



Falcon
Support Services

Impact Report 2022 - 2023.



**Where you are today does
not define your tomorrow.**

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Vision.

We strive to reconnect the most excluded.

Mission.

To help people to live independently and positively contribute to their community.

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 charity's objectives. This teamwork ethic enables us to successfully collaborate 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 strive to be a charity that continues to learn from good practice and develop through innovation.

Welcome to our 2022 – 2023 Impact Report.



Marie Davis

We had an incredibly busy year working across the county, developing new partnerships, and deepening existing relationships to improve the lives of those who are vulnerable in the community and most excluded in society.

We saw a 54% increase in the number of individuals we supported throughout the year. That is an incredible 1679 people supported with everything from accommodation through to food parcels, access to laundry facilities, recovery and everything in between.

On top of this our service users have consistently rated our support 9.6 out of 10 in our support reviews.

One of the highlights of the year was being chosen as Leicestershire Community Charity of the Year.

The support from Furnley House has gone above and beyond the winning of an award. They have been incredibly supportive with everything from regular fundraising events through to support with events such as Breaking down the Barriers which brought together VCS organisations and Local Authorities from Leicester, Leicestershire, and Rutland (LLR).

The event, which was organised in partnership with Homeless Link and Action Homeless, was an opportunity to not only network and build connections but also consider how LLR organisations can work together to prevent and relieve homelessness.

At the start of the year, we were very conscious of the developing cost-of-living crisis which was coming hot on the heels of the pandemic.

It is well known that the social care sector is built on minimum wage jobs, but to ensure our staff receive fair pay for their hard work the Trustee Board

decided to invest in the workforce and made the commitment for the Charity to become a Real Living Wage employer.

We also committed funds to carry out improvements to our properties, ensuring they exceed compliance regulations as well as replacing boilers and windows to improve their energy efficiency and our environmental obligations.

We began our journey on our new strategy this year (2022-25) which builds on the successes of our previous one. Our priorities include diverse and accessible accommodation, supporting communities to prevent homelessness and enabling people to live independently and I'm pleased to say we have made a good start in achieving these key priorities.

I want to thank our brilliant and very active Board of Trustees for their hard work, diligence, and support throughout the year,

ensuring we stay on track and keeping us inspired with their commitment to the provision of homelessness services.

I also want to thank our amazing staff team who work so hard to make the magic happen to turn people's lives around. Their dedication and persistence in the fight to get the best outcomes for their service users is a testament to the Charity's values and belief that 'where you are today does not define your tomorrow.'

Finally, I would like to mention our service users who still find it in their heart to smile and laugh when life is truly at its lowest, something that thankfully most of us will never experience.

They are a true inspiration to us all and a reminder that no one deserves to be excluded from society.

“ Looking forward, I am fearful that in the war against inflation homelessness services and homeless people will be sacrificed in the desire to balance the books. ”

Housing Support



 by Falcon Support Services

Falcon Support Services have a range of commissioned and non-commissioned accommodation and tenancy support where we provide interventions to prevent rough sleeping, successful move on to independence and recovery from homelessness.

Housing Support achieved:

- ▶ Opening 2 new Supported Accommodation projects for the homeless
- ▶ Becoming a StreetVet Accredited Hostel
- ▶ Upgrading buildings, heating systems and security
- ▶ Participating in the National Housing Federation Research project on supported housing

“It is the safety and security I feel here more than anything. I get up every morning now, clean my teeth and make my bed.”

Funded by



97%

Improved their Finances

85%

Improved their Health and Wellbeing

71%

Success rate out of homelessness

374

Referrals received

225

Individuals accommodated

Dave's Story.

Dave was released from hospital homeless and moved into the Falcon Centre.



Dave has multiple physical health issues.

Dave struggled with severe Depression and acute Anxiety, using alcohol as a coping mechanism for his mental health. He had a history of self-harm with previous suicide attempts.

Dave was registered to the local GP where we arranged a Doseette box to help him manage his medication. We provided access to the Opticians and Dentist through Dentaaid.

We encouraged Dave to manage his personal hygiene and provided him

with an Emotional and Wellbeing worker to assist with his mental health and referred him to Turning Point through our Harm Reduction workers.

We supported him to attend SMART recovery meetings. He was advised that if he were to continue to drink, he would die.

On top of health-related support, we assisted with benefits, budgeting and supported him to enter detox and enter rehab where he continues to do well.

Community Support

 by Falcon Support Services



Falcon Support Services have 7 open access Community Drop Ins across Leicestershire in: Blaby, Charnwood, Harborough, Hinckley and Bosworth, Northwest Leicestershire, Melton Mowbray, Oadby and Wigston.

Our Drop Ins support those that are homeless, at risk of homelessness, socially isolated or vulnerable in the community.

Community Support achieved:

- ▶ Volunteer hours of 5,084
- ▶ Opening a new Drop In building in Harborough with Beacon Care
- ▶ Winning Community Allotment Award from the Royal Horticultural Society
- ▶ Participating in the People's Zone Research

"The Drop In is massively important to me. If I didn't come here, then I would most probably be on the street begging."

9,292
Visits to the Drop In

1,180
Individuals supported

64%
Homelessness and Rough sleeping prevented

52%
Reported improved Community integration

Funded by the National Lottery:



Geoff's Story.

Geoff was in his 60s and had been attending our Drop In for some time, he liked to socialise and have breakfast with everyone.



Staff noticed a change in his behaviour and personal hygiene, they found out that Geoff was going through a lot of difficulties, his benefits had stopped so he was struggling to buy food, electric and everyday essentials.

Geoff struggled with his memory, so staff attended his universal credit appointments to ensure his payments were back in place. We also worked to get his gas uncapped.

Geoff had also been seen handing money out and when questioned, he said he was paying for protection as people were using his flat for drug dealing. We referred him to Adult Social Care due to his vulnerabilities and spoke to Tenancy Support and the Police.

Having been cuckooed and having his property taken over, along with his struggles to look after himself, we managed to move Geoff into respite care where he is now safe, getting the support he needs and doing well.

Recovery Support

 by Falcon Support Services



“I have finally met people who I can relate to.”

Falcon Support Services deliver Harm Reduction and Aftercare Support to those living with addictions across Leicestershire and Rutland as part of a subcontract with Turning Point. We also deliver support to attend mutual aid meetings in partnership with Exaireo Trust and Charnwood Community Safety Partnership.

Recovery Support achieved:

- ▶ Implementing our subcontract including Needle exchange services
- ▶ Hosting a successful Recovery Week
- ▶ Expanding support to include mentoring and employability
- ▶ Starting a research project for Barriers to Treatment

615

Substance misuse sessions held

128

Supported to attend Mutual Aid Groups

112

One hit kits issued

6

Referred for Treatment

Emma's Story.

Emma was transferred from structured treatment into Falcon Support Services aftercare after sustaining abstinence from prescription medication and cannabis.

Emma engaged well in the aftercare group and openly shared her journey and how the addiction had affected her life. She spoke to the group about the challenges of losing her daughter who had been placed in care and how she was having to go through the judicial system to gain access again.

As Emma continued to attend weekly and engage in the various activities that were on offer her confidence and strength grew.

She was able to offer her own support to another fellow group member who had battled a similar addiction.

Emma maintained her recovery and felt comfortable in requesting a supporting letter from Falcon Support Services to use at her final custody hearing. The courts gave her full access to her daughter and we have since been made aware that she is now happily back in full-time employment.



“I feel like I've got my life back.”

Funded by



Physical Health.



"I am so pleased that staff have been helping me with my teeth as I have been in a lot of pain."

Falcon Support Services campaign for improved access to health services for those facing the biggest health inequalities and lowest life expectancy.

Physical Health services provided at Falcon Support Services included:

- ▶ DentAid and Oral cancer screening
- ▶ Opticians' sessions
- ▶ Testing for Blood borne viruses and fibro scanning

"Falcon's support has been crucial in ensuring some of the hardest to reach patients have started, completed and successfully been cleared of Hepatitis C, providing an excellent service to their clients."

James Spear
Hepatitis C Network Manager

Funded by



Mental Health.



Mental health services provided at Falcon Support Services included:

- ▶ Our Emotional and Wellbeing Team
- ▶ Development of resilience workshops
- ▶ Positive activities and wellbeing packs

"When I first came here I felt quite low and frustrated. Now I've built up my own way of life here, made good friends and got a flat."

Funded by



Volunteer Engagement.



Volunteers play a vital part in the charity's success – with a new Volunteer Coordinator in post volunteer numbers have risen to over 25, amassing over 3,000 hours of volunteering per quarter.

During 2022–2023 we received fantastic support from so many volunteers who have been helping across Leicestershire taking on a variety of tasks to help those in need and we'd like to say a big thank you.

Volunteering can be a great way to give back to your community. As well as helping those who need it the most by giving your free time, volunteering can provide a great sense of achievement and countless opportunities to improve your own health and wellbeing.

As a charity we rely on the support of the community, whether individuals, groups or businesses.

To get involved with one of the many great opportunities at Falcon Support Services please contact:

falconsupportservices@falconsupportservices.org.uk

Community Fundraising.



Our Fundraising saw its first ever virtual challenge the “300k step challenge”, and the return of its ever popular Festive Falcon 2022, which saw a record number of online donations and fundraising reach a total exceeding £22,000.

We continue to remain active in the community and have attended Summer Fayres, Christmas Fayres, delivered a Live Charity Gig, Market and Supermarket collections helping to raise the profile of Falcon Support Services work.

This year we invested in a new online Fundraising platform, Enthuse, to improve the donor journey, creating live in-person events and providing more opportunities to get involved with new virtual challenges.

Moving into 2023/2024 further online fundraisers are planned including, April's 24hr Challenge, June Marathon Challenge and the Falcon Summer Family Sleepout. In addition to this in-person events including the Great Birmingham Run 10k, The Great North Run and Falcon Fest, a 2-day music festival in Loughborough are all planned.

£22,000

Raised for Festive Falcon

Corporate Fundraising.



Engaging with local business leaders Falcon took up the charity seat at the Loughborough BNI Chapter and have continued to form new relationships through our Falcon Business Champions Network and Falcon Net Quarterly Meeting.

A successful winter summit climb of Mt Toubkal in Morocco engaged new donors and corporate supporters, securing sponsorship of the summit flag raising over £3,000.

Thanks to you our 2022/23 community and corporate donations totalled £64,000 surpassing all our targets and meaning we could deliver more.

Moving into 2023/2024 Members of BNI and other corporate sponsors have also planned upcoming fundraising activities including a 10k run, the Yorkshire 3 peaks and a 4x4x48 running challenge – demonstrating that team challenges can not only bring teams together but also support the community.

A key highlight of 2022/23 was being awarded the Furnley House Foundations Leicestershire Community Champions Award Charity of the Year which has significantly helped to raise the profile of Falcon Support Services.

£64,000

raised in total between community and corporate donations



BUSINESS CHAMPIONS

We work with businesses across Leicestershire who want to make a difference in their community.

To find out more please contact us to discuss a package that meets your needs.

£50_{pcm}

Dedicated Corporate Partnership Manager.

Framed Membership Certificate for your office.

Falcon Business Champions logo for your website.

Quarterly partner network meeting membership.

Acknowledged support in our Annual Report and on Social Media platforms.

Company logo featured on the Business Champions area of our website with a link to your website.

Volunteering opportunities.

Up to 5% discount on Training courses.

£150_{pcm}

Dedicated Corporate Partnership Manager.

Framed Membership Certificate for your office.

Falcon Business Champions logo for your website.

Quarterly partner network meeting membership.

Acknowledged support in our Annual Report and on Social Media platforms.

Company logo featured on the Business Champions area of our website with a link to your website.

Volunteering opportunities.

+ Up to 10% discount on Training courses.

+ News article published on website.

+ Representative of Falcon Support Services to speak at an event of your choice.

£500_{pcm}

Dedicated Corporate Partnership Manager.

Framed Membership Certificate for your office.

Falcon Business Champions logo for your website.

Quarterly partner network meeting membership.

Acknowledged support in our Annual Report and on Social Media platforms.

Company logo featured on the Business Champions area of our website with a link to your website.

+ Up to 20% discount on Training courses.

+ Volunteering ops including full Volunteer Team Away Days.

+ Annual Impact Report.

+ News article published on website.

+ Representative of Falcon Support Services to speak at an event of your choice.

+ Free rental of the George Smith Hub*

Falcon Training.



Falcon Support Services offer a variety of accredited training programmes that will develop valuable skills within your team.

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.

Thank You.

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

- ▶ ABH Safety Services
- ▶ All Saints with Holy Trinity Church, Loughborough
- ▶ ASDA Foundation
- ▶ Barrow District Twinning Association
- ▶ Blaby District Council
- ▶ Centrepont
- ▶ Charnwood Borough Council
- ▶ Charnwood Lottery
- ▶ Cheshire Community Foundation
- ▶ CR Civil Engineering
- ▶ Crimson Communications
- ▶ David Cock Foundation
- ▶ David Wilson Foundation
- ▶ Department of Levelling Up Homes and Communities
- ▶ East Midlands Housing
- ▶ East Midlands Chamber Commerce
- ▶ Enrych
- ▶ Evolution Coaching
- ▶ Exaireo Trust
- ▶ Foster Industrial
- ▶ Furnley House
- ▶ Garfield Weston Foundation
- ▶ Harborough District Council
- ▶ HENKO Labs
- ▶ Hinckley and Bosworth District Council
- ▶ Homeless Link
- ▶ IM Properties
- ▶ Intelligent Energy
- ▶ J Penlington Media
- ▶ John Lewis
- ▶ LandAid
- ▶ Leicestershire County Council
- ▶ Leicester, Leicestershire and Rutland Community Foundation
- ▶ Leicestershire Partnership Trust
- ▶ Leicestershire Police
- ▶ Leicestershire's Police and Crime Commissioner
- ▶ Leicestershire SHIRES Grants
- ▶ Local Councillors
- ▶ Local Members of Parliament
- ▶ Lodge of Gratitude Donation
- ▶ Loughborough BNI
- ▶ Loughborough Lions
- ▶ Loughborough College
- ▶ Loughborough University
- ▶ Market Harborough and the Bowdens Charity
- ▶ Melton Borough Council
- ▶ National Lottery Community Fund
- ▶ NHS England
- ▶ No More Cold Nights
- ▶ North West Leicestershire District Council
- ▶ Nottingham Community Housing Association
- ▶ Nzime
- ▶ Oadby and Wigston Borough Council
- ▶ O'Brien Contractors Limited
- ▶ Pattersons Commercial Law
- ▶ REMS Solutions
- ▶ Salvation Army
- ▶ St Mary's Church
- ▶ The Bridge (East Midlands)
- ▶ Thermo Fisher Scientific
- ▶ Trussell Trust
- ▶ Turning Point
- ▶ Vicars Relief
- ▶ WCA Chartered Surveyors
- ▶ Xantion Ltd
- ▶ And everyone else.

Contact Us



falconsupportservices.org.uk



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Falcon Support Services



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