a nice fellow - we have a laugh.” (Aaron, householder)

Aaron was also impressed by how tidy Grant was and that he paid his utility bills on time every week.

Grant tries to spend 10-15 hours with Aaron around the house each week. He does the shopping every other week and they play card games and watch television together, but they rarely cook together as they have different food preferences. However, Grant's working hours sometimes make it hard for him to support Aaron. He often works at weekends, is out for long parts of the day and, when he is not working, can feel very tired:

"I ask him if he wants to go out. He wants to go on Friday to play pool here at the local community centre, but I can't because I work every day. I tell him in advance what days off I have in case he wants to go out, but sometimes he goes to town to take care of his own business (bank, post office, bills)." (Grant, homesharer)

They recently had an argument after Grant declined to contribute money towards a house Christmas meal. Aaron went to the [HSP site] Coordinator, who resolved the situation between them and their relationship has since improved.

Reflections and impact

Both Aaron and Grant feel that it is important for householders and homesharers to be honest with each other and talk to each other about any problems during the first few weeks of a match.

Overall, Grant has found Homeshare to be a good experience as it has given him new insights into older people. He plans on staying with Aaron if his contract at work is extended. Aaron has also enjoyed having someone to talk to in the house and would also recommend Homeshare:

"It's good for you, it helps you, you're not in that shell, it'll bring you out of your shell. And you know that if you have a problem there's someone there to back you and help you. They're not there to gain anything – they're there to help you." (Aaron, householder)

Aaron has also felt well supported by [HSP site]. When he was first matched they regularly called him and visited his house to check on him, but they have also helped him in other ways, including helping him to buy a new TV and offering to go Christmas shopping with him.

Match 7: Sandra and Hannah

Involvement in Homeshare

Sandra's husband died four years ago and at the same time, she was diagnosed with dementia. For a while, her granddaughter was living with her to support her, but when she moved out, Sandra's daughter returned from living abroad in Spain. Her daughter saw [HSP site] featured on a BBC TV show and thought the form of support was exactly what she was looking for:

"Social services come in to do the basics. They come in four times a day, so that's taken care of through 2 half hours and 2 quarter hours a day. It's about the long hours in between." (Sandra, householder)

Hannah was looking for affordable accommodation so she could move out from her parents' house and save money. She had previously worked in a care role for secondary school students with extra needs and was interested in supporting people in later life:

“For me, it’s now also about supporting the older generation after they’ve supported their own families. That motivates me – to think that I’ll struggle to support my own family. If they struggle, that’ll be a struggle for me. Giving something to the community, because I might need it later on.” (Hannah, homesharer)

Both Sandra’s daughter and Hannah’s only concern in entering into Homeshare was how long the application process would take, but this proved to take less time than they anticipated.

Being matched

Once [HSP site] had selected Hannah as a possible match, the coordinator organised a meeting at Sandra’s house between Sandra, Sandra’s daughter and Hannah. They all got on well at their first meeting and so Hannah moved in shortly after:

“I met Sandra and her daughter. The main thing was to get me in quickly. When I moved in Brenda (Homeshare co-ordinator) could see if I was the right fit and suitable for Sandra. We were all living together for 2 weeks – that went really well. During that time [her daughter] gave me tips and advice – mentored me. I was very lucky.” (Hannah, homesharer)

Sandra’s daughter also continued to support Hannah. She installed a separate shower at Hannah’s request, kept her updated when Sandra was taken into hospital for a brief period and does not ask Hannah to pay any utility bills.

Hannah mainly sits and chats with Sandra in the house. She has offered to take Sandra out, but she prefers to stay in the house as she is not steady on her feet and also prefers a routine due to her dementia. As the match progressed though, Hannah found that she was becoming isolated as Sandra tends to sleep a lot and her friends did not visit as much as when she lived with her parents. She raised these issues with [HSP site], who quickly arranged for a second homesharer (Elsa) to also live in the property and help support Sandra. Hannah now feels less alone and her support of Sandra is shared – she provides support in the evenings and around the house, whereas the other Homesharer provides support in the morning and does the shopping.

Reflections and impact

Sandra’s daughter’s expectations have been exceeded. She thinks the scheme is good value compared to other support options such as a live-in carer and Homeshare has enabled her to continue living abroad with peace of mind. She has also noticed a difference in her Mother:

“Mum’s less anxious. I used to phone a couple of times a day and when she was on her own she would be quite anxious. I’d have to remind her that social services were coming. We have CCTV [in the house] so I can keep an eye on her, I can watch her

“pacing up and down when I ring her to remind her. Now she’s a lot less anxious overall and happier.” (Sandra, the householder’s daughter)

Hannah has felt well-supported by [HSP site]. She was impressed by how quickly they responded to her concerns around loneliness and they also visited with some other Householders to help celebrate Sandra’s birthday. She can also contact them out of hours in emergencies, although she thinks it would be better if their hours were more flexible to make organising meetings easier (e.g. work one evening a week).

Hannah also feels like she has built an unexpected connection with Sandra, but, frustratingly, she feels like Sandra’s condition is deteriorating. Sandra also had a fall and was recently taken into hospital. Hannah sometimes wonders if she is doing something wrong or if Sandra’s deterioration is due to the winter or her dementia, but, either way she is concerned about what might happen to her if Sandra is moved to a care home. Both Elsa and Hannah would recommend the scheme to others.

Match 8: Jennifer and Martina

Involvement in Homeshare

Jennifer lives in a large five-bedroom house. She uses part of it to host visiting opera singers, but also has a spare bedroom on the ground floor. She was looking for companionship and to have someone else in the house at night. She also wanted to help someone else:

“[My motivations] are both altruistic and wanting some help with general household tasks. I’m involved in various cooperative movements. I would like to see something like this being good for both sides.” (Jennifer, householder)

Martina was living in Spain. She wanted to move to the UK, but was too old to be an Au Pair. She heard about [HSP site] at the international Homeshare conference and thought it would be a good opportunity to improve her English, which she needs to be an art teacher in Spain, as well as sharing a life experience with an older person.

Neither Jennifer, Martina or most of their friends or family had any major concerns about Homeshare. Most of Jennifer’s friends thought it was a brilliant idea, as they are aware of the cost and need for care in later life.

Being matched

Martina was matched with Jennifer after her last Householder passed away before she could start the match. [HSP site] introduced Martina to Jennifer via email as this was the preference of Jennifer, following which they exchanged a couple of emails. Martina then flew to the UK where [HSP site] collected her at the airport and took her to Jennifer’s house.

“I didn’t meet any other Homesharers – it suited everyone to move quickly as Martina already had her flight tickets booked. It was a great big gamble – she got picked up at the airport and drove her down here. Although we knew that there was a trial period and safeguards.” (Jennifer, householder)

At the start of their match, Jennifer and Martina discussed and drew up a list of what their practical responsibilities were around the house. Jennifer felt that having a document with these details was useful. Jennifer enjoys cooking and so kept doing most of the grocery shopping and cooking, charging Martina a flat sum of £100 each month, while Martina does most of the cleaning. Jennifer does not ask for any money towards the utility bills.

Jennifer and Martina get along really well, but at one point they had quite a heated argument about the Catalonia referendum in Spain:

“Afterwards we apologised to each other for shouting at each other. There are other things we disagree on in terms of teaching and disciplines school, but we agree to disagree. So we have healthy debates, but the Catalonia discussion got a bit heated... I think it was healthy we had that – we now know that if we have differences in opinion we’re likely to be able to deal with it.” (Jennifer, householder).

Jennifer and Martina have also undertaken a lot of activities together, including going to the theatre, a local museum, a cathedral and visiting Jennifer’s friends. They also go food shopping together as and when it is convenient.

Reflections and impact

Jennifer’s experience of Homeshare matches her expectations. It has helped her in different ways: there is companionship, she gets more help with cleaning, and Martina fixes things around the house that would have required the help of the local handyman.

“There is companionship – we watch television together sometimes. And I think we have a fairly acceptable balance of being together or being on our own, for instance, in the evenings.” (Jennifer, householder).

Jennifer has also noticed that she is sleeping better than she has in recent years. Martina feels that Homeshare was the only way that she could have stayed in England and that it has given her a new start in life:

“Nowadays I’m more confident – not only in speaking English, but as a person. I’ve developed as a person, I’m more confident in my life, because I’ve overcome one of my handicaps. In Spain I always have my family around me and have their support, and here I also have support, but I am also alone and have to do things for myself.”

Martina will return to Spain in April, after which Jennifer is going on holiday and will decide if she would like another Homesharer.

Match 9: Anita and Phillipa

Involvement in Homeshare

Anita was finding life very lonely and would often go for three or four days a week without speaking to anyone. This was made worse with the onset of worsening mobility. Her son’s partner told her about [HSP site].

'You see that was the problem I suddenly became immobile and could only work short distances, I felt totally cut off from the world, that was when someone told me about [HSP site].' (Anita, householder)

Phillipa was about to embark on a master's degree. She owns a house in Walthamstow and wanted to find a temporary housing solution which would be closer to where she was studying and meant that she would not have to worry about her mortgage while studying. Additionally, she did not want to flatshare with students. Now in her 50s, she felt that this was unsuitable for her. [HSP site] was one of three homesharing schemes that she applied for after googling 'gardening for rent'.

Anita initially had concerns about the programme:

"I was rather in two minds – it could be awful if didn't get on with someone - worse to be with someone I didn't like than no one at all," (Anita, householder)

Yet she had a successful [HSP site] match with another Homesharer, (who left after facing personal difficulties), which gave her confidence in the programme before meeting Phillipa.

Being matched

Both Anita and Phillipa felt that [HSP site] had really made the effort to get to know them before finding a suitable match. Before being matched Anita and Phillipa had two meetings, the first had a [HSP site] employee present and the second was with Anita's daughter; it was particularly important to her that the Homesharer would get on with her family. Both Anita and Phillipa were very happy with the match and felt lucky that they shared so many personal interests and political views; they were both very interested in art, had been teachers and felt strongly about Brexit. On these grounds Phillipa says that the match *'couldn't be more perfect'*

Anita felt that [HSP site] was very good at finding suitable matches:

"Both times she's found someone I have really settled down with. She has amazing matching skills." (Anita, householder)

They get on very well, sharing meals most nights and taking it in turns to do the shopping and the cooking. Both said that they felt *'more like friends'* and would often stay up late talking. They have also been on outings to the Tate and Dulwich Art Gallery and once rented a car and drove to Anita's sister's house in Portsmouth. Phillipa helps with small chores around the house, such as taking out rubbish and changing light bulbs.

Reflections and impact

They both felt that Homeshare had exceeded their expectations. Anita noted:

"It's really made all the difference to my life. My concern was I might not like having someone in the house, in both cases I have" (Anita, Householder)

Anita has said that the companionship has helped her wellbeing. She likes to hear about what Phillipa is studying and what has happened in her day. Phillipa thinks it helps Anita to feel connected to the outside world. Phillipa has also noted the value of homesharing with an older

person. She says she has learned a lot from Anita and says that the experience has made her appreciate older people more, who she thinks are undervalued in society and have a lot to offer.

They have been Homesharing for two years and Anita is aware that after Phillipa finishes studying she will move out. She is sad about this and sees this as a major drawback of the programme, but both hope to maintain a friendship.

In giving feedback about the project, both said that it should not be treated as a business exchange and that the householder should not be made to feel as though the homesharer is counting the 10 hours of assistance. Phillipa felt that the charge was fair, especially given the local rent prices, although Anita was initially surprised that she had to pay for the scheme and thought that this should be made clearer on the outset.

The only concern that Phillipa expressed, was that Anita wanted to know her whereabouts. This was exacerbated as Anita's mobility issues worsened and she became increasingly anxious to be on her own. Phillipa noted that she did not mind, and that her lifestyle suited this living arrangement, given that she did not socialise that much, although she suggested that it may be concern for someone younger. Now that she is finishing her course and has started working again, she is aware that her personal schedule will pick up which could cause issues if she were to stay. Anita has since recommended Homesharing to other people:

"I have recommended the project. I was surprised how little people know about it. It needs to be advertised more"

Match 10: Petunia and Leon

Involvement in Homeshare

Petunia and her husband (Roland) have always had lodgers. They have a spare room and know that they can accommodate someone. They are very socially minded, and after seeing an advert for [HSP site] in a local newspaper they wanted to participate in order to provide cheaper accommodation for someone who wants to live in a central city location; they feel strongly that the local rent has become unaffordable. Petunia has a physical disability and her husband is her full-time carer. He is a local councillor and sometimes has to go to meetings, and she felt that he needed further support.

"It helps Roland to know that there is someone here all the time and I won't struggle. And won't have to use pendant to call someone." (Petunia, Householder)

Leon has lived with Petunia and Roland for just over a year. He found out about [HSP site] when looking online for low cost accommodation options and saw an article in The Guardian about a girl who was living rent-free - a hyperlink led him to [HSP site]. He thought through the trade-off between domestic work and paying fees and felt it would be a good option.

Being matched

Leon applied online and filled out the relevant matching information which he felt was not overcomplicated. He was then provided with information about potential householders and began scheduling matching meetings. These were informal, with a member from [HSP site] present and Leon appreciated that he was given a chance to look around the house. Prior to meeting Petunia, Leon had met another householder, but was told that they were looking explicitly for a female homesharer.

Petunia was not concerned about inviting a homesharer into her home and was reassured that they would be DBS checked. She has had several homesharers, with Leon being Petunia's fifth match. These terminated for various reasons, Petunia felt that more information could have been provided about the homesharers in order to avoid issues and make sure they were a suitable match.

"I think matching info could be improved, I don't think they actually do as much probing as they should" (Petunia, householder)

For example, one of her homesharers, was a student who was at college all day during the week and then worked on the weekend. It surprised Petunia that [HSP site] had not made her aware of the fact that this homesharer would not be around much. Another homesharer had mental health issues which Petunia was not informed about.

"If only I'd known - it might have helped. I found it quite puzzling and didn't know how to help." (Petunia, householder)

Despite this lack of information, Petunia said that she found matching with homesharers easy; her and Roland would read the profile sheets, discuss who they both liked and whether they would fit in with their lifestyle. They would then meet once before agreeing to the match. Petunia says that she is good at choosing the right people given her professional experience, hiring members of staff.

Reflections and impact

Petunia buys most of the food, which Leon says he needed some time to adjust to, as he did not want to feel like he was taking advantage, but he contributes by helping with cooking, gardening and paperwork when needed. Both Petunia and Leon said that the ten hour arrangement has been more informal and Leon mentioned it was like being a family member. He said that [HSP site] could let people know that the 10 hours is much more flexible than it seems.

"It specifies 10 hours, so you assume you might be timed and there will be paper work. It is more organic and flexible. I don't think I am clocking up 10 hours" (Leon, householder).

This also has a downside, as Leon noted that:

"Sometimes I am called to do things at times when it is not easy for me and 'I felt guilty saying no.'" (Leon, Homesharer)

Leon feels that [HSP site] fees are very good value for money and feels that the sacrifices that he has made to his routine have been worth it, but he acknowledges that homesharing is not for everyone. He feels that one of the sacrifices of homesharing is losing the freedom to be spontaneous and he currently feels he has to diarise his plans in advance with Petunia.

Leon often eats with Petunia and Roland and sometimes gets invited to social occasions. He says that the experience has opened him up to experiences he would never have had otherwise, for example he was invited to dinner with Jeremy Corbyn.

He does not watch TV with Petunia and Roland, and after dinner he stays in his room, but Petunia feels that this level of interaction is appropriate for her:

“I have so much happening that don’t need companionship.” (Petunia, householder).

Petunia and Roland are out a lot and go on trips. Another benefit to having a homeshare is that they feel reassured that Leon is at home, and can house sit and feed the cats if need be.

While Petunia has liked having Leon in the house, she acknowledges that there are limitations, as her husband still has to issue the personal care, such as using the hoist to take her to and from the toilet. She also feels that the householder fees are too high:

“I could probably have my own private arrangement.” (Petunia, householder)

Both Petunia and Leon felt that [HSP site] has been very helpful, although the quarterly review felt like more of a formality. Leon felt that it would be useful for [HSP site] staff to meet with them separately:

“We are seen together, so it’s harder to be frank. I have no problems.” (Leon, homesharer).

Leon has finished his degree, and is currently working part-time, but he acknowledges that when he gets a fulltime job he will need to cease homesharing; *“If I find a job I can’t do this, you need to commit time to it [homesharing] otherwise you are abusing it.” (Leon, homesharer).*

Petunia feels like she is ready for a new homesharer soon and says that she would like to offer the opportunity to someone who really needs a cheaper alternative to live locally, such as a teacher.

Match 11: Harry and Jemima

Involvement in Homeshare

Harry’s wife died 12 years ago, his daughter lives next door. Since she retired she now travels more and worries about him on his own; he is 96 with several health conditions. He was looking for a companion who could provide some support, particularly when his daughter is away, and prevent her from worrying. After seeing [HSP site] advertised in a local magazine, Harry and his daughter did more research about it together, concluding that it was a good idea.

Jemima was looking for a room to rent and was attracted to the low price of homesharing; she saw it as a good opportunity to save money.

Being matched

Harry told [HSP site] that his preference was for a middle/late aged female who was retired or semi-retired (the same age as his daughter). He and his daughter then met potential matches together. Although she was younger than his preferences specified (30) she was the first homesharer who was happy to live there. The other potential matches did not have a car which would have made commuting from Harry's house difficult.

Reflections and impact

Jemima has been homesharing with Henry for just under 2 years and he feels that 'she fits in very well'. When Harry's daughter is in town, Jemima will cook dinner a few nights a week and the remaining evenings they will have dinner at Harry's daughter's house. In this respect, Jemima is '*treated as a member of the family.*' When his daughter is away, Jemima cooks the majority of evening meals. Jemima has a car and drives Harry to the supermarket every week, where Harry buys most of the food for dinner. After their evening meal they usually watch some television together.

'If I don't like what she watches I read, or vice versa she will be on her laptop particularly at weekends.'

While Harry says that he does not need to be informed when Jemima is going to be busy in the evening, Jemima feels that she has had to adjust her lifestyle significantly while homesharing and that she needs to ask for permission before making social arrangements. She commented that as they often have meals at Harry's daughter's house she feels obliged to stay for the whole meal, and would feel bad to cancel at the last minute.

Jemima says that the arrangement has been a lot more work than she thought. In this sense she feels that her expectations of the commitment were not managed properly. She says that she would have found it valuable to meet other homesharers for recommendations and support.

"The idea of Homeshare to be completely honest sounded easier than it actually is. It's actually more involved than I thought, it sounded like I'd be a lodger with 10 hours of work in reality it is a bit different."

It has impacted her social life and personal time, and sometimes she feels overwhelmed, particularly as she works full time.

"We spend whole evenings there, it feels a bit too much for me. You come back home with no time to yourself. You don't feel independent and it's a bit hard, sometimes you don't want to see anyone."

Harry feels that the main benefit of having Jemima homesharing is the *presence* of someone else being there as opposed to companionship. The two of them do not have that much in common, with both expressing that conversations can be difficult. Harry is very interested in politics and Jemima has more of an interest in 'lighter stuff'

Jemima feels that she has not saved as much money as she expected she would; she needs to pay more for fuel and car insurance, as well as the internet bill. Yet, despite these concerns, Jemima feels that homesharing has been a great life experience and she has learnt more about how to live with an older person.

Harry noted that his council tax has gone up since he started homesharing, as he lost his 25% discount, and [HSP site] have since adjusted the amount that he pays to make this difference. He said that having a lodger would be more financially beneficial.

While Harry feels that his interaction with [HSP site] has been adequate, Jemima feels that she could have had more support from [HSP site]. She says they have called her twice during working hours so she could not respond. She also suggested that they [HSP site] should get separate feedback from the householder and homesharer 'to mediate and improve the relationship.'

Jemima's job is going to involve more travel in the future so she will need to cease homesharing, but she would recommend it to someone a little older than herself who is more settled and who works part time. Harry also feels that he would want to be matched with someone who is free more during the day. He also suggests that [HSP site] increase their offering to make it more bespoke to the individual and their support needs. Jemima suggests that an improvement to the scheme would be if homesharers could have weekend off.

Match 12: Gary and George

Involvement in Homeshare

George's son was worried about how he would cope after his wife died and he felt that George needed someone to keep an eye on him and make sure that he ate regularly. After seeking help, Jewish Care recommended [HSP site] as a possible solution.

Gary's family live a long way from the city he currently lives in. He is a chauffeur and is frequently out of the house, so he wanted a cheaper living alternative, as he did not want to pay too much for a home that he is not in that much. [HSP site] seemed to be the best homeshare programme that he came across. He felt that the others discriminated against him being male.

Being matched

George's son filled out the application which he felt was comprehensive and they quickly found Gary. Both George and Gary say that they clicked instantly and that their communication felt natural.

"Really it was fantastic, we were laughing within 10 minutes." (Gary, homesharer)

Gary had met with another family, who had been very strict about the ten hour commitment. This made him uncomfortable with the idea of living there, but [HSP site] kept sending him other options. Gary did have some concerns about homeshare as it is new and he was worried that he was being used as a 'guinea pig'.

Reflections

Gary and George got on well and were matched for 9 months. Even though Gary was working long hours he would shift his work schedule to keep George company. Gary introduced George to new TV shows, they would watch TV together and Gary would cook every day. Sometimes they would go out to meals together or day trips, for example to the beach. Gary would help George with his chores, taking him to the supermarket, bank and to get a haircut, or give him lifts to the hospital and to the airport. George's son feels that Gary delivered "*much more than what the [HSP site] promises.*"

When George fell and broke his shoulder the dynamic changed and he became more dependent on Gary, and demanded more. Gary started to feel more responsible for him and it became harder to draw the line. He would worry about him when he was at work, and the higher dependency impacted Gary's independence. Gary would help him to the bathroom and help him get dressed. George's family organised for a carer to come in a couple of times a day to wash and feed George, which allowed them to keep George, but eventually they needed more support than Gary could offer. Gary still stays in touch and pops in occasionally. George and his family feel very fondly of Gary, and say they were particularly happy with the friendship that homeshare offered:

"Give it a chance, and if you are lucky you will find a Gary." (George, householder)

Gary feels that he should have had more boundaries and that it is his fault that he got so close to George and started to feel responsible for his wellbeing. He also feels that there could have been more information shared at the start about George's health. Despite this, he found it to be a worthwhile and enjoyable experience, which he would recommend. Through homeshare, he realised the he could do more with elderly people than he thought. He does say that it is important that future homeshares understand the level of health needs that should be considered.

George's son feels that the [HSP site] fees are too reasonable and they undersell themselves. He says that even if Gary stuck to only the 10 hours it would have been cheap – although Gary was happy to do more:

'Maybe they should increase the fees, after 3 or 6 months could double, I don't think people would complain for paying 500 per month'

Gary felt that it was unfair that his fees should be higher than the householders given that he was doing so much work. He felt the cost should be 50/50.

Match 13: Alice and Fiona

Involvement in Homeshare

Fiona was made aware of homeshare through a letter sent into her newspaper; someone said that they were lonely and another responded recommending homeshare. Fiona had worked for many years and had been very active. She had lost her husband and her children now live further away. She also struggles with mobility issues and has become increasingly lonely.

Alice was doing a masters course and needed an affordable solution to live in a city centre. She had heard about homesharing on a BBC programme and googled opportunities within her local city. Her mother is a 'shared lives' carer so the idea was not foreign to her. She applied on the Homesharing website and [HSP site] was one of the schemes suggested.

Being matched

Alice and Fiona were both reassured by the safety checks in place at [HSP site]. Where Alice said it is *'not like gumtree where you don't know who you might live with'*. Alice's dad drove her down and met Fiona whose daughter was also present, and this reassured all family members about the match.

Prior to Alice, Fiona has had several matches, from various nationalities. She particularly likes that Alice is English, which makes sharing humour and references easier.

Reflections

Fiona and Alice arrange their own food as Fiona eats a lot earlier than Alice. On the weekend they go to the shops together where they split the bill. Fiona won't let Alice pay utilities, *"If I try to pay she gets cross."*

Fiona helps with odd jobs around the house. Alice comes home from college at around 5 or 6pm. They sit together and watch TV and talk about the news.

Fiona is happy that she and Alice have things in common, and in that respect, [HSP site] has exceeded her expectations. Fiona has gone through other schemes before, but she was matched with people who were unsuited to her, i.e. they were working long hours, and taking advantage of the living situation. Now she would only go to [HSP site].

The thing that Fiona values the most about homeshare is having a reliable person in the house. She says that having Alice in the house has helped with her wellbeing and depression.

'Alice has helped in that respect, it's something to look forward to, someone coming in, just knowing she is here, movement in the house.'

Fiona feels that it is important that homesharers do not expect too much 'time off' (or time away from their householder), as the point of Homeshare is companionship. This has led to some confusion when Alice has asked to go on holiday, where Fiona was worried that she would be away more frequently.

'People must realise that they are committed to a job, every job has certain amount of time off. That is something you have to arrange at the beginning, be clear from the outset.' (Alice, homesharer)

Alice feels that homeshare has met her expectations; security and companionship. She likes having a housemate who would notice if she did not come home and who she gets along with. *'I like having someone who I actually get on with, I have had housemates I don't get on with, she comes out with some startling things about politics, she gives a completely different viewpoint.'* She feels that she can go out and socialise in the evenings as long as she lets Fiona know.

Alice would recommend Homeshare, but she says that people should go with an open mind, as older people can be quite set in their ways.

'some people are quite set in their ways, you might have to recognise that you have to fall in with that, not in a bad way, you have to be quite accommodating.'

She feels that it should be promoted more widely, for example at universities.

Appendix C: Summary data collected through independent evaluator tool

1.1. Overview of data collected

The following analysis makes comparison between HSP sites using data recorded within the independent monitoring tool as of 7th October 2017. This analysis presents a comparison of HSP site data, and where possible draw comparison with Homeshare UK data collected through the Homeshare UK website and data collected by Shared Lives Plus in the State of the Sector 2017 report.

Headline data, summarising the basis of this analysis is presented in Table 1, below.

Table 1: Numbers of individuals completing each stage of the Homeshare matching process, per pilot scheme site

Pilot	Enquiries	Applications	Approvals	Matches ⁵
Edinburgh Development Group	30	2	-	-
Age UK Isle of Wight	38	15	6	-
Knowsley Housing Trust & PSS	48	16	2	-
Novus	468	366	87	83
Age UK Oxfordshire	11	10	11	8
PossAbilities	50	43	29	10
Click Nottingham	23	4	-	-
Leeds	77	46	7	0
Grand Total	745	502	142	103

The above chart shows the total number of enquiries made to each HSP site, and subsequently how many of those enquiries were converted to full applications, approvals, and matches. It is important to note that the majority of the data comes from Novus, which means there is a bias in the data.

Further, some HSP sites struggled to make effective use of the data collection tool. For example, Age UK Oxfordshire provided data only on those individuals who were matched, and

⁵ Note that matches recorded in the table are cumulative and presented over the course of the HSP. The matches column represents all individuals who were identified in the table as being ‘matched’, including those where a new match was formed after a homesharer left a match or a householder exited support.

not on their full enquiry cohort. Click Nottingham have withdrawn from the programme, and so only provided information for the enquiry stage.

There were also some gaps in the data provided by HSP sites. The Edinburgh Development Group, for instance, did not gather data on any individual beyond the application stage, and didn't gather data on age at the enquiry stage. Data collection appears to be patchy and inconsistent in places, with many stage start dates inputted incorrectly for instance. There was also very limited collection of data for the Warwick Edinburgh Mental Wellbeing Score (WEMWBS), with information being collected on only 20 people at various stages of the matching process.

1.2. Enquiries

1.2.1. Application types

In total, 745 enquiries were made across the pilot scheme sites during the HSP. Across the entire enquiry cohort, 71% of these were for prospective homesharers (n=529), and 28.3% for householders (n=211). This proportion of applications was not replicated across all sites. Age UK Isle of Wight saw the greatest proportion of householders enquiring about the scheme (62.2%, n=24).

For a very small number of clients (n=5), the nature of their application type was not added to the data collection tool.

Table 2: Proportion of homesharer and householder enquiries, per pilot scheme

Pilot	Homesharers	Householders	No designation provided	Grand Total
Edinburgh Development Group	14	16	-	30
Age UK Isle of Wight	12	24	2	38
Knowsley Housing Trust & PSS	35	13	-	48
Novus	369	96	3	468
Age UK Oxfordshire	6	5	-	11
PossAbilities	30	20	-	50
Click Nottingham	11	12	-	23
Leeds	52	25	-	77
All Pilots	529	211	5	745

The data collected by Homeshare UK shows a greater proportion of enquiries from homesharers, at 83.9% of the total (n=872).

Figure 2: Proportion of householder (HH) and homesharer (HS) enquiries, per pilot scheme

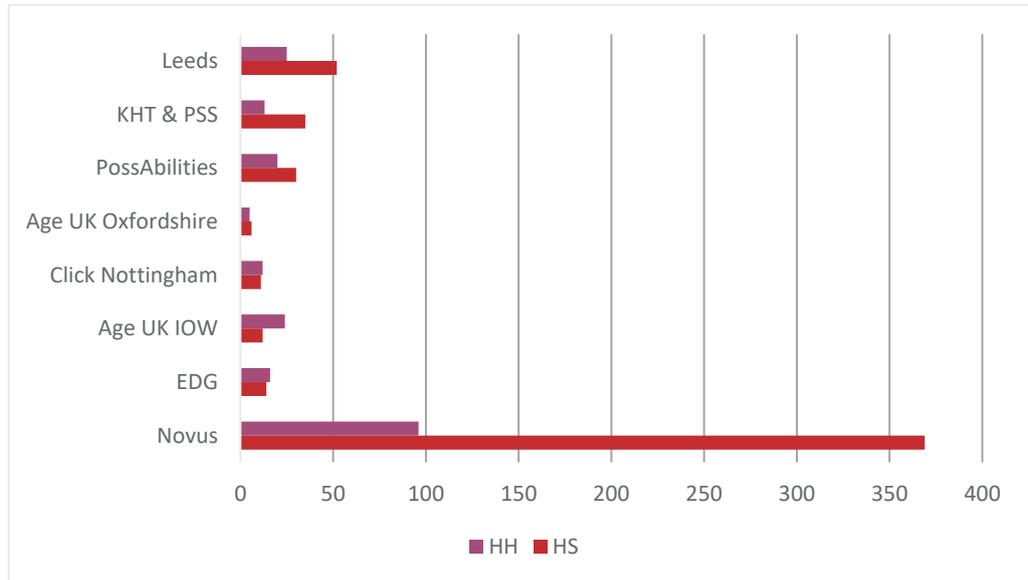
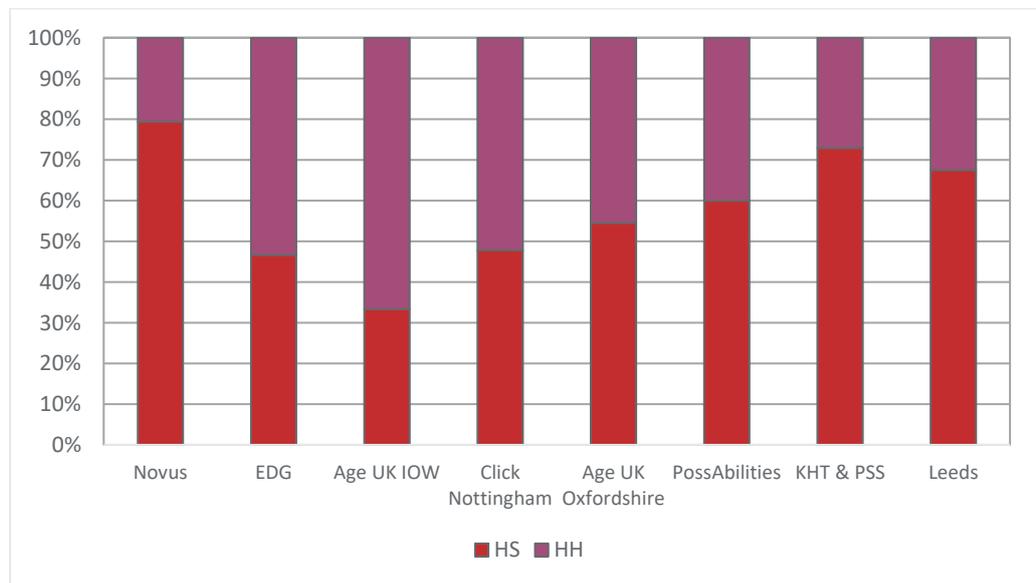


Figure 3: Proportion of householder (HH) and homesharer (HS) enquiries, per pilot scheme, as a % of all enquiries



1.2.2. Age

536 of 745 total enquiries (69.3%) provided data on age. The average age recorded across all enquiries was 46.9 years.

The average age at the point of enquiry homesharers was 34.1 years (n=382), and the average age for householders was 78.5 years (n=154). There were differences between HSP sites as to

the average age. Enquiries for the Age UK IOW were consistently older for homesharers, given their approach of recruiting older homesharers. Enquiries from Age UK IOW were 30 years older than the national average. We can also see that the enquiries in the Knowsley Housing Trust and PSS have been consistently younger than average (homesharers were 2.9 years younger than the national cohort, and householders 14.8 years younger).

The greatest variation to the data collected by Homeshare UK is in the average age of Homesharers. For males, HSP pilot enquiries were on average 6.5 years older, and females have been 8.3 years older. There was little difference found in the ages of householders, however, with males being 0.5 years older across the pilot schemes, and females 2.9 years older. No data on age was supplied from the Edinburgh Development Group.

Figure 4: Average age of enquiries across all pilot schemes, per enquiry type

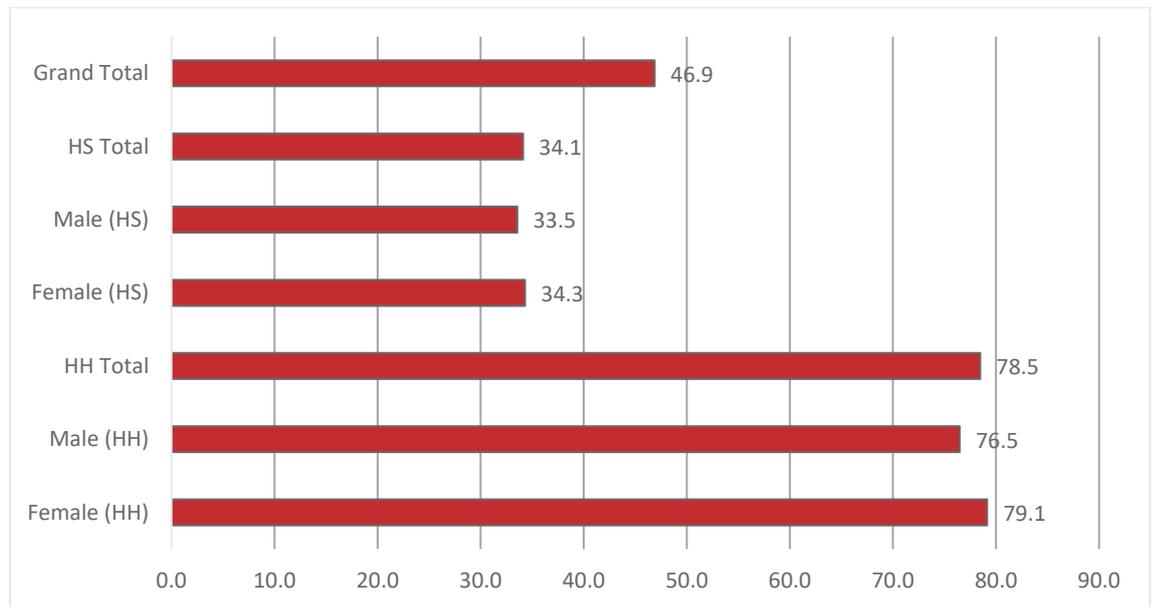
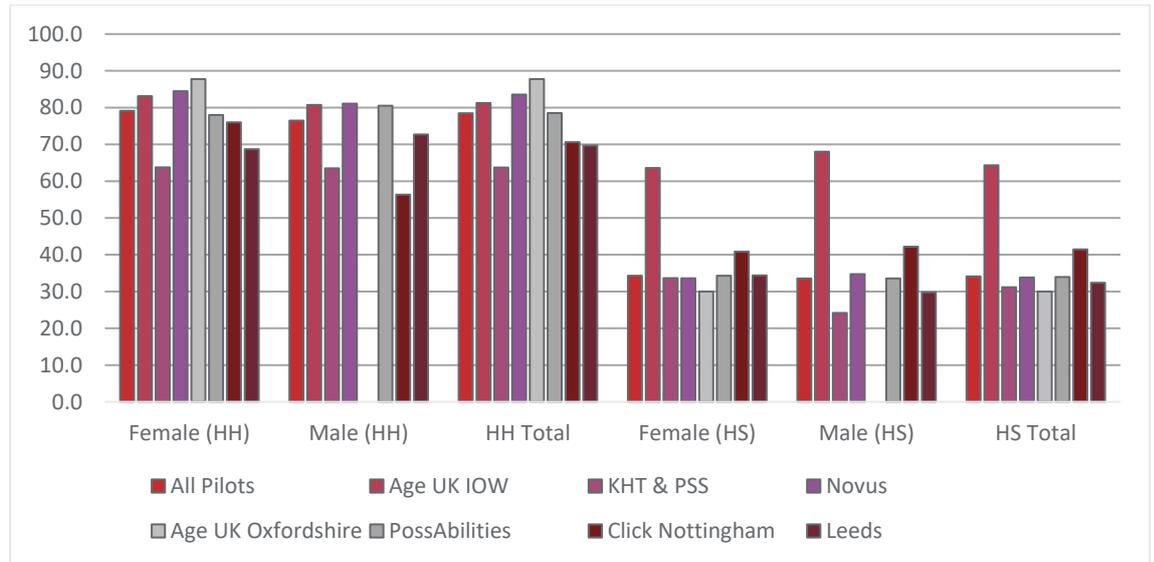


Table 3: Average age of enquiries across all pilot schemes, per enquiry type

	Female (HH)	Male (HH)	HH Total	Female (HS)	Male (HS)	HS Total	Grand Total
Age UK IOW	83.1	80.8	81.3	63.6	68.0	64.3	76.4
KHT & PSS	63.8	63.5	63.7	33.6	24.2	31.2	41.0
Novus	84.4	81.1	83.6	33.6	34.7	33.8	44.5
Age UK Oxfordshire	87.8	-	87.8	30.0	-	30.0	53.1
PossAbilities	78.0	80.5	78.5	34.3	33.5	34.0	54.2
Click Nottingham	76	56.3	70.6	40.8	42.2	41.5	56.0
Leeds	68.7	72.7	69.7	34.4	29.8	32.4	44.5
All Pilots	79.1	76.5	78.5	34.3	33.5	34.1	46.9
HS-UK data	82	76	-	26	27	-	-

Figure 5: Average age of enquiry types, per pilot scheme



1.2.3. Gender

721 of 745 total enquiries (96.8%) provided data on gender (of which 202 were householders, and 519 homesharers). The figures below show the proportion of homesharer and householder enquiries made by people identifying as male or female.

74.6% (n=538) of all enquiries were female, and 25.4% (n=183) were male. The data gathered by Homeshare UK shows a greater proportion of males than the data gathered by HSP sites; 65% of enquiries were made by women to Homeshare UK sites (n=676), and 35% by men (n=364).

Across the pilot sites, we can see that all schemes attracted more enquiries from women than men. This ranges from a full proportion of enquiries from women in Oxford, to 53.33% of enquiries from women in Edinburgh.

Figure 6: Gender breakdown of enquiry types, per pilot scheme

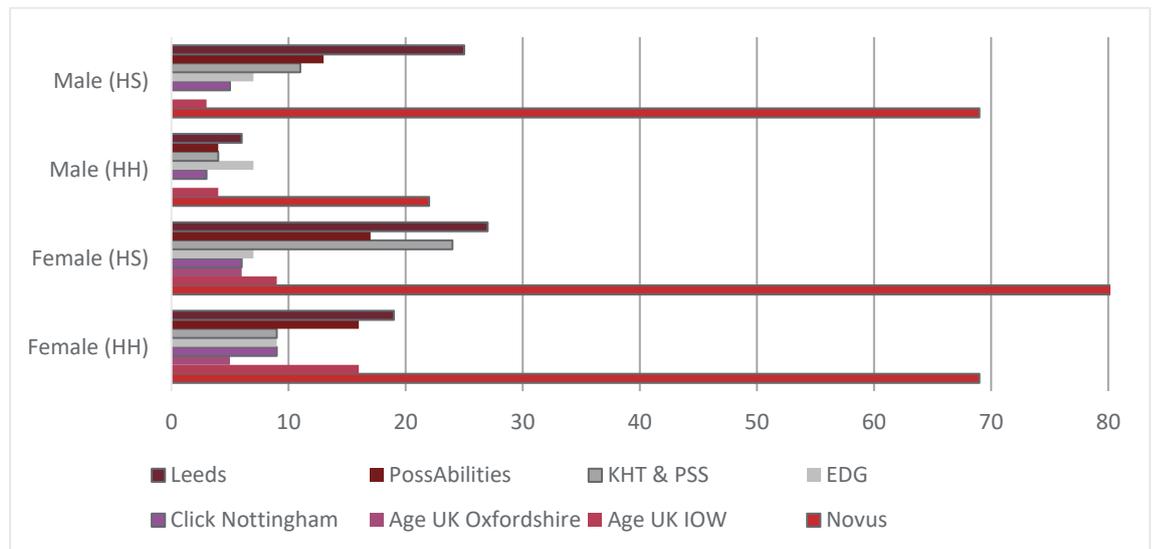


Table 4: Proportion of enquiries made by different genders, per pilot scheme

	Female Total	Male Total	Female (HH)	Female (HS)	Male (HH)	Male (HS)
Novus	79.78%	20.22%	15.33%	64.44%	4.89%	15.33%
Age UK IOW	78.13%	21.88%	50.00%	28.13%	12.50%	9.38%
Age UK Oxfordshire	100.00%	0.00%	45.45%	54.55%	0.00%	0.00%
Click Nottingham	65.22%	34.78%	39.13%	26.09%	13.04%	21.74%
EDG	53.33%	46.67%	30.00%	23.33%	23.33%	23.33%
KHT & PSS	68.75%	31.25%	18.75%	50.00%	8.33%	22.92%
PossAbilities	66.00%	34.00%	32.00%	34.00%	8.00%	26.00%
Leeds	59.74%	40.26%	24.68%	35.06%	7.79%	32.47%
Grand Total	74.62%	25.38%	21.08%	53.54%	6.93%	18.45%
HS-UK data	65.00%	35.00%	12.21%	52.79%	3.94%	31.06%

Table 5: Gender breakdown of enquiries made per pilot scheme, split by Homesharer and Householder enquiries

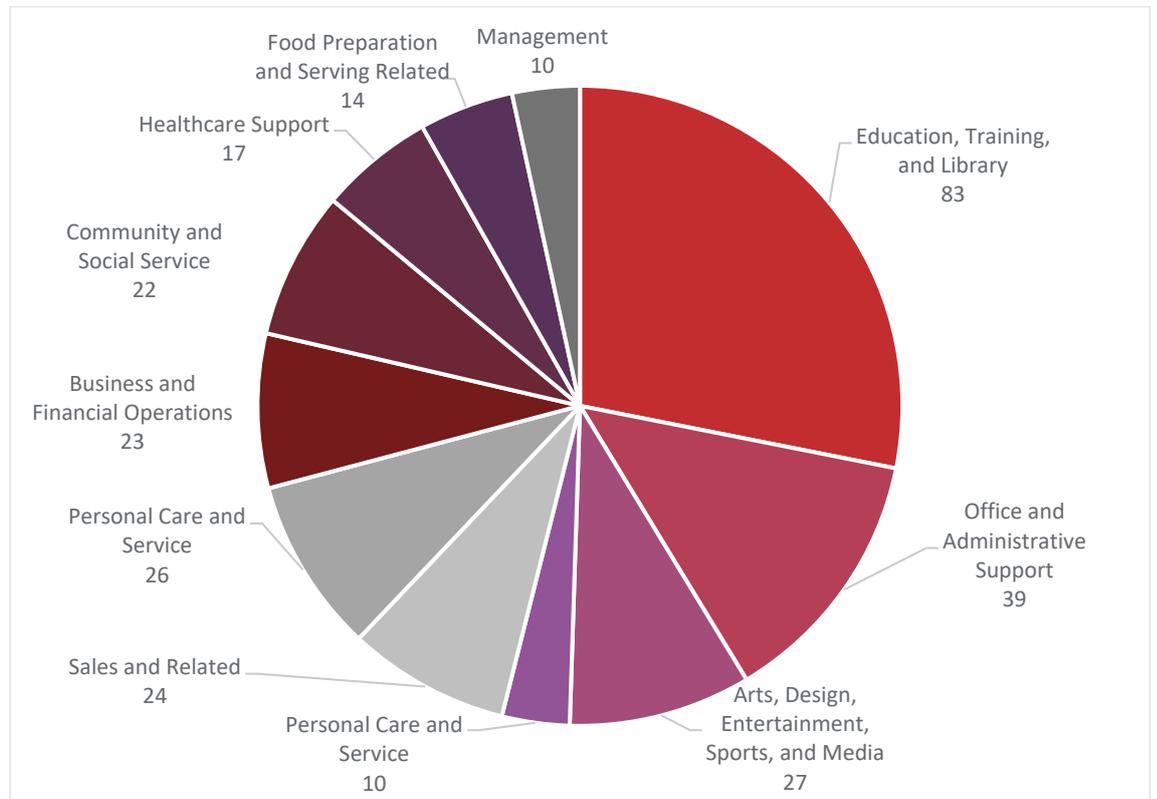
	Homesharers		Householders	
	Female	Male	Female	Male
Novus	80.78%	19.22%	75.82%	24.18%
EDG	50.00%	50.00%	56.25%	43.75%
Age UK IOW	75.00%	25.00%	80.00%	20.00%
Click Nottingham	54.55%	45.45%	75.00%	25.00%
Age UK Oxfordshire	100.00%	0.00%	100.00%	0.00%
PossAbilities	56.67%	43.33%	80.00%	20.00%
KHT & PSS	68.57%	31.43%	69.23%	30.77%
Leeds	51.92%	48.08%	76.00%	24.00%
All Pilots	74.37%	25.63%	75.25%	24.75%

1.2.4. Occupation

342 of 712 total enquiries (48.2%) provided data on occupation. The majority of enquiries recording their occupation were homesharers (96.8%, n=331). The chart below shows the distribution of the most commonly reported occupational sectors (those with above 10 responses).

Fewer than ten individuals reported that they were working in the following sectors; healthcare practitioners (7), architecture and engineering (6), computer and mathematical (6), life, physical and social science (4), personal care and service (3), installation, maintenance and repair (3), transportation and materials moving (2), construction and extraction (2), building and grounds cleaning and maintenance (1), student (1), legal (1), special education needs (1), protective service (1), police officer (1), and production (1).

Figure 7: Distribution of most commonly reported occupational sectors across all enquiries



The table overleaf shows, for all occupation sectors, the proportion of enquiries resulting in a successful match.

Table 6: Proportion of occupations reported by non-matched individuals, vs proportion of occupations reported by matched individuals

Row Labels	Matched		Not matched	
	Percentage	Count	Percentage	Count
Education, Training, and Library	14.46%	12	85.54%	71
Office and Administrative Support	12.82%	5	87.18%	34
Arts, Design, Entertainment, Sports, and Media	11.11%	3	88.89%	24
Personal Care and Service	8.33%	3	91.67%	33
Sales and Related	16.67%	4	83.33%	20
Business and Financial Operations	8.70%	2	91.30%	21
Community and Social Service	18.18%	4	81.82%	18
Healthcare Support	5.88%	1	94.12%	16
Food Preparation and Serving Related	7.14%	1	92.86%	13
Management	10.00%	1	90.00%	9

1.2.5. Routes of referral

696 of 745 total enquiries (93.4%) provided data on referral route. Overall, web search resulted in 48.1% (n=335) of all referrals, with word of mouth providing 17% (n=118). The full breakdown of referral routes can be seen in the table below.

There are significant differences in the referral routes access by householders and homesharers. For instance, web searches accounted for 60.4% of homesharer referrals (n=301), but only 17.2% of householders’ referrals (n=34). Word of mouth was the most common route for householders at 25.8% of referrals (n=51) but represented only 13.5% of homesharer referrals (n=67). The proportional differences in referral routes for the different groups can be seen in the pie charts below.

Table 7: Proportion of referral routes used by householders and homesharers, across all pilot schemes

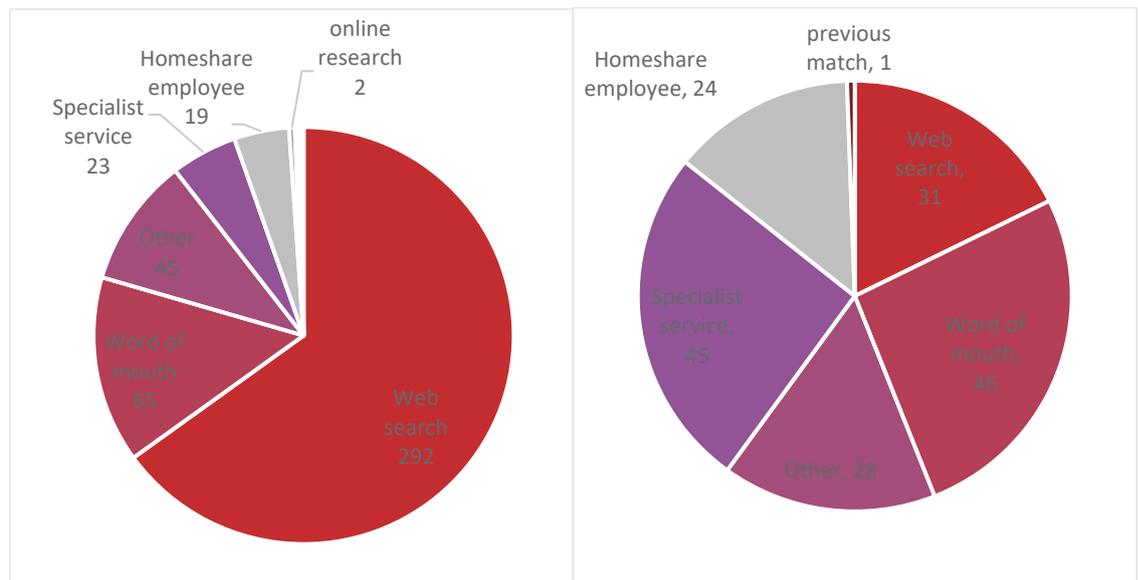
Referral Route	Householders	Homesharers	Total
Community Event	-	0.20%	0.14%
Daily info website	-	0.20%	0.14%
Homeshare employee	11.62%	3.82%	6.03%
Online research	-	0.40%	0.29%
Other	19.19%	16.06%	16.95%
Previous match	0.51%	-	0.14%
Specialist service	25.76%	5.22%	11.06%
Website	-	-	0.14%

Word of mouth	25.76%	13.45%	16.95%
Web search	17.17%	60.44%	48.13%

Table 8: Proportion of referral routes reported by individuals, split by enquiry, application, and match cohorts and by householder (HH) and homesharer (HS)

Referral route	Enquiries		Applications		Matches	
	HH	HS	HH	HS	HH	HS
Community Event	-	0.20%	-	0.27%	-	1.92%
Daily info website	-	0.20%	-	0.27%	-	-
Homeshare employee	11.62%	3.82%	5.60%	2.71%	2.22%	5.77%
Online research	-	0.40%	-	0.54%	-	1.92%
Other	19.19%	16.06%	14.40%	18.16%	13.33%	17.31%
previous match	0.51%	-	0.80%	-	2.22%	-
Specialist service	25.76%	5.22%	30.40%	5.15%	17.78%	-
Web search	17.17%	60.44%	20.00%	56.91%	24.44%	53.85%
Website	-	0.20%	-	0.27%	-	1.92%
Word of mouth	25.76%	13.45%	28.80%	15.72%	40.00%	17.31%

Figure 8: Referral route counts for homesharers (left) and householders (right), across all pilot schemes



1.2.6. Employment status

405 of 502 total applications (80.7%) provided data on employment status. 97 of these were householders and 293 were homesharers.

The majority of householders enquiries reported that they were retired (89.2%, n=91). A further four householders reported as long-term unemployed, two as unemployed, and two more as employed full-time.

Conversely, 92.2% (n=279) homesharer enquiries said they were in some form of employment or education. The majority (55.5%, n=168) were in full-time employment, with a further 18.5% (n=56) in part-time employment. 18.2% (n=55) of homesharers reported themselves as being in a form of education; 14.2% in full-time education, and 4% studying part-time.

Figure 9: Count of reported employment status for householders (HH) and homesharers (HS)

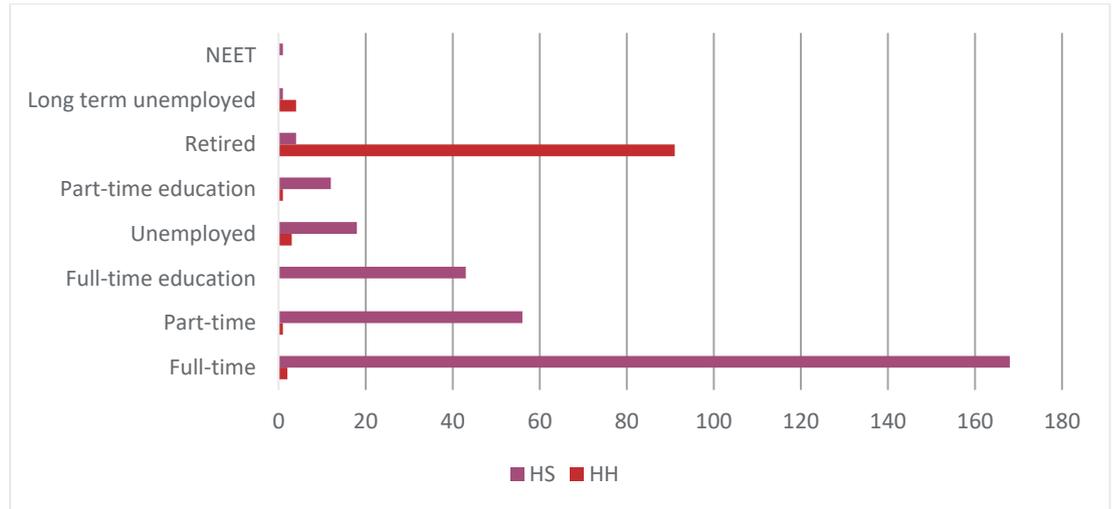


Table 9: Count and proportion of reported employment status, split by householder and homesharer applications and matches

Employment status	Applications				Matches			
	Householders		Homesharers		Householders		Homesharers	
	Count	%	Count	%	Count	%	Count	%
Full-time	2	0.49%	168	41.48%	-	-	26	30.95%
Part-time	1	0.25%	56	13.83%	-	-	9	10.71%
Full-time education	-	-	43	10.62%	-	-	5	5.95%
Unemployed	3	0.74%	18	4.44%	1	1.19%	2	2.38%
Part-time education	1	0.25%	12	2.96%	-	-	2	2.38%
Retired	91	22.47%	4	0.99%	37	44.05%	-	-
Long term unemployed	4	0.99%	1	0.25%	2	2.38%	-	-
NEET⁶	-	-	1	0.25%	-	-	-	-
Total	102		303		40		44	

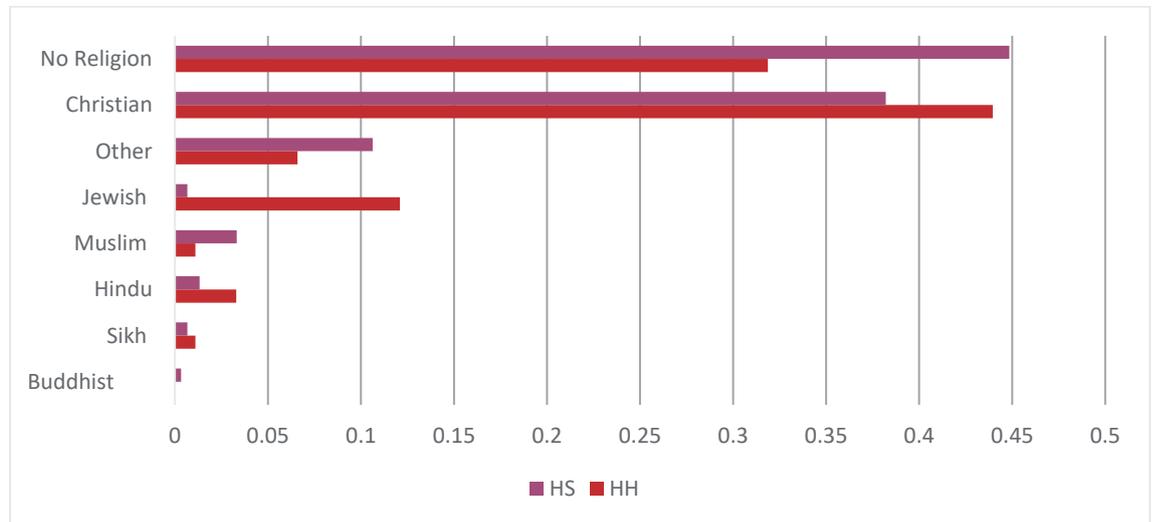
⁶ NEET – Not in education, employment or training.

1.2.7. Ethnicity and Religion

402 of 502 total applications (80.1%) provided data on ethnicity. The majority of both homesharers and householders listed their ethnicity as White; 77.7% of householders (n=77) and 48.8% of homesharers (n=148) reported this. The second most commonly reported ethnicity for homesharers was ‘Other’; this was reported by 32.7% of homesharers (n=99) and a further six householders. It is unclear whether this represents ethnicities not included in the dropdown lists on the data collection tool, or simply not collecting this data for a number of applicants.

392 of 502 total applications (78.1%) provided data on religion. For homesharers, the largest category reported was of individuals with no religion, at 44.9% (n=135). 44% of householders reported that they were Christian (n=40), and 31.9% (n=29) that they had no religion.

Figure 10: Breakdown of applicants' religions, split by enquiry type



Dalhousie frailty score

The Dalhousie frailty score is a means of scoring frailty in older people of which the categories are:

- 1 – Very fit
- 2 - Well
- 3 - Managing Well
- 4 – Vulnerable
- 5 – Mildly frail
- 6 – Moderately frail
- 7 - Severely frail
- 8 – Very severely frail
- 9 – Terminally ill

1.2.8. Dalhousie Frailty Scores

163 of 502 total applications (32.5%) provided a self-assessed Dalhousie Frailty Scale score (81 of which were householders, and 82 were homesharers).

The maximum reported score amongst homesharers was 4 (‘Vulnerable’). 69.5% of homesharers reporting their score at 1, or ‘very fit’. Householders showed a much wider range of reported scores, with applicants reporting from 1 to 7 (‘severely frail’). The most commonly reported score was 3 (‘managing well’), from 32.1% of householders (n=24). A more detailed breakdown of this distribution is available in the table overleaf.

Figure 11: Number of reported Dalhousie Frailty Scores, split by householders (HH) and homesharers (HS)

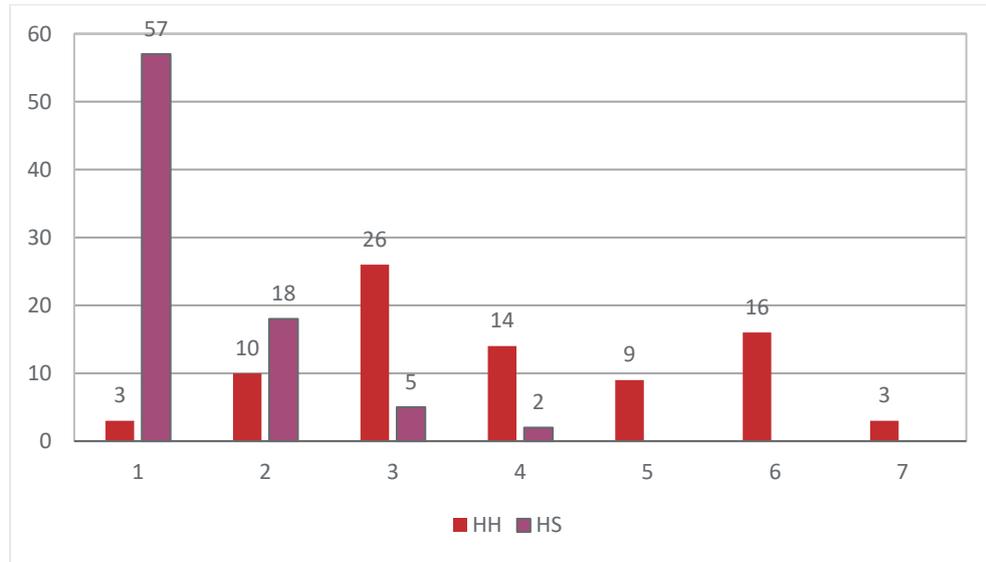


Table 10: Number of reported Dalhousie Frailty Scores, split by householders and homesharers

Frailty Score	Householders		Homesharers		Total	
	Number	Percentage	Number	Percentage	Number	Percentage
1	3	3.70%	57	69.51%	60	36.81%
2	10	12.35%	18	21.95%	28	17.18%
3	26	32.10%	5	6.10%	31	19.02%
4	14	17.28%	2	2.44%	16	9.82%
5	9	11.11%	-	-	9	5.52%
6	16	19.75%	-	-	16	9.82%
7	3	3.70%	-	-	3	1.84%

1.2.9. Motivation to apply

225 of 502 total applications (44.8%) provided data on their motivation to apply for the pilot schemes (96 householders, and 129 homesharers).

The chart below shows the number of people giving each reason, split in terms of application type. It is clear that the most common motivation, for both householders and homesharers, to apply is for companionship. This was reported by 58.3% (n=56) of householders, and 40.3% (n=52) of homesharers. There were some differences in the motivations supplied by each group, however. For example, 35 homesharers (27.1%) gave low cost accommodation as the prime motivation; this was predictably not a motivator for any householder. A further 13.2% of homesharers (n=17) gave ‘a new experience’ as a motivation, whereas only two householders

reported the same reason. Conversely, 25% of householders (n=24) gave ‘facilitating independent living’ as their primary motivation, compared to only three homesharers.

Figure 12: Count of reported motivation to apply for scheme, split by enquiry type

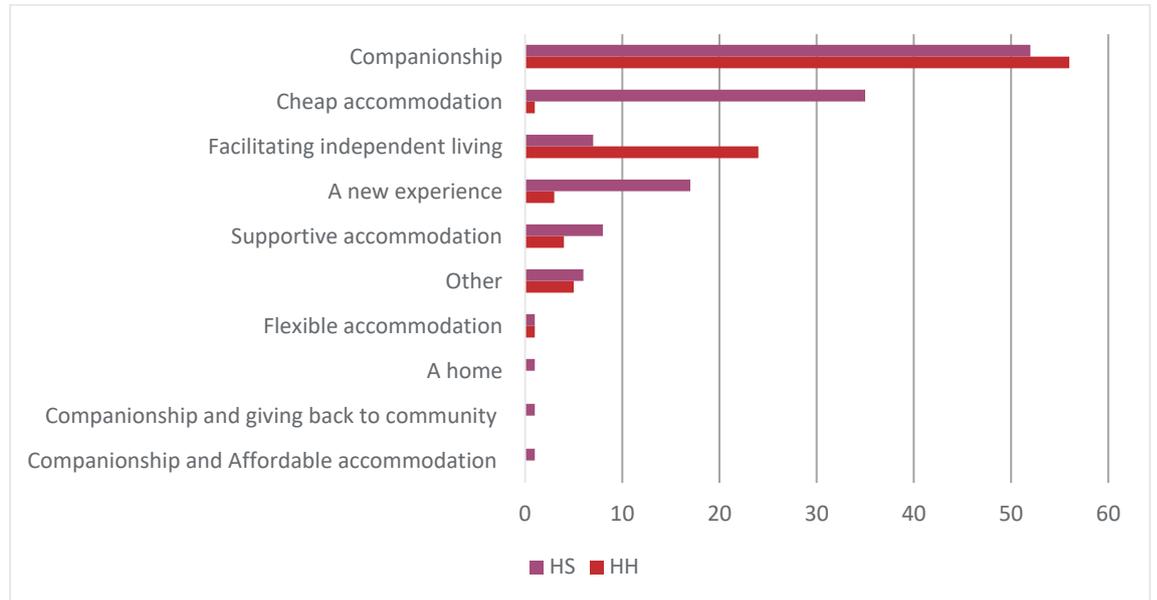


Figure 13: Number of reported motivations to apply for scheme for householders

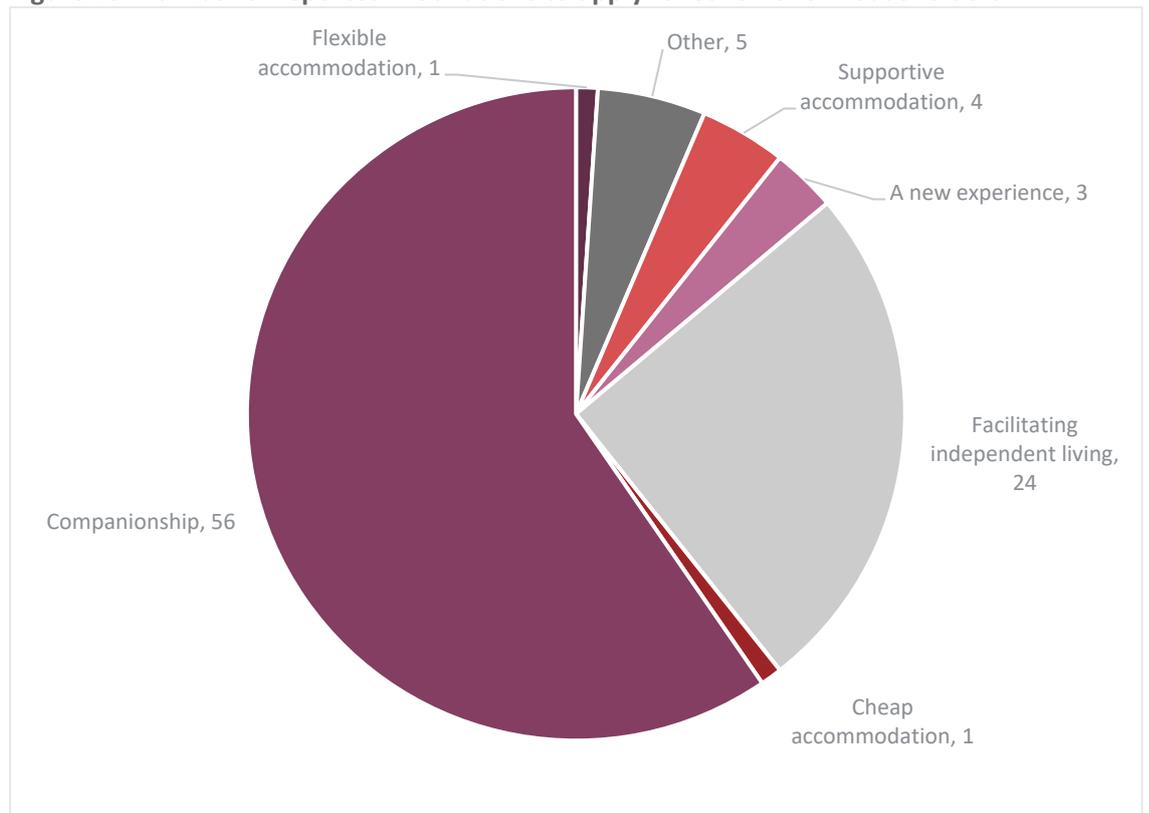


Figure 14: Number of reported motivations to apply for scheme for homesharers

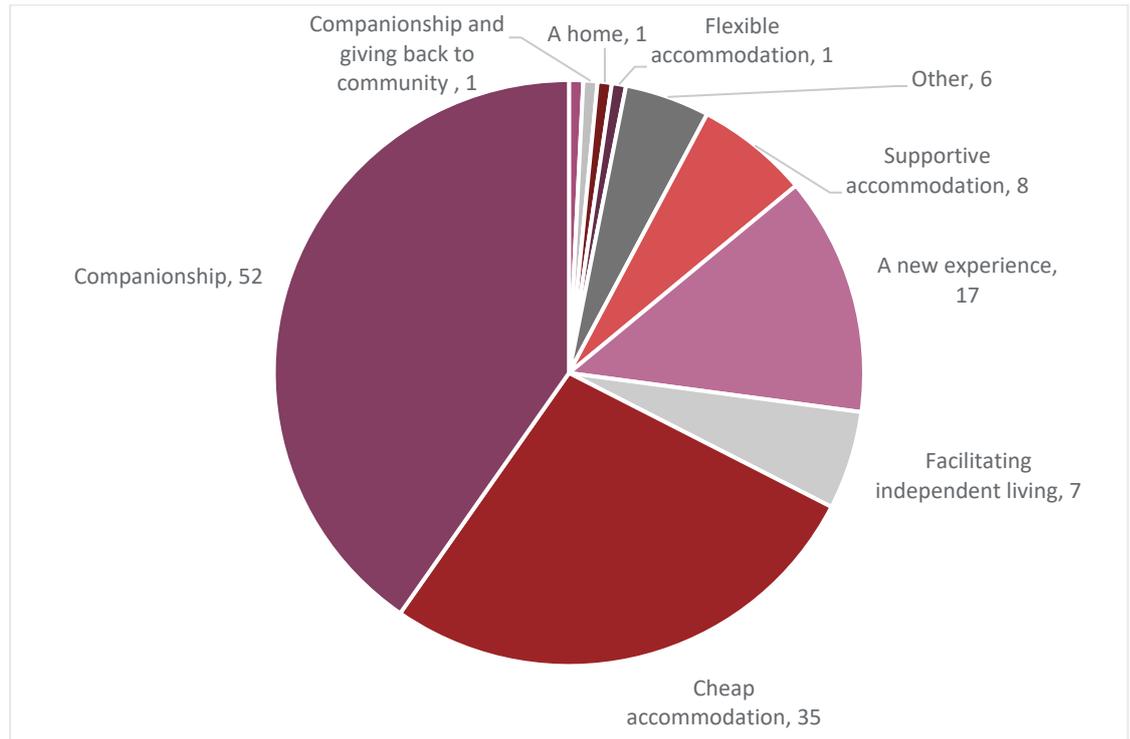


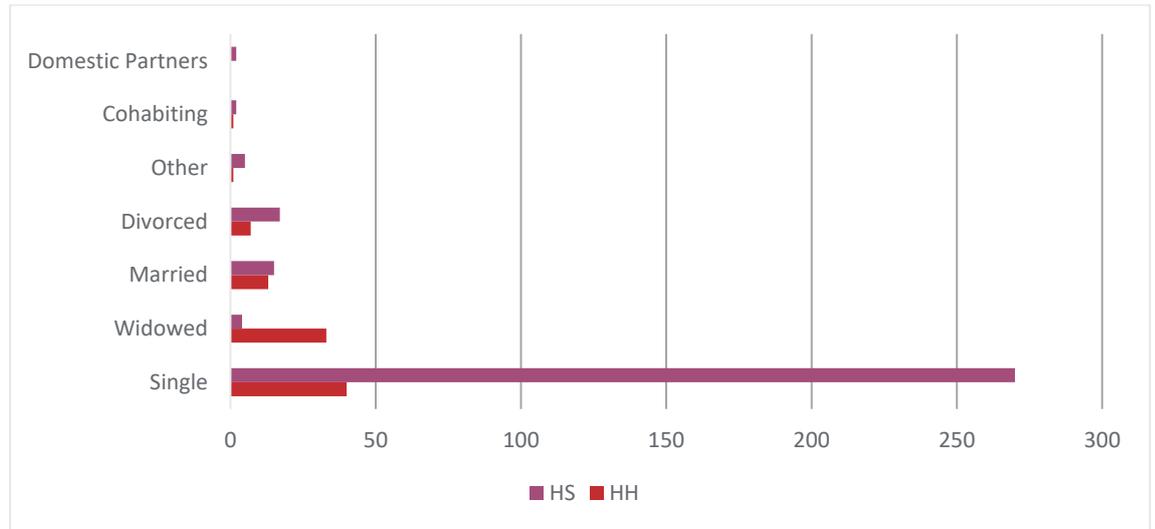
Table 11: Proportion of referral routes reported by individuals, split by motivation given to apply for scheme

Motivation	Referral route					
	Homeshare employee	Other	Specialist service	Word of mouth	Web search	All routes
A new experience	12.50%	11.29%	4.88%	9.52%	8.93%	9.22%
Cheap accommodation	6.25%	32.26%	14.63%	4.76%	7.14%	15.21%
Companionship	31.25%	24.19%	39.02%	66.67%	78.57%	49.77%
Facilitating independent living	12.50%	20.97%	21.95%	16.67%	-	14.29%
Flexible accommodation	-	1.61%	2.44%	-	-	0.92%
Other	6.25%	6.45%	9.76%	2.38%	1.79%	5.07%
Supportive accommodation	31.25%	3.23%	7.32%	-	3.57%	5.53%

1.2.10. Marital Status

410 of 502 total applications (81.7%) provided data on marital status. The majority of homesharers (85.7%, n=270) are single. Amongst householders, 42.1% are single (n=40), and 34.7% are widowed (n=33).

Figure 15: Breakdown of applicants' marital status, for both homesharers and householders



1.2.11. WEMWBS scores

In total, 20 people provided data for their Warwick Edinburgh Mental Wellbeing Score. No participants provided mid-stage WEMWBS data, and only two people provided data at both early- and end-match points. On average, householders providing WEMWBS responses reported a much higher score at the end of the matching period, but because only one person reported their score at both early- and end-match points, this cannot be reliably attributed to Homesharing.

Table 12: Average WEMWBS score at early- and end-match points, split by householders and homesharers

Pilot Scheme	HH				HS			
	Early		Late		Early		Late	
	Average	Count	Average	Count	Average	Count	Average	Count
Novus	47	5	-	-	58	2	-	-
PossAbilities	60	1	60.7	3	62	1	60	5
Leeds	37	2	-	-	60	4	-	-
Total	49.6	8	60.7	3	59.3	7	60	5

1.2.12. Progression rates

The table overleaf shows the number of enquiries progressing through each subsequent stage of the matching process, split by pilot site. This count of individuals is also represented as a percentage of the total number of enquiries (that is, of the total number of individuals who enquired about the scheme originally, 13.8% were matched with another individual).

There were no successful matches recorded in the EDG, Age UK IoW, KHT & PSS or Click Nottingham pilots. Proportionally, the Age UK Oxfordshire site was the most successful in matching enquiries; with 72.7% of enquiries being successfully matched, however this is due to their limited use of the independent tool.

We can see that, for the 28 matches where the end date, and whether this was early or not, was captured, 18 of these ended early. For 14 of these people, the reason for an early match end was captured. 8 people reported that they didn't get on with who they were matched with, and in three instances here was a need for a full-time carer.

Table 13: Number of enquiries progressing through each stage of matching progress, split by pilot site

Pilot	Enquiries	Applications		Approvals		Number individuals matched		Match ended early (count)	
		Count	%	Count	%	Count	%	Yes	No
Novus	468	367	78.42%	87	18.59%	83	17.74%	16	8
Click Nottingham	23	4	17.39%	-	-	-	-	-	-
PossAbilities	50	45	90.00%	30	60.00%	-	-	1	-
Age UK Oxfordshire	11	10	90.91%	11	100.00%	10	90.91%	1	2
EDG	30	2	6.67%	-	-	8	26.67%	-	-
Age UK IOW	38	15	39.47%	6	15.79%	-	-	-	-
KHT & PSS	48	17	35.42%	2	4.17%	-	-	-	-
Leeds	77	46	59.74%	7	9.09%	2	0.27%	-	-
Total	745	506	67.92%	143	19.19%	103	13.83%	18	10

1.3. Comparison of the matched cohort with all enquiries

1.3.1. Matched individuals vs. full enquiry cohort

Here, the information for all matched individuals has been compared to that of the entire cohort.

Table 14: Average age of different enquiry cohorts, split by all enquiries and matched individuals

Average Age (years)	HH	HS	Grand Total
All	78.5	34.1	46.9
Matched	82.6	33.8	56.8

Table 15: Proportion of age groups of householder and homesharer cohorts

Age group	Householders		Homesharers	
	All	Matched	All	Matched
15-30	-	-	46.60%	40.00%
30-45	3.25%	5.00%	32.46%	40.00%
45-60	11.04%	5.00%	13.35%	20.00%
60-75	14.29%	7.50%	4.45%	-
75-90	44.81%	40.00%	1.57%	-
90+	26.62%	42.50%	1.57%	-

Table 16: Proportion of gender groups of householder and homesharer cohorts

Gender	Householders		Homesharers	
	All	Matched	All	Matched
Female	74.15%	81.25%	74.23%	84.62%
Male	24.39%	18.75%	25.58%	15.38%
Other	1.46%	-	0.19%	-

Table 17: Proportion of occupations reported by householder and homesharer cohorts

Occupation	Householders		Homesharers	
	All	Matched	All	Matched
Architecture and Engineering	-	-	2.11%	-
Arts, Design, Entertainment, Sports, and Media	9.09%	-	7.85%	6.52%
Building and Grounds Cleaning and Maintenance	-	-	0.60%	4.35%
Business and Financial Operations	-	-	6.95%	4.35%
Community and Social Service	27.27%	-	5.74%	8.70%
Computer and Mathematical	-	-	1.81%	-
Construction and Extraction	-	-	0.60%	-
Education, Training, and Library	18.18%	-	24.47%	26.09%
Food Preparation and Serving Related	-	-	4.23%	2.17%
Healthcare Practitioners and Technical	-	-	2.42%	2.17%
Healthcare Support	9.09%	-	4.83%	2.17%
Installation, Maintenance, and Repair	-	-	1.21%	2.17%
Legal	-	-	0.60%	2.17%
Life, Physical, and Social Science	9.09%	-	1.21%	2.17%
Management	-	-	3.02%	2.17%
Office and Administrative Support	9.09%	-	11.48%	10.87%
Personal Care and Service	18.18%	-	10.27%	6.52%
Police Officer	-	-	0.30%	2.17%
Production	-	-	0.91%	2.17%
Protective Service	-	-	0.30%	-
Sales and Related	-	-	7.25%	8.70%
Special Education Needs for 6 years	-	-	0.30%	-
Student	-	-	0.60%	2.17%
Transportation and Materials Moving	-	-	0.91%	2.17%

Table 18: Proportion of referral routes reported by householder and homesharer cohorts

Referral route	Householders		Homesharers	
	All	Matched	All	Matched
Community Event	0.00%	0.00%	0.20%	1.92%
Daily info website	0.00%	-	0.20%	-
Homeshare employee	11.62%	2.22%	3.82%	1.92%
Online research	0.00%	0.00%	0.40%	17.31%
Other	19.19%	11.11%	16.10%	0.00%
Previous match	0.51%	2.22%	0.00%	0.00%
Specialist service	25.76%	17.78%	5.23%	53.85%
Web search	17.17%	24.44%	60.56%	1.92%
Website	-	0.00%	0.20%	17.31%
Word of mouth	25.76%	40.00%	13.48%	1.92%

1.3.2. Comparison of HSP sites with matches vs. full enquiry cohort

Here, we have compared the data of all individuals from those sites which coordinated successful matches (Novus, Age UK Oxfordshire and PossAbilities) with the data for all individuals, across all HSP sites.

Table 19: Average age of householder and homesharer cohorts

Average Age	HH	HS	Total
All	78.5	34.1	46.9
Novus/Age UK Oxfordshire/PossAbilities cohort	80.1	33.5	45.5

Table 20: Proportion of age groups of householder and homesharer cohorts

Age group	Householders		Homesharers	
	All	N/AUKO/PA	All	N/AUKO/PA
15-30	-	-	46.60%	46.92%
30-45	3.25%	2.54%	32.46%	34.60%
45-60	11.04%	8.47%	13.35%	12.90%
60-75	14.29%	11.86%	4.45%	2.64%
75-90	44.81%	49.15%	1.57%	1.47%
90+	26.62%	27.97%	1.57%	1.47%

Table 21: Proportion of gender groups of householder and homesharer cohorts

Gender	Householders		Homesharers	
	All	N/AUKO/PA	All	N/AUKO/PA
Female	74.15%	76.76%	74.23%	75.89%
Male	24.39%	22.54%	25.58%	23.88%
Other	1.46%	0.70%	0.19%	0.22%

Table 22: Proportion of occupations reported by householder and homesharer cohorts

Occupation	Householders		Homesharers	
	All	N/AUKO /PA	All	N/AUKO /PA
Architecture and Engineering	-	-	2.11%	1.97%
Arts, Design, Entertainment, Sports, and Media	9.09%	16.67%	7.85%	7.87%
Building and Grounds Cleaning and Maintenance	-	-	0.60%	0.66%
Business and Financial Operations	-	-	6.95%	7.54%
Community and Social Service	27.27%	33.33%	5.74%	5.25%
Computer and Mathematical	-	-	1.81%	1.97%
Construction and Extraction	-	-	0.60%	0.66%
Education, Training, and Library	18.18%	-	24.47%	24.26%
Food Preparation and Serving Related	-	-	4.23%	3.93%
Healthcare Practitioners and Technical	-	-	2.42%	2.62%
Healthcare Support	9.09%	16.67%	4.83%	5.25%
Installation, Maintenance, and Repair	-	-	1.21%	0.33%
Legal	-	-	0.60%	0.66%
Life, Physical, and Social Science	9.09%	16.67%	1.21%	1.31%
Management	-	-	3.02%	3.28%
Office and Administrative Support	9.09%	-	11.48%	11.80%
Personal Care and Service	18.18%	16.67%	10.27%	9.84%
Police Officer	-	-	0.30%	0.33%
Production	-	-	0.91%	0.98%
Protective Service	-	-	0.30%	0.33%
Sales and Related	-	-	7.25%	7.21%
Special Education Needs for 6 years	-	-	0.30%	0.33%
Student	-	-	0.60%	0.66%
Transportation and Materials Moving	-	-	0.91%	0.98%

Table 23: Proportion of referral routes reported by householder and homesharer cohorts

Referral route	Householders		Homesharers	
	All	N/AUKO/PA	All	N/AUKO/PA
Community Event	-	-	0.20%	0.24%
Daily info website	-	-	0.20%	0.24%
Homeshare employee	11.62%	1.50%	3.82%	1.41%
Online research	-	-	0.40%	0.47%
Other	19.19%	19.55%	16.10%	15.76%
Previous match	0.51%	0.75%	0.00%	0.00%
Specialist service	25.76%	24.81%	5.23%	2.82%
Web search	17.17%	23.31%	60.56%	65.65%
Website	-	0.00%	0.20%	0.24%
Word of mouth	25.76%	30.08%	13.48%	13.41%

1.4. Cost avoidance

Data detailing how cost avoidance has been calculated for Homeshare sites is presented overleaf. Costs avoided have been calculated through use of qualitative evidence of service use collected through baseline and endline interviews and calculated on the basis of a costs avoided to health and social care services within a 9 month (39 week) period.

Assumptions and sources underlying the calculations have been presented, estimating the likely service use over the course of a 9 month period. Costs have been calculated on a unit basis and are intended to support pilot sites to estimate the value of the likely costs avoided to the health and care system.

Table 24: Costs avoided through Homesharing

Indicator	Primary evidence from fieldwork	Financial proxy for indicator	Value of change	Likely value over 9 months	Calculation of cost avoided during a match
Reduced use of A&E (no subsequent hospital admission)	"The other thing, you have a common service, but people need extras, I have a medical button, I have a button on a cord, press it e.g. for a fall, immediate contact from a central control unit to call neighbours. Someone who could call the ambulance. Homeshare could offer such a thing, no doubt other bits of small help that could be useful." (Householder)	A&E attendance - investigation with subsequent treatment, not leading to admission, assume one visit per	£119	1	£119
Reduced hospital admissions (any reason)	"She's quite stubborn and set in her ways, so she can be a bit difficult to help. An example – she was given a personal alarm because she has really bad asthma and she can press it if she's having a bad attack – but she doesn't wear it. I contacted her daughter to tell her she wasn't wearing the alarm but she still won't wear it" (Householder)	Hospital inpatients - average cost per episode, non-elective admissions	£1,590	1	£1,590
Reduced need for domiciliary care	"Enormous impact on wellbeing, hope I get someone else as good. I don't think I could live here by myself without someone, it's essential. If I hadn't discovered an org, I would have to spend vast money on a carer. Very glad I discovered this. I hope I don't get any worse." (Householder)	Home care worker = £25/hour. The average local authority commissioned home care per person per week was 12.8 hours	£320	39	£12,480
Reduced use of mental health services -	"Mum's less anxious. I used to phone a couple of times a day and when she was on her own she would be quite anxious. I'd have to remind her that social services were coming. We have CCTV so I can keep an eye on her, I can watch her pacing up and down when I ring her to remind her. Now she's a lot less anxious overall and happier." (Daughter of householder)	Average cost of service provision for adults suffering from depression and/or anxiety disorders, per person per year - fiscal cost to the NHS	£899	0.75	£674
Patient transport	"Gary came into January, it felt like having a sibling, he and I chatted about football, he had a similar sense of humour he gave us lifts to airport and helped to take dad to the hospital" (Son of Householder)	19.8 per journey, assume 2 journeys (there and back) assume 3 visits in 9 months	£39.6	3	£119
Help with Household tasks - Gardening	"I googled gardening in exchange for accommodation and homeshare came up and then found out about Novus. Looked for south London based projects, as going to Camberwell. Wanted to live cheaply. Looking for an alt way to live in London, done with student housing." (Homesharer)	£5.20 per cut of lawn, assume 14 cuts of lawn a year = 10 cuts/year	£5.2	10	£52
Help with Household tasks - Cooking meals	"Every week I do the same things – I'm cooking dinner and we eat dinner together. Only one day a week on Saturday when we don't share dinner but I still prepare it for her, something ready to put in the microwave. Whatever I cook is fine – she kind of doesn't mind" (Householder)	there is a cost of £3.00 per meal, assume 2 meals per day, (14 meals a week). 14 meals would cost = £42	£42	39	£1,638
Help with Household tasks - Cleaning	"I'm sure she's doing more than 10 hours, but she's happy and I can't stop her. I hate cleaning, so that's the big thing that's happened" (Householder)	£13.73 for 3 hours weekly, £41.19 per session, assume one session a week	£41.2	39	£1,606
Befriending	"I most value someone around, a bit of company the presence don't need to be with you, better to know someone is around. More presence than company" (Householder)	£8 per visit. (Age Uk cost) assume one visit per day (5 days a week) = £40 per week	£40	39	£1,560

TRAVERSE

