

Impact Report 2023 - 2024.



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A Message from the Acting Chair.

As members of the Board of Trustees we are all volunteers who have a responsibility to make sure that the charity is being well run and delivering the services it was set up to do, in line with our governing document. We are all responsible for both short and long-term overall management of the charity and because we have such a good mix of skills and experience, this helps us in our collective decision making.

Reflecting on what has been a very busy and challenging year, due in part to the cost of living crisis, myself and fellow trustees are thankful to the senior management team and to the full staff team as we know that everyone has worked tirelessly to ensure that Falcon Support Services has continued to provide essential and appropriate accommodation and deliver excellent support services to those most in need, even in the most difficult of times.



Jane Gray
(Acting) Chair, Board of Trustee

"We look forward to the future and as always remain committed to doing our best as trustees in ensuring we continue to lead a sustainable charity which is fit for purpose."

Welcome to our 2023 - 2024 Impact Report.



Falcon's core mission, our memorandum of association, sets out our objectives as the relief of need, hardship and distress experienced by homeless people and other vulnerable groups by the provision of emergency and temporary accommodation, support and advice services, educational and community involvement services. Our memorandum directs everything we do, and our **Board of Trustees ensure we** meet these objectives with rigorous governance and insightful guidance, but it is our service users who lead the way and show us the path.

We opened the Falcon Centre 10 years ago, just before the austerity measures started to kick in, in partnership with Leicestershire County Council to provide emergency and temporary accommodation for the residents of Leicestershire. It quickly became apparent that our service users required more than just temporary accommodation, they required support services to address their increasing complex needs alongside longer-term support that continued after they had left our Supported Accommodation.

As a consequence of this, our community offer expanded to meet these needs and now includes harm reduction, recovery, emotional and wellbeing services, rough sleeper services, drop ins, hot food, education, training and health services all delivered from the Falcon Centre. Our expanded services were especially important as the thresholds to access statutory services increased and the pressure grew on voluntary and community services to fill in the gaps. None of this work could have been accomplished without collaboration, partnership working and great relationships with all those who are working to reduce the health and wealth inequalities in our society whether they are private or public sector organisations.

This year has been a challenging year with the homeless prevention budget being withdrawn. It was the biggest challenge Falcon Support Services had experienced and it wasn't just about saving the Falcon Centre, it was about preserving a commitment to providing a safety net for those who do not fall into the priority need category under Homelessness Legislation and not owed a duty for temporary accommodation from the District Councils.

When I wrote the Impact Report 2022–23 I spoke about being fearful that in the war against inflation homelessness services and homeless people would be sacrificed in the desire to balance books.

The removal of funding for homeless prevention felt like all empathy had been removed from politics but, in our opinion, there can never be any justification for not taking care of those who are not able to take care of themselves, regardless of the reason.

Although this year has been tough, the response from the public, local businesses and other services during the consultation and after was incredible and we felt truly valued as an asset not only to the local community but to other organisations. The support was beyond anything we could have hoped for and has provided us with a strong and optimistic start to 2024–25.

2,404
Individuals supported

28,370

Hours of support delivered

NOMINATED

The Alternative Business Awards
The Niche Awards Charity of the Year

None of this work could have been accomplished without collaboration, partnership working and great relationships with all those who are working to reduce the health and wealth inequalities in our society

Housing Support





by Falcon Support Services

We provide support to those who are homeless or at immediate risk of homelessness across Leicestershire and Rutland, enabling them to move from crisis to independence, through key services:

- A Rough Sleeper Support Service to alleviate homelessness
- A range of commissioned and noncommissioned supported accommodation projects to prevent homelessness
- Tenancy support to enable a successful move on to independence and recovery from homelessness

Housing Support achievements:

- Providing Psychologically Informed **Environments**
- Delivered 4 additional Winter Beds to prevent rough sleeping taking 39 rough sleepers off the streets in 4 months
- Completely refurbished 3 Supported Accommodation projects
- Campaigned to save Homeless **Accommodation and Support**
- Lobbied government in partnership with Homeless Link Services and the newly formed LLR Homelessness Alliance

"The most comprehensive homeless service I have encountered in 20+ years."* 364

Referrals received for supported accommodation

Individuals accommodated in our specialist housing

99%

Improved their finances

95%

Improved their health & wellbeing

75%

Success rate out of homelessness

74%

Improved community integration

Individuals supported to access a bank account

6

Funded by:









Joe's Story

loe entered our young person's accommodation due to a relationship breakdown which resulted in him having to leave the family home.

Joe faced challenges with his mental health which unfortunately worsened and led to him being hospitalised. Following diagnosis he returned to our young persons supported accommodation with support in

place from the Community Mental Health Team and our in house Emotional and Wellbeing Team.

He also struggled with substance misuse, so we provided support through our in house Harm Reduction Team who supported him to engage in Turning Point, recovery groups and positive activities such as football.

Having never lived alone, Joe needed support with his finances including benefit claims, budgeting and a referral to Your Store.

Discovering an interest in communications, he excelled in volunteering with our Fundraising and Communications team, adding structure to his life and reason to get up.

With our assistance he secured his own tenancy, learning decorating skills and receiving furniture with the support of our Decorating Support Worker. Our Floating Support team aided him until funding ended, where he was referred to First Contact Plus.



"I was anxious about coming here but now I'm so glad I did. You cannot put a value on what I have been helped with."

Community Support





by Falcon Support Services

We provide equitable and inclusive, open-access community services tailored to address the unique needs of our local communities. We impacted a range of communities across Leicestershire from Blaby, to Charnwood, Harborough, Hinckley and Bosworth, North West Leicestershire, Melton Mowbray, Oadby, and Wigston. All with one key aim to combat social isolation and foster connectivity in our community.

Community Support achievements:

- Opened the Harborough Hub in partnership with Beacon Care
- Launched our trophy winning Falcon Football Team
- Contributed to the Centre for Social Justice "Two Nations: the State of Poverty UK"

98% felt the Drop In provided a valuable service to the community* 10,957

6,695

4,442

1,292

1,256

Access to computers/wifi

963

Individuals supported in our community

96%

Reported improved community integration

Pete's Story.

Pete accessed our Community Day Centre when his property had been cuckooed and his addiction and mental health spiralled. Facing repossession he didn't know what to do or where to start.

The Support Worker supported him to complete his financial assessment and for him to set up a payment plan with affordable payments. We arranged an appointment with the Community Advice and Law Service (CALS) who took on the case.

Alongside this we supported him to engage with various support services; Police, Turning Point, Mental Health services resulting in mental and financial stability.

We accompanied him to court to advocate on his behalf and when CALS presented the case, the Judge decided to accept the proposed payment plan. This successfully secured a suspension of the repossession order, preventing homelessness and we worked with the police so he could regain control of his property and future.

"The day centre stopped me from becoming homeless, I was so close to being on the streets. I can't thank them enough."



Funded by:













Recovery Support



by Falcon Support Services

We provide impactful health interventions, providing vital support to individuals on their journey through recovery, working as part of a subcontract with Turning Point across Leicestershire and Rutland. In addition, we partner with Exaireo Trust and Charnwood Community Safety Partnership to facilitate access to mutual aid meetings and recovery outreach, fostering a supportive environment for continued progress.

Recovery Support achievements:

- Hosted a successful Recovery Month bursting with activities
- Successfully delivered a Peer Mentor and Employability scheme
- Held a Celebration event and residential for our Peer Mentors and Mentees
- Recovery activities including gym, fishing, walks, football and more
- Published our "Barriers to Treatment" research project, commissioned by Public Health, Leicestershire **County Council**

1,278

1,029

Recovery check-ups

798

Individuals supported on a one-to-one basis

One hit kits issued

Referred for treatment

"The Partnership between **Falcon Support Services** and Turning Point enables a more joined-up approach to safeguarding some of the most vulnerable members of our community." Jo Hall, Turning Point.

Sam's Story.

Sam came to an Aftercare Recovery group very nervous and not really feeling comfortable speaking in front of people. She entered recovery after she realised her drinking was out of control and lead to her youngest son going into care.

Within our groups session we did a range of different activities based around dealing with triggers and self-esteem which helped increase her understanding of the addiction. Over time Sam felt more confident sharing with the groups the range of challenges she has faced during her recovery.

Her progress and honesty led to her becoming a role model to the group and now, nearly a year into her recovery she now has her youngest son back home and is looking forward to enjoying things like Christmas with her family.

Sam became a Peer Mentor for Falcon which has meant she is now helping to run groups and exploring becoming a Mentor for Turning Point so she can help people in their own recovery.



"Her progress and honesty led to her becoming a role model to the group."

Funded by:









Health Support.



Our Health and Wellbeing
Team offers personalised
emotional and wellbeing
guidance through
individualised support,
engaging group activities,
and enriching therapeutic
workshops focusing on areas
such as anxiety management,
sleep enhancement, and
emotional regulation.

Mental Health Achievements:

- 1324 Emotional and Wellbeing attendees
- 78% reported increased aspirations and goals
- 74% reported better access to health services
- 72% reported improved social networks

Physical Health Achievements:

- Contributed to the Homeless GP survey consultation for the Integrated Care Board
- Held a Multi-agency
 Health Day
- Hosted the Community Dental Services
- 106 tested for Hep C provided by the Hep C Trust
- Shortlisted in the Homeless Link Excellence Awards for Best Health and Wellbeing Initiative 2023

Chris's Story.

Chris had been homeless in Charnwood for several months and had been supported by our community day centre, the Drop In and the local Outreach Team. He did not have a connection to Charnwood, so options were limited with accommodation in the area. Then in December 2023 funding was given to Falcon Support Services by Charnwood Borough Council through the Department of Levelling Up Housing and Communities to offer winter beds to any rough sleeper over the cold period.

Chris was offered a winter bed and we worked with him to address his immediate health issues by registering him with a GP, which required us setting up a Care of Address at the Drop In. Whilst in our service he mentioned he has Hep C. The staff rang the Hep C Team who came and identified he was known to them but had not finished treatment previously. We were able to support him to get tested and re-engage with his treatment. He also accessed the Community Dental Service where he received treatment for his teeth.



We then worked with Chris to reconnect him back to his local connection area and managed to secure longer term supported accommodation for him.

"Chris was offered a winter bed and we worked with him to address his immediate health issues."

Funded by:













Economic Impact.

As a local employer we work to ensure we deliver the best work environment by:

- An experienced specialist team of 89 dedicated staff members
- Accredited Real Living Wage Employer
- Menopause Friendly workplace with Mental Health Champions
- Engaged in Healthy Workplaces Leicestershire
- Mental Health Friendly Place with Mental Health First Aiders
- A Mindful Employer
- Providing a comprehensive training programme

We provide accredited training in essential areas such as Mental Health First Aid, Safeguarding, and First Aid to service users, staff, volunteers, organisations and businesses.

We provide support for those who face barriers to employment to tackle economic inequality by:

- Providing AQA accredited pre-tenancy training courses in partnership with Centrepoint
- Delivering workshops on digital inclusion and numeracy
- Running workshops on decorating and basic DIY
- Supporting with CV writing/ interview techniques and job searches
- Providing volunteer and student placement opportunities











Nicholas' Story.

"You were amazing everything that you did was great. You made me feel confident, you made me feel ready for the situations that I didn't feel confident in. You always made me prepared for everything. You helped calm me down and see things in another light. Just fantastic!" Nicholas.

Nicholas came to Falcon Support Services seeking employment support to help him get back into work. He had been out of work for a while and his previous employment had not ended well. This had left him with anxious thoughts around getting a job. He was very nervous at the thought of interviews and meeting new people.

Through regular engagement with the employability programme, Nicholas was able to work through some of his worries by adopting a realistic and more balanced viewpoint. Exploring his personal and professional strengths with his employability coach, helped him to realise his potential and he was able to create an outstanding CV with skills he did not realise he had.



This enabled him to confidently attend a jobs fair and introduce himself to employers. He was invited to apply for the role at a local company. He took part in some interview role play prior to the interview which eased his nerves and helped him to set out clearly what he needed to say. As a result, he was pleased to be offered the position and has sustained his employment.

Lived Experience.

We work hard to create an environment where individuals feel empowered, heard and supported.

In our organisation, we have a saying:

"Once part of the Falcon Family, always part of the Falcon Family"

We know that those with lived experience can offer so much and can advocate for themselves and others, driving positive change within communities, and this last year we saw that!

From our established engagement work with Resident Representatives, feedback mechanisms, Peer Mentor programmes, involvement in research projects to completing service user consultations on funding cuts, sharing their stories through letters to 'His Royal Highness The Prince of Wales', presentations at open days or in local and national media, our service users shared their wisdom gained through lived experience of adversity and they fought for a more equitable society.

Watch it here.



Then when all else failed, they stood together and showed their resilience. Supported each other and even wrote and released a Christmas Song "You shouldn't be lonely at Christmas" which saw them work with Pedestrian and nominated for a Charity Film Award.

"Our service users shared their wisdom gained through lived experience."



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)

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Falcon can tailor training to your organisations needs. Our 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.









Volunteering.

Within our organisation lies a group of volunteers supported by our volunteer coordinator. They demonstrate an unwavering commitment to serving the community. Like them we believe that volunteering isn't just an activity—it's a profound expression of humanity, a beacon of hope for those navigating homelessness, recovery and indeed isolation. Our volunteer opportunities provide a chance to improve self-esteem, confidence, and well-being, with a full training package offered, to learn new skills, and share their existing skills and knowledge.

Every day, they step forward, ready to lend a helping hand and a listening ear to those in need. Whether it's serving meals, distributing essential supplies, or providing companionship and support to individuals facing isolation, our volunteers are at the forefront of creating meaningful change.

"Volunteering gives me a reason to get up in the morning"

5,892
Volunteer hours

£61,395
Value contributed to the charity



As we reflect on the invaluable contributions of all our volunteers corporate and individual, we extend our deepest gratitude for their support in our time of need. Together, we stand as beacons of hope in the fight against homelessness, isolation and addiction, united in our commitment to creating a more compassionate and equitable society for all.

Thermo Fisher

Demonstrating outstanding community spirit by voluntarily running a soup kitchen at the Loughborough Day Centre every Wednesday 6pm – 8pm since 2018. Thermo Fisher has not only provided nourishment to those facing difficult circumstances but also shown compassion and solidarity to individuals. They have demonstrated a commitment to making a positive difference in the lives of others and highlight the importance of giving back to the community, through the provision of over 1000 meals.

Fundraising.

Building on the successes of the 2022/23 fundraising year, our lively team has been involved in organising and running a wide range of events. They've put their all into supporting over 50 fundraising initiatives, including online challenges, music festivals, mountain climbs, martial arts, half marathons, and even pamper nights.

We've seen growing support from schools and colleges, like Newtown Linford Primary School's non-uniform day and the generous donation of Christmas boxes from Loughborough College. Our connections with those all-important academic institutions have only further flourished this year.

Our biggest challenge this year was the Save the Falcon Centre campaign. Thanks to the public, local businesses, grants, trusts, and foundations, we raised enough funds to ensure another year of vital face-to-face support and accommodation.

£124,685
Raised through our Fundraising

Raised through our Fundraising

"We're hugely grateful to everyone who has supported the charity. Together, we've made a real impact, driven by positivity, energy, and a determination to make a difference."







Friends of Falcon.

We're not just about making a difference; we're about forging connections, building relationships, and empowering our community every step of the way. That's why we're thrilled to share our latest initiative: Friends of Falcon.

Imagine a world where every individual in our community has a stake in the services we provide, where donations aren't just transactions but expressions of solidarity, and where volunteering isn't a chore but a joyous opportunity to make a difference. That's precisely the vision behind Friends of Falcon.

Get your badge & sign up here:



Through this scheme, individuals within our community have embraced the spirit of generosity by becoming friends of Falcon. With monthly donations starting from as little as £5, our friends contribute not just financially but also through their time and support. They're not just donors; they're active participants, advocates, and ambassadors of our cause.

Our Fundraising Members don't just wear their hearts on their sleeves; they wear them proudly on their chests with our tier pin badges. These badges aren't just symbols of appreciation; they're tokens of belonging, markers of the impact each member has made on our community.

From the essential badge for our £5 donors, to the teal and then golden yellow in our £25 per month package, each badge represents a commitment to making our community a better place.



Without the support of our amazing Business Champions and Partners, we wouldn't be in the position we are today so thank you to those who supported this activity and continue to support all that Falcon does.

£100_{pcm}

Dedicated Corporate Partnership Manager.

Framed Membership Certificate for your office.

Falcon Business Champions logo for your website.

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.

Quarterly partner network meeting membership.

A Thank You Falcon Business Champion badge.

£250pcm

Dedicated Corporate Partnership Manager.

Framed Membership Certificate for your office.

Falcon Business Champions logo for your website.

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.

Quarterly partner network meeting membership.

A Thank You Falcon Business Champion badge.

- + 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.

£500pcm

Dedicated Corporate Partnership Manager.

Framed Membership Certificate for your office.

Falcon Business Champions logo for your website.

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.

Quarterly partner network meeting membership.

A Thank You Falcon Business Champion badge.

- + 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.

We maintain our membership and participation in various networking events, such as Kuku Connect, Loughborough BNI, Ashby Connect and Leicester Buzz.

These groups consistently contribute to our growth and enhance our brand recognition as a leading charity for community initiatives in Leicestershire.

Environmental Impact.

Improved environmental sustainability by:

- Installing a bike rack to encourage minimising our carbon footprint
- Use of Green energy across our properties
- Accepting surplus food from shops/community members
- Re-distributing second hand clothes to those in need
- Furniture re-use scheme to furnish properties
- Successful in our application to VCSE Energy Efficiency Scheme for Independent **Energy Assessment**



- Running an award winning Community Allotment Award from the Royal Horticultural Society, with our service user led allotment to support the environment, grow vegetables and hold summer BBQ's and socials
- Winner of Leicestershire Community Champions Award 2023 for Young Fundraiser for a litter picking fundraising effort by Falcon supporters
- Planting 194 trees planted, removing approximately 2.39 tonnes of CO2 from the atmosphere per year, 59.75 tonnes over the next 25 years in partnership with JUST ONE Tree





Thank You.

From all of us at Falcon Support Services we would like to say a massive thank you to everyone who offers support, time and donations to our charity.

- Abacus Flooring Solutions
- Aggregate Industries
- AIMS Accountants for Business
- **Albert Hunt Trust**
- All Saints with Holy Trinity Church, Loughborough
- Angling Trust Foundation
- **Ansty Parish Council**
- **Anstey Town Charity**
- **ASDA Foundation**
- **Ashby Connect**
- **Aspen Technologies**
- **Axiom Energy**
- **Beacon Care and Support**
- **Better-IT Limited**
- Bistro Live
- **Blaby District Council**
- **BNI Loughborough**
- **BOAL Extrusion UK**
- **Business Buzz Networking**
- Centrepoint
- Charnwood Accounts and **Business Advisors LLP**
- **Charnwood Borough Council**
- **Charnwood Lottery**
- Coalville Computer Nerd
- **Community Dental Services**
- **CR Civil Engineering**
- **Crimzon Communications**
- **David Cock Foundation**
- **David Wilson Foundation**
- Department of Levelling Up Homes and Communities
- **Design only Gardens**
- East Midlands International Airport
- East Midlands Homes
- Edward Hands & Lewis Solicitors
- **Eleaant Wealth**
- **Exaireo Trust**
- Fibre and Cabling
- Foster Industrial
- **Furnley House**
- FNC

- **Garfield Weston Foundation**
- Glenfield Methodist Church
- **Great Central Railway**
- **Harborough District Council**
- Helen Jean Cope Trust
- **HENKO Labs**
- **Hepatitis C Trust**
- Hilton East Midlands
- Hinckley and Bosworth District Council
- HIT Leadership
- **Homeless Link**
- IM Properties Plc.
- IMMA
- **Insurance Connections**
- Integrated Care Board
- JPenlington Media
- Kuku Connect
- LandAid
- Leicestershire and Rutland Freemasons
- Leicester City in the Community
- Leicestershire County Council
- Leicester, Leicestershire and **Rutland Community Foundation**
- Leicestershire Police
- Leicestershire's Police and Crime Commissioner
- **Leonard Curtis**
- **Lidl Community Grant**
- **Local Councillors**
- Local Members of Parliament
- Lodge of Gratitude Donation
- Loughborough BNI
- Loughborough College
- Loughborough Lions
- Loughborough University
- Market Harborough Council Market Harborough Building
- Society
- Market Harborough and **Bowdens Trust**
- Markfield Community Church Mark | Rees Chartered **Accountants**
- Melton Borough Council
- Morrisons

- National Grid
- Nationwide
- **NBCS Foundation**
- NEBOSH
- **Neighbourly Foundation**
- New Hope
- Newtown Linford
- North West Leicestershire District Council
- **Nottingham Community Housing Association**
- **NS Property**
- Nzime
- Oadby and Wigston Borough Council
- Openwork Foundation
- **Pet Foundation**
- Pedestrian
- Prestwold Hall
- **Quatrefoil Giving Fund**
- Quakers
- Salvation Army
- Samworth Brothers
- Steven Mather Solicitor
- St Marys Church
- Stowe Family Law
- StreetVets
- The Bridge (East Midlands)
- The Centre for Social Justice
- The Consultus International
- The National Lottery **Community Fund**
- The Phantom
- The Swan in the Rushes
- The Wheeltapper
- Thermo Fisher Scientific
- Tesco
- Trussell Trust
- Turning Point
- **Voluntary Action Leicestershire**
- Vicars Relief
- **Women Freemasons**
- **WCA Charters Surveyors**
- Xanton Ltd
- And everyone else

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- in Falcon Support Services

Vision

We strive to reconnect the most excluded

Mission

Help people to live independently and positively contribute to their community

Values

- Dignity Persistence Collaboration Excellence

Visit our Website.



Charity Number: 1103101 Company Registration Number: 04177320