



Falcon

Homeless & Community Support

Impact Report 2022.



Breaking down barriers with our CEO.



Marie Davis

Our 20th Anniversary has been a very special time for us and something to celebrate but it has also been a time of retrospection. Looking back over the last 20 years so much has changed for the Charity but when we consider the journey for our service users sadly little has changed. The same barriers to successfully exiting homelessness exist today as they did when the Charity first set out:

- ▶ Access to Accommodation
- ▶ Social Isolation
- ▶ Health Inequalities
- ▶ Furniture Poverty
- ▶ Continuation of Support

The private rented sector is now the most common tenure after owner occupation. The decline in social rented sector housing means only 17% of households have a social rented tenancy. Unfortunately, the private rented sector only offers choice and flexibility for those who can afford large deposits and market rents.

Multiple occupancy or lodgings as part of the local authorities offer for settled accommodation has risen over the past few years. Whilst there is a place for this type of housing this is not a long-term solution and should not be considered an option for those with complex needs.

Even when social housing is provided, keys are often given to an empty shell. Austerity measures forced charities like ours to become reliant on the generosity of the public to donate furniture for our service users moving on. This is by no means the solution to the issue as our lack of affordable storage means we are limited in the donations we can accept. Furniture poverty is a very real barrier to successfully staying in a tenancy, but it is also one that can be easily solved with some joined up thinking from central and local government, support from businesses and the general public.

From our 20 years' experience of supporting people into independent living the sense of belonging in the community is a key requirement to avoiding repeat homelessness. We have numerous case studies demonstrating that social isolation nearly always leads to a deterioration in mental health, relapse back into using substances and eventually a failure of a tenancy. For these reasons, we have been passionately developing our community Drop In projects across Leicestershire so that anyone can access our services with no referral and receive help with their tenancy, welfare benefits or personal circumstances.

Another essential part of our work over the last 20 years is making sure our service users have access to healthy food. Those who are homeless do not have access to cooking facilities and end up relying on readily available cheap processed food. The link between healthy food and physical health is well known but there is a growing body of evidence to show a lack of nutrients also impacts mental health. We shouldn't just be talking about food poverty we need to be discussing healthy food provision which is far more of a challenge in today's society.

For our service users who finally sign for a new tenancy it can be overwhelming, particularly after waiting for so long. Adjusting to their new life requires support after a stay in a hostel but this is usually time limited, if available at all. There have been numerous studies reviewing the effectiveness of support for people impacted by homelessness with high support needs. Intensive case management and critical time intervention models of support have been found to be more effective in terms of improving housing stability.

From our own experience, unless we adapt our approach to support there will always be a certain number of people who will fail in their tenancies due to the barriers they face. Society, welfare benefit systems, housing law and constant changes in funding for services along with the inherent inequalities in our systems all compete to challenge a person's permanent exit from homelessness.

Sadly, this list of barriers isn't by any means exhaustive. Stigmas around mental health and substance misuse, the categorising of people into priority, non-priority, intentionality also create barriers to meeting the basic need of housing. We have found over the last 20 years that the current rules and regulations mean that people must jump through hoops to get the support and help they deserve.

The barriers to exiting homelessness are not going to change overnight but by looking back over the last 20 years we can see there are real things that we can do. The cost of providing a little consistent help will be far less damaging, more cost effective and ethically the right thing to do, than waiting till a person has reached crisis point. Instead of looking for reasons not to help we need to accept that some people will always require help to address the inequalities in our system.

Together we can remove these barriers, improve the journey from crisis to stability and reduce the rate of people returning to homelessness. We can challenge the status quo; we can change the system and we should all expect better for people experiencing homelessness.

“ The barriers to exiting homelessness are not going to change overnight but by looking back over the last 20 years we can see there are real things that we can do. ”

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A Message from the Chair.



Robert Sharp

In another challenging year with the ongoing impact of the Covid pandemic and the gathering storm of the cost of living crisis, I must start by thanking our management team, all staff and our fantastic volunteers for their hard work and dedication in a strong year in which we have maintained an extremely high quality of service whilst also expanding across Leicestershire.

As a Board of Trustees we were delighted to welcome Daljit Ghai and Sarah Roach whose skills and experience will help us continue to diversify our funding streams and improve the employment package we are able to provide to our staff. Daljit and Sarah compliment a dedicated and hard working Trustee Board and I thank every one of them for their contribution this year.

As the charity celebrated its 20th anniversary, it was fitting that we were able to finally achieve a key milestone with the purchase of our first property. Thanks to the strong financial position of the charity and funding support via Homeless Link, we added our own property to our housing stock that for the first time in our history saw over 100 beds available for service users.

This is a great achievement, but unfortunately the demand still outweighs the availability significantly, with only 34% of those referred to us in the last year gaining accommodation. I am pleased that the charity continues to try and break down the barriers to exiting homelessness.

As sadly we face a growing demand, the increase in beds available was not the only successful response from the charity this year:

- ▶ We were able to open in a new community hub in Coalville. The George Smith Hub opened in partnership with Enrych and provides a friendly community space where local residents can access advice, support and cake with a cuppa!; This work compliments our other Drop In's thriving across the County in Loughborough, Syston, Blaby, Hinckley, Market Harborough, Wigston and Melton.
- ▶ We were able to improve and expand our support around health. There is still much more for us to do but the Board are delighted with the progress we have made in this area.

The demands for help and support upon the charity are rising and our strong management team and dedicated staff are working tirelessly to be there when needed. But we could not continue to meet those demands without the help, support and donations from our volunteers, partner organisations, local businesses and members of the local community. Thank You!

Celebrating The Last 20 Years.

How our charity has grown over the years.

2001

- ▶ Charity started: Loughborough Night Stop
- ▶ Agents for East Midlands Housing for Marshalls Court and Park Road Hostel delivering
- ▶ Young Persons Accommodation and Floating Support 16-25 years Accommodation

2003

- ▶ Name change: Charnwood Independent Youth Action

2007

- ▶ Asylum Services service for unaccompanied Children commissioned by Leicestershire Children's Service

2012

- ▶ Mo Wear Created

2013

- ▶ Falcon Centre opened for North Leicestershire

2014

- ▶ Community Interest Company (CIC) was set up called Eclectic Enterprises Ltd
- ▶ Moor House opened

2018

- ▶ No Second Night Out project
- ▶ Pinfold Jetty opened
- ▶ Mill House opened
- ▶ First Festive Shelter started
- ▶ Pevensey House opened
- ▶ Soup Kitchen started
- ▶ First Recovery Week event

2019

- ▶ Ivy House commissioned by Charnwood Borough Council
- ▶ Beauchief Apartments opened
- ▶ Mill House opened
- ▶ Sex Workers project opened
- ▶ County Cold weather beds

2020

- ▶ Women only accommodation opened Janus House and Warwick House
- ▶ Mother and Baby unit opened
- ▶ Rough Sleeping Initiative Rapid Rehouse project
- ▶ Youth Club: The Shed
- ▶ Towles Mill opened
- ▶ Winter House opened
- ▶ Emotional and Wellbeing service opened

2008

- ▶ Gladstone Street House opened

2009

- ▶ Bridgeland Road House opened
- ▶ Charnwood Short Term Floating Support for Homeless People with Support Needs commissioned

2011

- ▶ Name change: Youth Shelter

2015

- ▶ Name change: Falcon Support Services E.M Ltd
- ▶ Falcon Centre recommissioned by Leicestershire County Council for whole of Leicestershire
- ▶ Moor House opened
- ▶ Collaboration with Minnie's Friends
- ▶ Peregrine House commissioned by Community Rehabilitation Company

2016

- ▶ Holly House commissioned by Charnwood Borough Council
- ▶ Recovery Navigator funded by West Leicestershire Clinical Commissioning Group
- ▶ Muto textiles project started

2017

- ▶ Drop In and Minnie's Kitchen opened
- ▶ Empty Home back into use with opening of Chapel House
- ▶ Floating Support in Lingdale House

2021

- ▶ Neos House opened
- ▶ Coalville House opened
- ▶ Outreach service
- ▶ Harm Reduction Worker funded by Turning Point
- ▶ County wide Drop In's opened
- ▶ Needle Exchange started

2022

- ▶ George Smith Hub opened
- ▶ Jubilee House opened
- ▶ Charity purchased its first house
- ▶ Subcontract with Turning Point to deliver Recovery work across Leicestershire and Rutland
- ▶ Emotional and Wellbeing workers funded by Clinical Commissioning Group
- ▶ Falcon Centre recommissioned by Public Health Homelessness Accommodation and Support

County Wide Drop-In Service.

The George Smith Hub is the latest edition of Falcon's County wide drop in services.

Located in the centre of Coalville, The George Smith Hub is the result of a successful partnership with another local charity, Enrych.

The new hub will host a variety of activities and services as well as a new community café.

Falcon will be providing support and guidance from the hub on a Monday and Friday between 10AM & 4PM ensuring we:

- ▶ Improve the lives, health and wellbeing of vulnerable or disadvantaged people
- ▶ Deliver early intervention to prevent homelessness
- ▶ Tackle community isolation
- ▶ Reduce food poverty

The name derives from the local philanthropist, George Smith who spent his time working to better the lives of local people in and around Coalville. It is that same ethos that drives both charities forwards.

Locations: The Falcon Centre, Loughborough / Storehouse, Melton Mowbray / Syston Community Centre, Syston / Wigston Salvation Army, Wigston / Hinckley Salvation Army, Hinckly / Blaby Baptist Church, Blably / The Symington Building, Market Harborough



Funded by the National Lottery:



Lisa's Story.

“ After 5 months of persistence building a trusting relationship Lisa agreed to accept support. ”



Lisa is a mature lady that has slept on the streets of Leicestershire for many years. To the locals, she is known only as the 'Bag Lady'.

“Too many nose people in this town wanting to know my business”

Lisa attended our Drop-In, agitated and desperate to use the phone.

Lisa's go to was “I don't want anyone knowing my business” and “I live the way I do to keep my family safe”. Falcon Support Services would often walk the streets to find Lisa, worried that she may have moved on. She didn't want to be housed, nor did she want to engage with what we could offer.

After 5 months of persistence building a trusting relationship Lisa agreed to accept support to open a bank account and claim benefits. Working with the Rough Sleeper Initiative pathway and the Local Authority we managed to secure her a property, ending her homelessness.

Emergency Accommodation.

Our Emergency Accommodation is at the heart of breaking down the barriers to quality housing for everybody. This year our emergency projects totalling 39 bed spaces have been oversubscribed in responding to those in desperate housing need.

74%

Success rate out of homelessness

173

Individuals have been provided emergency accommodation

This year also saw the return of our Festive Falcon beds, removing all barriers to quality accommodation and allowing immediate access to prevent people sleeping on the streets.

Together with Public Health from Leicestershire County Council, Outreach workers and Local Authorities as part of the Rough Sleeping Initiative Project, we have provided 173 individuals with emergency accommodation that has stopped potential rough sleeping on the streets of Leicestershire.

Our staff work with service users to assess their needs and identify the best pathway options out of homelessness. With a success rate of 74% for 2021-2022 our teams have supported each and every resident in their own unique way.



Funded by



Jack's Story.

“ Jack needed support adjusting to living in a home again. ”



Jack had been street homeless for over four years, he was a prolific beggar, funding a crack cocaine and heroin addiction and eventually received a Civil Injunction to not enter the town centre. As an entrenched rough sleeper with a chaotic lifestyle, he struggled with manic depression, poor personal hygiene and was reluctant to engage with services.

Working with Jack on the streets, we would consistently take him food and get to know him, going at his own pace. Eventually persistence paid off and Jack agreed to move into Emergency Accommodation.

We worked to engage him with Turning Point to get prescribed a methadone script. Our Health Care Support Worker worked with Jack to understand how to take care of some of his wounds and alleviate a painful foot condition.

Jack needed support adjusting to living in a home again, and project staff helped him to understand how regularly he should be showering, washing his clothing, eating and taught him how to prepare meals. Over time he progressed well, and we supported him to move into a semi-independent flat where he now takes care of his personal hygiene, cooks for himself and keeps his flat clean and tidy. Jack is managing his money well and has been able to purchase himself items such as bike to help him get from place to place. His work with Turning Point continues and he remains on a script of methadone but no longer engages in begging or any other criminal activity.

Young Person's Supported Accommodation.

Young people face more barriers than any other group in accessing services many of us take for granted. This has been coupled with a real spike in mental health issues amongst young people, as a recent report showed happiness and confidence among 16- to 25-year-olds plunging to a 13-year low*

This has resulted in more young people being referred to our services with a staggering 33% more under 25-year-olds than pre pandemic.

71%

Had improved mental and physical health

57%

Involved in leisure, cultural or social activities

Young people are often at a critical time in their lives and require more specialist tailored support. We provide 28 bed spaces specifically for young people under the age of 35, ranging from fully staffed 24/7 projects, to semi-independent house shares, with staff presence on site, to self-contained flats with support.

In early 2022 we opened a new project, Jubilee House, designed for young people in the heart of Loughborough, maintaining our promise of quality accommodation.

“ Our young person projects accommodated 56 single young people and 2 young parents with 89% maintaining or gaining permanent housing. ”

Funded by



uptonsteel



* <https://www.theguardian.com/society/2022/feb/23/happiness-among-uk-young-people-has-hit-13-year-low-study-finds>

Tommy's Story.

“ **Falcon Support Services helped me and my journey in many ways.** ”



When Tommy first arrived at our Young Person's Project, Tommy had lost his job and was experiencing poor mental health with self-harm and suicidal thoughts. We supported Tommy by referring to mental health services for talking therapy and he was assigned a Clinical Psychiatric Nurse.

We worked with Tommy on managing money, maximising his income and improving his support networks. As Tommy's mental and emotional health started to stabilise, he became involved in the opportunities across the charity.

He became Resident Rep, took part in cooking sessions and enjoyed the engagement with staff and fellow residents. Being actively involved in recruiting new staff Tommy helped choose the questions to ask prospective employees and his confidence started to shine through.

Tommy was referred to a semi-independent project and moved into his own self-contained flat and to give back he decided to volunteer in prisons as a mentor which he still does now.

Our Corporate Supporters.

How Corporate Supporters Help Us.

As a charity, Falcon Support Services has been blown away with the fantastic support of local organisations from across Leicestershire over the last 12 months.

Falcon have tried to ensure that our services have been maintained and this has only been possible through the support we have received from organisations across the county.

We have worked hard to ensure that any organisation can get involved in supporting Falcon. Supporting a charity does not have to be financial and from donations of time and expertise organisations have really stepped up.

Collaboration is a key value of our charity and the last 12 months have shown what a fantastic difference working together can mean for our service users and our charity.

Thank you to every organisation that has been involved over the past 12 months and we look forward to working together for many years to come.

Rhys Brown - Corporate Engagement Lead



CR Civil Engineering.

CR Civil Engineering are a local civil engineering firm that have been delivering high quality projects across the UK for the past 22 years.

In August last year CR Civil Engineering partnered with Falcon as the team were inspired by the work that the charity delivers.

The organisation quickly decided on several ways that they felt they could support our charity in a constructive and practical way whilst also setting up a regular donation. The Company volunteered to store a large amount of furniture and other equipment that had been donated to Falcon from a local student accommodation supplier, Study Inn.

Staff at Falcon were also invited to use the high-quality meeting rooms that CR Civil Engineering had available at their state-of-the-art Head Office, this has been vital as our organisation grows and space remains limited.

Finally, CR pledged that they would use our Training to train staff in First Aid, Mental Health First Aid and Safeguarding, with Falcon becoming a dedicated training supplier for CR Civil Engineering, ensuring we have a long-term partnership with this fantastic organisation.



Nzime.

Nzime, a digitally focused creative agency has been crucial in supporting Falcon with the rebrand of the charity over the past 12 months.

Last year Nzime completed a full rebrand for Falcon which saw a modern twist on the charity's brand alongside a new logo.

The agency researched the market, put together a mood board and then an ideas presentation. After consultation with staff, they proceeded to build the charities new

brand which included the introduction of a new colour scheme.

After almost two years of support, Nzime are still providing marketing insight, design, and production on a regular basis to help Falcon increase awareness of its services amongst current and new audiences.

Nzime were also fundamental to Falcon's recent launch of the George Smith Hub of which they created the brand and logo for the new community space in Coalville.



Furnley House.

This year Falcon was delighted to be included in the shortlist for Furnley House's Charity of the Year Awards.

We attended the award ceremony at Leicestershire County Cricket Club and were taken back by the fantastic array of charities that were all willing to work together to progress communities across Leicestershire.

Furnley House have since taken a key interest in our charity by offering us their function room space for upcoming community events and by organising a fundraising sleep out

The sleep out was an enormous success with over 15 people offering to ditch their comfortable beds for a night and experience what it might feel like to sleep on a cold concrete floor in the open. The sleep out event raised £6000 for the charity.

Loughborough College.



Falcon has a fantastic historic relationship with local further education supplier, Loughborough college that has only been enhanced in the past 12 months.

The College have been regular contributors to the Festive Falcon Christmas campaign each year, and the charity was once again blown away by the fantastic support we received from staff and students in 2021.

The Public and Caring services students collected, packed, and donated a total of 101 special gift boxes to help homeless people and families in Charnwood across the Christmas period.

This year the donation was supplemented by the senior management team from Loughborough College donating a day of their time to lend a hand at the Falcon Centre.

The team worked on a range of tasks, from painting and gardening to cleaning and sorting donations.

The support we received from the college this year is part of the College's involvement in the nationwide Good for Me, Good for FE campaign which is encouraging all staff and students in the further education sector to volunteer for or donate to worthy local causes.

Loughborough University.

The support received by Loughborough University during the COVID period allowed Falcon to remain secure and open during this extremely challenging period.

This support has only increased in the last twelve months. Loughborough University have allowed Falcon access to their array of contacts which has supported the charities administration management. The fantastic relationship between Falcon and Loughborough University was also supplemented by the donation of a fantastic array of goods and services, all raising vital funds for the charity.

Cushman and Wakefield plc.

Cushman & Wakefield plc is a leading global real estate services firm that delivers exceptional value by putting ideas into action for real estate occupiers and owners.

From an introduction through LandAid we received invaluable support, where a thorough condition survey of the Falcon Centre was undertaken and a 10 year forward maintenance plan produced, allowing us to plan, prioritise and schedule necessary repairs and maintenance. In addition, the company assisted us with HR support in reviewing our Job Descriptions, Salary Benchmarking and inputting into our review of our Employee Terms and Conditions.

Operations Review with our Deputy CEO.



Rachel Hall

This year Falcon Support Services celebrated 20 years of providing housing and community support across Leicestershire. Our 20th year has been a good opportunity to reflect on how much the charity has grown and developed, with our belief “where you are today does not define your tomorrow” resonating with not just our service user’s, but also the charities journey.

The demand for services continues to increase, with 732 individuals supported by Falcon Support Services in 2021-2022. More than previously experienced pre-pandemic and with the end of furlough, eviction ban lifted, universal credit uplift gone, Everyone In government scheme ended, and the significant rise in the cost of living, we are concerned this will create the ‘perfect storm’ and we will see a surge in homelessness.

At Falcon Support Services we provide much more than just a roof. Homelessness is often not solely a housing problem, but an accumulation of challenges that have resulted in the loss of a home and we’ve worked to develop our services to become psychologically informed, putting the psychological and emotional needs of people at the forefront.

This year we were able to fully open our community services and deliver early intervention and prevention work through our open access Drop-in centres across Leicestershire which support those that are homeless, at risk of homelessness or socially isolated.

Health and homelessness have never been more linked following the pandemic and the strides the charity has made in reducing health inequalities faced by those that experience homelessness has been exceptional.

The development of a clinical room within our supported accommodation, closer links with sexual health and substance misuse services, our own in-house Health Care Support Worker, Substance Misuse Navigator, Harm Reduction Worker, positive activities to improve physical health, access to Hep C testing, delivery of Needle Exchange and funding secured for our Emotional and Wellbeing worker’s enable us to make health more accessible.

I’d therefore like to thank the staff and volunteers that have continued to deliver vital services in uncertain times, to do whatever it takes to support those most in need. Whether frontline or behind the scenes, I am truly proud of every person’s individual achievements, but also the collective difference they make as a team to people’s lives.

Supported Living.

Our Supported Living projects are commissioned to provide temporary accommodation for single homeless individuals with 100% nomination rights to Charnwood Borough Council. The team work to meet the needs of homeless applicants with intense wrap around support taking them from crisis to independence.



“ I have been supported from start to finish by all the staff, I could not have achieved any of it without them. ”

75%

Participate in leisure, cultural or faith activities

65%

Have improved mental and physical health

40%

Are in education, training and employment

75%

Admitted to improved confidence

Funded by



Integrating Back Into The Community with Emma.

People who have been living in accommodation like ours find it exceedingly difficult to reintegrate themselves into the community.

Our Support and Engagement team emerged to combat this issue and give residents the opportunity of living independently without removing our support completely.

These projects focus on moving on, providing residents with the skills to live independently, helping them to furnish their forever homes and community re-integration.

The lack of affordable housing and need for more accommodation continues to be a barrier our service users face when trying to move back into a community setting.

Falcon are looking for landlords across Leicestershire who would benefit from the security of a long term lease, rents guaranteed and a full management service at no cost.

Funded by Assura Community Fund and Cheshire Community Foundation

CHESHIRE
COMMUNITY
FOUNDATION

assura
community fund

“ I was sceptical at first, but once I met the team and saw the good work they were doing, it just made sense. ”



Emma's life started to spiral out of control with anti-social behaviour, a drug addiction and rent arrears, which accumulated in her losing her house and her daughter being taken into care.

Emma moved into Winter House during COVID and was extremely grateful for the opportunity to turn her life around. Emma explained her focus was to get a hold of her drug use and prove to Social Services she was a good mother. To capitalise on her motivation, we instantly did a referral to Turning Point to which Emma fully engaged with and got a methadone script.

Emma went from strength to strength, she engaged with our Emotional and Wellbeing worker weekly, and worked with staff support to engage with Social Services. She decided to volunteer to be the resident rep for the house. Emma took this responsibility seriously; attending all resident meetings with an agenda to discuss.

Emma was showing all the signs that she was ready to move on, but due to the barriers in accessing housing, because of past rent arrears and anti-social behaviour move on was challenging. The Support Worker contacted a Housing Association who was willing to offer a hard to let 2 bed flat. With the progress made and permanent accommodation gained Emma was able to work with Social Services to get her daughter back.

Mental Health.



A service user and volunteer led space, that provides service users with an opportunity to engage in gardening, carpentry and other practical skills, as well as to relax, enjoy barbecues and socialise in an outdoor space has proven invaluable for mental health and wellbeing.

The allotment grows a range of fresh fruit and vegetables, which are donated to the Community Drop In's and is given away to those in need and this year welcomes a family of hens.

76% of our service users report having mental health difficulties, so we are pleased to have expanded our Emotional and Wellbeing Team to meet the increased need, providing one to one support, group work and positive activities for our service users so they can better manage their mental health.

Building confidence, reducing stigma and instilling the belief that today doesn't define their tomorrow is a key focus. The staff work with other community initiatives to reduce social isolation and provide a sense of belonging.

Funded by



West Leicestershire
Clinical Commissioning Group

76%

Of our service users said they struggle with mental health difficulties

71%

Of our service users said that our service had improved their mental and physical health

Amar's Story.

“ Amar remains on a journey to recovery and the future is looking more positive. ”



Amar became homeless after a breakdown in his relationship with his family. He had previously been referred to Child and Adolescent Mental Health Services but failed to acknowledge he had any mental health issues. Throughout his teens he committed numerous offences leading to him being put under the youth justice team, probation, and anger management. He started to use drugs and alcohol to block out the voices.

When Amar came to Falcon Support Services he was withdrawn, unkempt and found it hard to engage in the support on offer. It was evident his mental health was poor as he started to claim police officers were being sexually inappropriate with him, had taken over his bank account, could hear his phone calls and were making him smoke drugs by blowing crack cocaine into his room.

His bathroom and towels were smeared with faeces, and he would block his drains. Amar started to barricade himself in his room and was scared.

Through a GP appointment a referral was sent to mental health services, and he was assessed by the Psychosis Intervention and Early Recovery (PIER) team who started to visit him weekly. Amar still refused to admit that he needed any support with his mental health and refused to take medication prescribed by the Psychiatrist. His mental health continued to deteriorate.

With Amar unaware of how poorly he was his Support Worker continued to persevere with the GP, Central Access Point, Emergency services, Social Worker and PIER team but without his consent for intervention, there was nothing they could do. He was eventually sectioned and admitted to hospital under the Mental Health Act.

The Support Worker continued to communicate with him over the phone and visited him in hospital, providing him with the necessities he needed. We kept his room open whilst he was diagnosed, and on his return, noticed he was deteriorating again with repeated behaviours and new physical problems, brought on because he hadn't been taking his medication correctly. Amar remains on a journey to recovery and the future is looking more positive.

Improving Health Inequalities.

PHYSICAL HEALTH

Our Health Care Support Worker continues to work with service users to access primary health care, complete basic health checks and this year has seen us host health initiatives such as the Covid-19 Vaccination unit, Optician visits, Hairdressers and Cancer Screening Awareness Sessions.

Our Sports sessions have remained popular with weekly mindful walks and gym sessions, helping with service user's physical and mental health.

17% of our service users report poor physical health

SEXUAL HEALTH

The pandemic has changed how those involved in sex work operate, so this year saw us start to deliver outreach sessions on the streets, in addition to our main Annex centre.

Working with the Sexual Health Clinic, Juniper Lodge Sexual Assault Referral Centre and other agencies through the local forum, the Annex provides contraception, STI testing, advice and support to exit sex work when they are ready.

SUBSTANCE MISUSE

64% of our service users reported an addiction so this year we have increased the specialist support we can offer through a new partnership with Turning Point, in addition to an already successful partnership with Exaireo Trust.

This year saw the return of Recovery Week which took on a hybrid model of online and in person.

Thanks to our work with Public Health and Turning Point, we now have a purpose-built Clinical Room to deliver health services, with Needle Exchange available daily, Hep C testing weekly and a programme of health initiatives being developed for the future.

1,258

one to one sessions

11

admissions to treatment houses

Funded by



Falcon Training.



Falcon

TRAINING

Falcon Support Services continue to offer a variety of training programmes that will teach you and your team the skills to help those most in need.



Training Courses that Falcon offer:

MENTAL HEALTH

- ▶ Level 1 Awareness of First Aid for Mental Health (1/2 day)
- ▶ Level 2 First Aid for Mental Health & Youth Mental Health (1 day each)
- ▶ Level 3 Supervising First Aid for Mental Health (2 day)
- ▶ MHFA England (2 day)

FIRST AID

- ▶ Basic Life Support (1/2 day)
- ▶ Emergency First Aid at work (1 day) First Aid at work (3 days)
- ▶ Paediatric First Aid (2 days)

SAFEGUARDING

- ▶ Level 2 (1/2 day)
- ▶ Level 3 (1 day)

Falcon can tailor training to your organisations needs. The training courses equip staff with lifesaving skills, meet the legal obligations required but also help support those who are homeless or vulnerable across Leicestershire, with every penny spent going directly towards the organisation's charitable activities.

The courses can be delivered face to face or online and are fully accredited meeting the teaching standards of training providers across the country.

Business Strategy 2022-2025.

How Falcon are moving forward to prevent homelessness.

01



Organisational Growth and Sustainability.

- ▶ Expand our employee benefits package
- ▶ Increase and diversify income generation
- ▶ Refine our systems and processes to better operate, monitor and impact report
- ▶ Minimise our environmental impact

03



Offer a High Standard of Diverse and Accessible Accommodation.

- ▶ Remove the barriers our service users face to accessing accommodation and support
- ▶ Enhance the quality of our accommodation
- ▶ Expand our accommodation offer across leicestershire
- ▶ Become a registered social Landlord

02



Support Communities to Prevent Homelessness.

- ▶ Learn from and co-produce services with those who have had real lived experience
- ▶ Progress community hubs across Leicestershire
- ▶ Collaboratively work with stakeholders and community assets to best support our service users to achieve a healthy lifestyle

04



Enable People to Live Independently.

- ▶ Teach employability and life skills
- ▶ Provide aftercare support ensuring tenancy sustainment
- ▶ Contribute to ending furniture poverty

Community Engagement.



It's been heartening that the support for Falcon Support Services has grown again this year with support from the local community through donations of goods, funds and volunteering.

Highlights this year included fundraising efforts such as our Festive Falcon campaign and Christmas jumper design competition, sleep out's, church fetes, an online art exhibition, craft fayres, Charity of the Year awards, community stalls and open days all successfully raising awareness and vital funds.

Jess Parsley
Community Engagement Lead

Upcoming Events:

WALK A MILE IN SOMEONE ELSE'S SHOES OCTOBER 2022

- ▶ Interactive Walk into Homelessness
- ▶ Homeless Exhibition
- ▶ Visit to our Memory Garden
- ▶ Join Us For a BBQ at Our Allotment
- ▶ FREE Fundraising T-Shirt
- ▶ October 9th at 11am



FESTIVE FALCON DECEMBER 2022

- ▶ Race Night
- ▶ Christmas Jumper Competition
- ▶ Christmas Craft Fair
- ▶ Falcon Advent Calendar



Thank You.

Falcon Support Services would like to thank everyone who offers support, time and donations to our charity.

- ▶ All Saints with Holy Trinity Church, Loughborough
- ▶ Arnold Clark Foundation
- ▶ Assura Community Fund
- ▶ BNI
- ▶ Barrow Upon Soar Scout Group
- ▶ Blaby District Council
- ▶ Boohoo
- ▶ CR Civil Engineering
- ▶ Centrepont
- ▶ Chairman of Leicestershire County Council
- ▶ Charnwood Borough Council
- ▶ Charnwood Lottery
- ▶ Cheshire Community Foundation
- ▶ Christ Church, Coalville
- ▶ Cushman & Wakefield
- ▶ DHL
- ▶ Deli Bltes Café
- ▶ Department of Levelling Up Communities and Local Government
- ▶ East Midlands Chamber of Commerce
- ▶ East Midlands Homes
- ▶ Enrych
- ▶ Exaireo Trust
- ▶ Furnley House
- ▶ Garfield Weston Foundation
- ▶ Harborough District Council
- ▶ Henko Labs Ltd
- ▶ Hinckley and Bosworth District Council
- ▶ Homeless Link
- ▶ Hybrid AV
- ▶ Intelligent Energy
- ▶ LandAid
- ▶ Leicestershire Police
- ▶ Leicestershire SHIRES Grants
- ▶ Leicestershire Welfare Provision
- ▶ Leicestershire County Council
- ▶ Leicestershire and Rutland Community Foundation
- ▶ Leicestershire's Police and Crime Commissioner
- ▶ Local Councillors
- ▶ Local Members of Parliament
- ▶ Loughborough College
- ▶ Loughborough High School
- ▶ Loughborough Lions Club
- ▶ Loughborough University
- ▶ Melton Borough Council
- ▶ Methodist Church Barrow Upon Soar
- ▶ North West Leicestershire District Council
- ▶ Nottingham Community Housing Association
- ▶ Nzime
- ▶ Oadby and Wigston Borough Council
- ▶ Public Health Leicestershire
- ▶ Rotary Club
- ▶ Salvation Army
- ▶ Sport England
- ▶ St Mary's Church, Wymeswold
- ▶ Study Inn
- ▶ Tesco Community Fund
- ▶ The Blakemore Foundation
- ▶ The Bridge (East Midlands)
- ▶ The National Lottery
- ▶ Thermo Fisher Scientific
- ▶ Turning Point
- ▶ Upton Steel
- ▶ Vicars Relief
- ▶ West Leicestershire Clinical Commissioning Group
- ▶ Xanton
- ▶ Yew Lodge Hotel

Our Values.

Dignity

We recognise that everyone is worthy of honour and respect as fellow humans. We develop and build trusting, accountable, non-judgemental relationships aspiring to release the potential for successful independent living in all our clients.

Persistence

We believe that everyone deserves a second chance and we will not give up on an individual, subsequently we adopt a 'whatever it takes' approach. All willing clients are eligible to receive our help and support to the best of our ability.

Collaboration

We believe that working in collaboration provides the best outcomes for our stakeholders. The success of our team relies on accountable, supportive and empathetic attitudes, working together to achieve the charities objectives. This teamwork ethic enables us to successfully collaborative and engage with services external to our own.

Excellence

We feel fortunate to attract staff that go above and beyond, who are willing to engage with stakeholders with a high level of professionalism and understanding. Falcon Support Services strives to be a charity that continues to learn from good practice and develop through innovation.

“ Where you are today does not define your tomorrow. ”

 falconsupportservices.org.uk  01509 642 372

