

# Our Impact

Meeting the needs of people affected by homelessness in Leicester and Leicestershire



 **ACTION**  
HOMELESS  
The chance for change



## Foreword

Over the last twelve months, Action Homeless has continued to strive to meet the needs of its local community, offering housing and support to people and families affected by homelessness in Leicester and Leicestershire.

We continue to operate in a challenging environment and sadly recognise an ever growing need for our services. There remains an acute shortage of affordable housing locally, with house prices and rents being some of the fastest rising in the country. The Government's continued welfare reform agenda and low wages means that more people than ever are finding it difficult to find, or keep a home and are approaching Action Homeless for help.

There has also been a substantial rise on the number sleeping on the street of Leicestershire and Action Homeless continues to prioritise its activity to meet these needs of these individuals. We are proud to be involved in Leicester's Ending Street Homelessness Campaign and will continue to work with partners towards our joint goal of eradicating street homelessness.

2018 marks the launch of our new organisational strategy and I would like to take this opportunity to thank everyone who has contributed to the development of this important document which will guide our development and growth to ensure that we continue to meet the needs of the people that need our support.

Mark Grant  
Chief Executive





Providing people with homes remains at the forefront of everything that we do.

Action Homeless believes that everyone should have a place to call home and we strive to offer a range of high quality homes that meets the varying support needs of homeless people in Leicester.

Action Homeless currently has 156 units of accommodation spread across 35 properties.

We housed 408 people in 2017/18. In total we received over 800 referrals for housing:

**This means that for every person that we housed in the year, another had to be turned away.**

The majority of our clients were aged between 18-35 years, we saw an increase in the number of females aged below 25 years. 73% of our clients were male and 27% were female.



## Michael's story

*"There was violence at home and I couldn't stand to bear it, that's the reason I became homeless.*

*I first got into contact with Action Homeless in 2007 because I was looking for accommodation. I've been given fantastic support and opportunities to try living in different places so I can get settled and feel more independent*

*I moved into a new house last year, it's one of the best because it's brand new, Action Homeless only did it up last year, it's like a palace when you walk in. I've had to move between lots of places in the last 10 years but the house I am in now is great because I can stay here as long as I want. I can settle in and it feels really secure.*

*The rooms are great; we have our own space and our own bathrooms, but we also share a kitchen, which gives you a chance to get to know people. I've got lovely housemates, it's nice and quiet but there is always someone nearby for a cup of tea and a chat."*





Every Action Homeless client is offered a tailored support plan that helps them to identify and meet their personal goals. We aim to help every person who comes through our doors to achieve independence.

This year we moved 71% of clients into their own tenancy or another more suitable form of temporary accommodation. 74% of these clients felt the move gave them greater independence.

On departure 86% of people felt they had more choice and control over their lives. 75% of clients had at least one other support need aside from housing - this was most commonly a mental health problem.

*"From living in a car for a week and a hotel for another... moving to shared accommodation... being on antidepressants and now off them. I am definitely in a better place. I love my new flat. It's my new personal space that I desperately needed and now I can look for full time employment."*

Current tenant



Our pioneering Action on Empty Homes project has continued to develop. In the last year, we have renovated 3 properties creating 16 new units of permanent affordable housing in Leicester.

One of these properties was specifically opened to provide safe accommodation to people leaving NHS Mental Health services, helping them transition and resettle in the community.

*"I got my independence back! It's somewhere I'm proud to show off to family and friends, and it's a safe and clean environment for my daughter to visit me, too"*

Current tenant





## Stuart's story

*"I became homeless 18 months ago. I had a good job with a good salary, a partner and a home but I lost it all because I was struggling with gambling.*

*I've been volunteering with Action Trust. I think it has helped me just as much as counselling. I started volunteering because I wanted to keep myself busy. I'm used to getting up at 6am and working full days and I didn't want to get out of the habit. A lot of homeless people find it hard to motivate themselves and I didn't want to slip into that.*

*We do a bit of everything, like gardening, painting and some maintenance at Action Homeless properties. Recently I've been helping renovate a new house, getting it ready for people to move in to.*

*Volunteering has kept me focused and busy through a difficult time. I'm now in a position where I'm able to start bidding on properties. Once I've moved in the next few months I'll be able to start applying for jobs too."*

Action Trust, our social enterprise, continues to grow and now employs five full-time staff members and offers work placements and volunteer opportunities to people affected by homelessness throughout the year.



As well as our core housing and support work we provided a range of additional services to add value and enhance the lives of our clients and their families.

Building Blocks, our BBC Children in Need funded service, supported 139 children living at Bridge House, 70% of whom showed progress after attending sessions.

We gave out advice to over 1000 people through our Duty Desk helpline.

The Action Homeless Food Stop served over 2000 customers with over 9000 days worth of food. We also prepared and delivered an additional 5820 lunches to children from low income families during the school summer holidays.

*"This is an amazing activity club and I've really enjoyed myself because there's loads of activities and nice food"*

Sara, 8





Working in partnership remains central to Action Homeless' work.

In November 2017 we led partners across the city to take part in the European Ending Street Homelessness campaign. A team of volunteers, including De Monfort University students and homelessness professionals, spent a week interviewing rough sleepers about their experiences. The campaign included an overnight street count which found 32 people sleeping rough on the night.

In March 2018, after a partnership with East Midlands Homes Group which spanned over 30 years, Action Homeless purchased Mayfield House, marking an exciting new chapter for the charity.

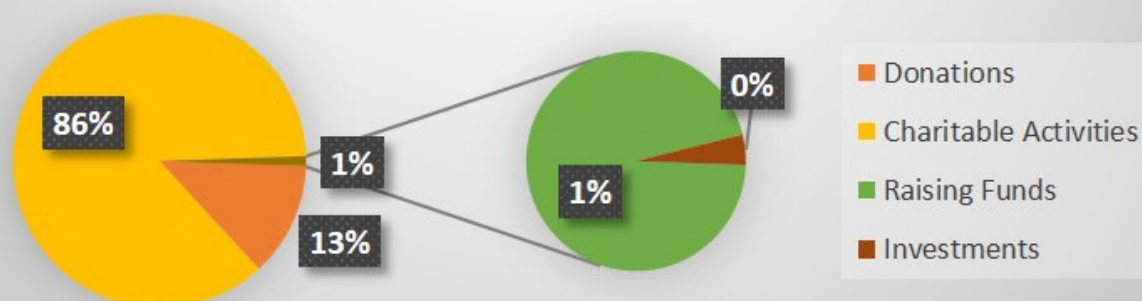
*The purchase and planned renovation of Mayfield House is a huge undertaking for Action Homeless. We are looking forward to exploring ways that we can use the building, which has long been part of Action Homeless' history, to continue to offer innovative, person-centred support to homeless people in Leicester."*

Mark Grant, Action Homeless Chief Executive

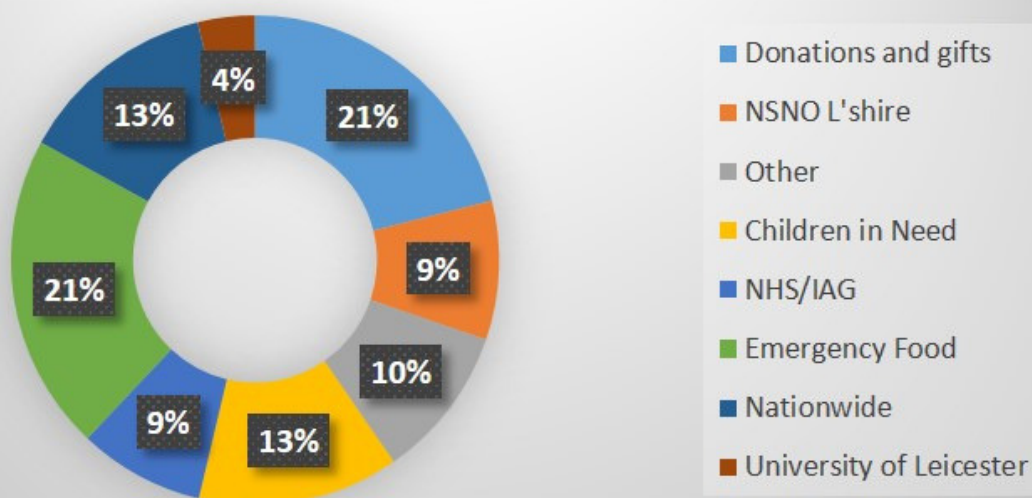
# Our finances

Our total income for the 2017/18 financial year was £2,342,896. Our total expenditure was £2,116,274 resulting in a £226,622 surplus.

## Income 2017/18



## Donations and Grants 2017/18



For a full financial statement please visit our website.



# Thank you

Our work simply wouldn't be possible without the support of our donors, funders, volunteers and partners. We'd like to say thank you to each and every person and organisation that has contributed to Action Homeless' work over the past year.

We would also like to thank the following organisations and groups for their contributions:

Caterpillar, The Rotary Club of Oadby, St Thomas More Primary, Church Pharmacy, Upton Steel, Tokio Marine, The Phoenix Cinema, Sainsbury's Wigston, Staff & Students of De Monfort University, Howdens, Indy Hair, EMH Homes, Central England Co-Op, Jacks for Women, Masters Allen, Hermitage FM and The Berkeley Insurance Group.

For more information or if you would like to get involved please visit [www.actionhomeless.org.uk](http://www.actionhomeless.org.uk)

