

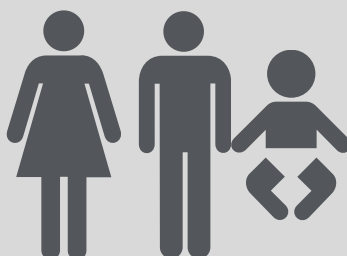
Our impact



 **ACTION**
HOMELESS
The chance for change

At a glance...

OUR IMPACT: 2019



205

bed spaces
open

381

people
housed

216

people
moved into
own homes

64% of people housed moved on into their own tenancy or more suitable housing

76% of people said they had greater independence because of their move

71% of people had a support need other than housing, most commonly mental health



75% were male



25% were female



We housed 31
children

15%
aged
18-25

43%
aged
26-40

32%
aged
41-56



4016 people given
emergency food



1500 calls for advice
and help
answered



26 children
benefiting from
extra support

During 2019, we received more referrals than we had space. You can help us be there for everyone affected by homelessness in Leicestershire.

Develop



We are proud to have been able to develop new projects to address the needs of people affected by homelessness.

Rough Sleeper Initiative

Our Government funded Rough Sleeper Initiative offers flexible accommodation and support to people sleeping rough. Working in partnership with organisations across Leicester to provide long term solutions for those involved.

3

dedicated
staff
members

21

people
housed at
any one time

66

people
supported in
2019

3

people have
sustained
home for
over a year

Building Blocks

Our Children in Need funded project that works with families with children aged 0 - 4. Our dedicated play worker seeks to reduce trauma that increases the likelihood of homelessness in later life.

In 2019 we supported 26 children through 190 play sessions.

"I'm so happy the way they have looked after me and the boys. They have been so supportive and helped me with everything before I moved. She has made me and the boys feel so welcome after what happened to me." - Bridge House Resident



We strive to form partnerships to ensure the need of people experiencing homelessness are met, and to end rough sleeping.

Community Transitions Project

Working in partnership with the local NHS Trust, our Community Transitions Project offers housing and support to people leaving mental health wards who are at risk at homelessness. It provides people with the space to decide their next steps and reduces the risk of repeat homelessness.

The project supported 13 people in 2019, 7 of which moved on saying they had greater independence.

"It made coming out of hospital less intimidating as I had somewhere safe to go. Things are on the up now, I'm moving out to my own property and thinking and working again. I'm looking forward to decorating my new place. I'm happy and looking forward to a new chapter." - CTP Client

Leicester's Homelessness Charter

We have pledged our support to Leicester's Homelessness Charter alongside 150 other signatories.

We are excited to be a part of a group of major institutions, businesses and statutory and voluntary sector bodies who are dedicated to ending homelessness in our city.

Create



We continue to explore ways to give people experiencing homelessness a voice to develop new models of housing and support.

Lived Experience Project

Funding from World Habitat enabled us to partner with Expert Link to launch our Lived Experience Project. Staff from Expert Link worked alongside Action Homeless clients to help them learn how their skills and insights are invaluable in ending homelessness.

"It's been so motivating and inspirational. No one else has been able to motivate me like this, I just want to be in it and helpful... The project has pushed me forward to help. I know where homeless people are coming from, because I have been there I know how they are feeling and they'll listen to me more. People tell me they know how I feel but I you have to be in a situation to know what it's like."

- Paul, Lived Experience project participant

Strength Based Coaching

In 2019 we piloted a strength based coaching model with our clients as we explored how to make lived experience heard and co-production central to Action Homeless. Coaching helps clients set personal goals and gives them the support to realise them.

9 Staff members received training in how to use the model, and went on to work with 16 clients across the 6 month pilot.



We are delighted that we have been able to make more homes and new types of support available to people affected by homelessness.

New Homes

We started 2019 by opening a new 13 bed home, and were delighted to end it in the same way by opening a house for 8 people who have been rough sleeping.

"The accommodation is very good and the staff are always ready to help with anything if they can."

"I have a roof over my head, thank you. It is nice, quiet, safe and clean."

- Comments from new tenants, December 2019

We are continuing to develop plans for Mayfield House, following on from our purchase of it in 2018. We want to ensure that we create a quality and welcoming home that meets and reflects the needs of the people that will use it.

In 2020 we will continue to look for properties that allow us to provide more people with safe and secure homes

Accounts

A full copy of our latest accounts is available on:
<https://actionhomeless.org.uk/our-impact/>