Annual Report 2018-19

Falcon Support Services

Message from our CEO

It gives me immense pleasure to introduce myself and my fellow trustees of Falcon Support Services to you all. We are: Peter Dadswell, Dr Peter Cannon, Andy Cereseto, Robert Sharpe and myself Dr Jane Gray OBE.



Having joined the Board as Chair in January 2016 I have seen the charity grow and develop, as well as face their challenges. The grit and determination of those at Falcon Support Services E.M. Ltd continues to impress me and my fellow trustees as they never give up and strive to continually develop new and innovative services for the vulnerable people this charity serves. A specific example is the roll out of Drop-In Centre Services not only in Loughborough but throughout the county ensuring that those who are most in need have a friendly place to go and access vital support to help them address their challenges and move forwards.

As I prepare for retirement. which will take me overseas at times, I am proud to hand over the position of Chair to Robert Sharpe later in 2019.

I remain committed to supporting Falcon Support Services E.M. Ltd and their mission to reduce homelessness, providing high quality supportive environments for those in crisis across Leicestershire.

Vision

Falcon Support Services helps vulnerable homeless people transform their lives to enable them to live independently and positively contribute to their community.

Mission

- Promote the dignity of vulnerable people.
- Provide high quality, stable, supportive environments and accommodation for vulnerable people during their transition to independence
- Assist vulnerable people in developing the social and life skills necessary to plan and prepare for their futures.
- Enable vulnerable people to integrate into the local community.

We believe where you are today does not define your tomorrow.

Values

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Dignity

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

Community

We believe in the positive social support networks within communities. We support vulnerable people to integrate and contribute positively in the local community and build meaningful mutually supportive relationships.



Transformation

We work with our clients, providing a safe space to learn and develop together, building individual life skills, developing better systems to support effective transitions to independent living.







The Drop In is a service open to all, meeting vital needs in the community for those that are homeless, at risk of homelessness or socially isolated. Open 5 days a week: Monday, Tuesday, Thursday and Friday 9.30am – 1.30pm at the Falcon Centre along with a Soup Kitchen Tuesday's 6.30pm – 8pm and an Early Morning Breakfast Wednesday's 6.30am – 8am.

Services include shower facilities, toiletries, care of address, storage lockers for rough sleepers, food, use of a washing machine, clothes donations and specialist support, signposting and referrals to try and prevent rough sleeping. We continue to provide opportunities to inspire change with joint partnership working and a full programme of meaningful activities including Muto, Arts and crafts, Just A Minute meditation, Probation Health Trainers, Cooking sessions, a Writing group and an allotment.

Taking the success of the Drop In at Loughborough we have opened Satellite Drop In's across the county covering Syston, Coalville and Hinckley with plans to deliver in the other neighbouring districts next year.

The Drop In at the Falcon Centre continues to provide additional community services including being a registered Keep Safe Place, Hate Crime Reporting Centre and C-Card venue.

Milek became homeless following a relationship breakdown, loss of his job and struggling with alcohol dependency. He spent 12 months rough sleeping and eventually secured a tenancy with a Housing Association.

Milek's first language was not English, he had limited understanding of the benefits system and introduction of Universal Credit as he was unable to read English. His Housing Benefit and ESA payments were stopped, and his housing debts were increasing. He had no money to feed himself or to heat his property. We provided free meals, food parcels, shower and washing machine facilities to Milek.

We then contacted his Housing Association and asked for all letters to be sent in Polish in future and advised them that we would be working with Milek to make a benefit claim. The Housing Association advised that they were in the process of applying for a Notice of Seeking Possession and he was to attend court regarding this.

A Universal Credit claim was made, but Milek failed his habitual residency test even though he had lived and worked in the UK for over 10 years. Milek did not have any photo ID as his passport was burned along with his tent and belongings when he was a rough sleeper.

We worked with Milek, using a Polish interpreter, attended court, and the Notice of Seeking Possession was suspended whilst we sought his tax records and bank statements. A passport was applied and paid for by Falcon Support Services through a fund-raising event and a volunteer drove him to London to collect his passport. Milek gained his settled status and is now in receipt of Universal Credit, still living in his flat and prevented from returning to the streets. I would have lost my flat, been back living on the streets and starving without the support received from the staff and volunteers at the Drop In - Milek

CASE STUDY

CASE STUDY

If I had never met you I would never have known I was going through domestic violence

114 individuals housed at the Falcon Centre

+93

additional rough sleepers prevented from having to sleep on the streets through the No Second Night Out bed, Festive Shelter beds and SWEP bed

> 202 referrals received for the Falcon Centre

Falcon Centre

The Falcon Centre is part of the Housing Matters consortium providing the supported accommodation element of Leicestershire County Council's Homeless Accommodation and Support contract. Providing 30 en-suite rooms on a licence agreement to those that are single homeless, 18 years or over with a local connection to Leicestershire. Staffed 24 hours a day, 7 days a week, and fully catered in our 5 star food hygiene rated kitchen, service users have an allocated support worker to assist them in developing a personalised support and action plan using the homeless outcomes star which enables them to address their needs and move onto independent accommodation.

The Falcon Centre continued to deliver the No Second Night Out (NSNO) government initiative as part of the funded Rough Sleeper Project along with additional provision during the activations of Charnwood Borough Council's Severe Weather Emergency Protocol (SWEP) and our Festive Shelter beds as a result of our annual fundraising campaign.

To reduce waiting list times The Falcon Centre now delivers two 'extended projects', Mill House a 6-bed shared house and Moor House a 3-bed shared house, providing bed spaces up to 39 for the county. Extended projects are still supported but allow service users to cater for themselves in the shared kitchen.

Carly came into our service after attending our County Satellite Drop In service.

Carly was living with her partners parents' house although this was not ideal. Carly was attacked by her partners parent's when they came home under the influence. She felt scared living in this property and worried for her safety.

She would avoid leaving the bedroom, choosing to urinate in a bottle in the bedroom just so she didn't have to see them.

Carly had no income and was financially reliant on them with no bank account or benefits in place. We set up a bank account, applied for benefits and discussed her housing situation.

We signposted Carly to the Housing Options team at the Council and a referral was completed to the Falcon Centre. Carly was lucky to be offered a room within a week, she was nervous and upset about accepting the room. We reassured her by letting her view the room and allowing her time to think about accepting it.

She decided to accept the room and since being within our service she has engaged with GP services, received a diagnosis of anxiety and now has the correct medication and support in place to address her mental health needs. She has attended an Opticians test within the Falcon Centre, social activities within the centre and sports sessions run by Falcon Support Services.

When ready we assisted her to apply for the Housing Register and she is now settled in the community in permanent housing.

REDUCING HEALTH INEQUALITIES

Poor health is widespread amongst those that find themselves homeless. To improve health inequalities, we have:

• Launched an Accessible Health Care Pilot Project. Providing a Health Care Assistant for 3 hours every Tuesday morning at the Falcon Centre Drop In to enable initial engagement and background screening.

• Providing opportunities to our service users to participate in physical activity thanks to Big Lottery money supporting Sport England's vision of 'everyone in England regardless of age, background or level of ability feeling able to engage in sport or physical activity' by providing support to residents to participate in multi-sports and walking.

• Hosted ad-hoc sessions, including; Opticians from NHS Home Health Services, GP Question and Answer sessions, Nurse Drop In sessions, Hairdressers and alternative medicines including Indian Head Massage.

• Worked in partnership with Exaireo to provide a Substance Misuse Recovery Navigator who can help those struggling with addictions, access treatment and maintain recovery. Offering 1 to 1 sessions and group support on Thursday's 3pm – 4.30pm at the Falcon Centre.

• Delivered a Hope and Support Group to support friends and family of those struggling with substance misuse issues every 2nd and 4th Wednesday of the month from 6pm at the Falcon Centre Drop In.

• Hosted a Recovery Week in partnership with Leicestershire Police. Increasing the awareness and understanding of substance misuse issues and more importantly to celebrate all the people in recovery.

• Delivered First Aid and Naloxone training to staff, volunteers, services users and partner agencies.

• Started discussions to have a Hepatitis C nurse visit the Falcon Centre to test and treat everyone diagnosed as having active viral load.

67% of our service users experienced mental health difficulties

of our service users struggled with alcohol dependencies 77% of our service users suffered with substance misuse 96% success rate of planned move ons glanned move ons success rate of planned move ons success rate of success rate of planned move ons success rate of success rat

CASE STUDY

Holly House

Holly House is contracted to provide supported accommodation for those who have live homeless applications with Charnwood Borough Council. The project is staffed 24 hours a day, 7 days a week and provides service users with their own room, communal area and a kitchen to self-cater.

Due to the success of this contract we look forward to doubling the service in April 2019 to include an additional five bed spaces at our new property lvy House.

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For the first time I felt like a real mum doing normal things that people take for granted

Natasha came to us from a domestically violent relationship breakdown. Her child was temporarily placed in foster care and she was housed quickly at Holly House.

She had poor physical health, mental health issues and was a regular self-harmer. Initially Natasha was reluctant to work with staff, she had trust issues particularly with males and her emotions were running high.



Through working with us, Natasha gained trust and built a good relationship with all staff members including male staff.

Natasha's mental health improved, she stopped self-harming and gained more contact with her child. Natasha improved her physical health by attending sports sessions run by Falcon Support Services and improved her eating habit. Natasha's engagement and progress meant she moved into Ivy House.

Following a successful period, it was agreed by Social Services that the progress made meant Natasha could move into a Mother and Baby unit with her child. She maintained contact with Falcon Support Services and is still doing well, now living in her own 2 bed flat with her child.



CASE STUDY

Without the help, support and belief I received from Falcon Support Services I am not sure I would have taken the steps to recovery **Peregrine House**

Peregrine House contracted by DNLR Community Rehabilitation Company provides supported accommodation offering five homeless ex-offenders a safe environment and fresh start. The project is staffed 23 hours a day, 7 days a week and provides service users with their own room, communal area and a kitchen to self-cater.

51 referrals received for Peregrine House 22 individuals housed in Peregrine House

Dave had a drug addiction for 20 years; he started using Cannabis, Heroin and Crack Cocaine in his early 20's. His drug addiction, being homeless and negative peer influences were all triggers for Dave's offending behaviour. Dave was caught carrying a knife and this led to an altercation with a Police officer which resulted in a custodial sentence.

Dave was referred and accommodated at Peregrine House following his release from prison. He needed support maintaining his methadone script, claiming benefits, budgeting and addressing letters that were of any importance.

Dave noticed that his alcohol usage had increased and recognised that he was possibly replacing his drug habit with alcohol. Dave agreed to speak to our Substance Misuse Recovery Navigator and went onto the alcohol management plan, with ongoing one to one support.

He decided it was a good idea to go to rehab for therapy to get to the route of what caused him to become dependent on substances. Our Substance Misuse Recovery Navigator accompanied him to a Rehab assessment, was accepted and successfully completed the programme and was rehoused. He continues to go back to that rehab several hours a week to offer his experiences by volunteering there.

ADDITIONAL ACCOMMODATION PROJECTS

Falcon Support Services continues to develop relationships with private landlords and Housing Associations, adding to its increasing property portfolio and housing more homeless individuals than ever before.

Park Road

Provides supported accommodation for six 18 – 35 year olds in a shared house offering assistance with cooking and AQA accredited Lifewise courses.



Marshall's Court

Provides ten self-contained one-bedroom flats and is semi-independent supported accommodation for single people, aged 18-35 years old.

Asylum Services

Contracted with Leicestershire Children and Families Services provides supported accommodation to unaccompanied asylum seekers who are over the age of 18.

Beauchief Apartments

Provides two self-contained one-bedroom flats and is semiindependent supported accommodation for over 35's.



Pinfold Jetty Provides supported accommodation for two in a shared house in Loughborough.

Chapel House

Provides supported accommodation for three in a shared house in North West Leicestershire.

If you have a property in Leicestershire and would like to lease your property to Falcon Support Services and are keen to have a positive social impact on reducing homelessness, please get in touch.



Psychologically Informed Environment

As an organisation Falcon Support Services pride themselves on learning from good practice and making changes to improve our service delivery and outcomes for vulnerable people.

Falcon Support Services work with people who have experienced complex trauma and are becoming a Psychologically Informed Environment (P.I.E).

PIE seeks to create an environment that works with service users using a trauma informed approach taking into account the cumulative effect of repeated adverse life events that many homeless people have experienced

P.I.E has a proven track record of increasing positive impact for service users and staff as well as improving successful move on rates we have:

- Created with Service Users their own Rights and Responsibilities for individual projects,
- Implemented Support Interventions as opposed to Warnings,
- Introduced Eviction Reviews,
- Provided Move In Starter Packs for those moving into our accommodation projects,
- Reviewed our Training to incorporate P.I.E,
- Enhanced our Service User Reviews,
- Strengthen our Debriefs process for Serious Incidents,
- Adopted new Environment Reviews with Service users,
- Started exploring Reflective Group Practices,
- Created a Service User Action Group,

Services User Action Group

The group is made up of Resident Representatives from all of Falcon Support Services projects and forms a consultation board for the charity's future developments, manages their own budget creating positive activities for service users, and assists in the running of the buildings including health and safety checks.

Thanks to funding received from an Awards for All Big Lottery grant the group have organised activities including go karting, escape rooms, bowling, cinema, laser quest and cooking sessions.

CEO Reflection of Achievements and Future Plans

Homelessness is rarely just a housing problem. Having a deeper understanding of the complexity of a person's issues and the reasons why they have come to our services is vital in developing a pathway back to independence. Falcon Support Services has always worked with the concept that a holistic approach to support provides the best outcome for our service users but in 2018 we took this a step further by introducing a Psychologically Informed Environment (PIE) approach to all our services. PIE seeks to create an environment that works with service users using a trauma informed approach taking into account the cumulative effect of repeated adverse life events that many homeless people have experienced.

This PIE approach becomes even more important as the complex needs of our service users increases year on year; a 19% increase in substance misuse alone. Unfortunately, by its very nature shared, supported accommodation relies on quite strict rules in order to maintain a safe environment. For those with the most complex needs it almost impossible to successfully navigate these rules. It is clear we need to challenge the established ways of working and look to new innovative ideas to provide alternative responses to these issues.

By taking on board trauma informed care we have adapted our approach to provide alternatives and increased our services to cover the full spectrum of homelessness, from rough sleeping to being housed within the community. We are engaging with heath care providers to increase the services available at the Falcon Centre and further develop our wellbeing activities with grants which have all contributed to improve our planned move on rate to over 80% overall.

As a charity we will continue to prevent rough sleeping, offer a diverse range of accommodation to meet the needs of our service users and enabling them to live independently. Being responsive and continually striving to break down those barriers to safe and secure accommodation are the driving force behind everyone who works, volunteers and supports Falcon Support Services. The passion of our dedicated team to prove that 'where you are today does not define your tomorrow' is inspiring and the Charity's emphasis for a hands on, front line approach will remain at the forefront of everything we do over the coming year.















How you can help...

The Drop In is the closest thing I have to a home and the soup at the Soup Kitchen is amazing.

Donate

Monies donated will provide rough sleepers with vital services such as food at our Drop In. Want to donate goods? Keep up to date with our current needs at:

falconsupportservices.org.uk/donating-goods



Challenge

Set yourself a goal, raise sponsorship: we'll be behind you every step of the way.

Volunteer

We rely on volunteers to help run our Drop In and Peer Mentor service. If you can give some time during Drop In hours, please contact Julie.alexander@ falconsupportservices.org.uk. Full training and support provided.

Trustee Appeal

Trustees play a very important role in making sure that the charity is run in the interests of the people it is there to support. They strategically oversee the management and administration of the organisation. If you would like to know more about the roles and responsibilities of trustees please do not hesitate to contact Jane Fele, Company Secretary, at: jane.fele@falconsupportservices.org.uk.

Corporate sponsorship

Could your business make an impact? Whether you are looking for a charity of the year, a long term mutually beneficial relationship, team volunteer days and something else, we can design a package to help meet your corporate social responsibility.

I thoroughly enjoyed my volunteering experience at The Falcon Centre. It was great to have the opportunity to be involved with such a valuable, local charity and I gained a real insight into how 'The Drop-In' works. Thank you

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

Trustees, staff and volunteers of Falcon Support Services

All businesses, individual donors, corporate sponsors

Thermofisher

Loughborough Building Society

Loughborough Lions

Rotary Club

Loughborough Charities Together

Loughborough High School

Safecharge

St James Place Charitable Foundation

Big Lottery Awards for All

Helen Jean Cope Trust

Garfield Weston Foundation

People's Postcode Lottery

Henry Smith Trust Sport England

Charnwood Borough Council

Exaireo Trust

Voluntary Action Leicestershire

Housing Matters Consortium – The Bridge and NCHA

East Midlands Housing Association

Local Authorities (LCC, Blaby, Charnwood, Harborough, Hinckley and Bosworth, Melton, NWLDC, Oadby and Wigston)

Bailey Will Trust

DCI-Artform

Derbyshire Nottinghamshire, Leicestershire, Rutland Community Rehabilitation Company West Leicestershire Clinical Commissioning Group

Leicestershire County Council

Pilotlight

Loughborough Dynamo FC

Charnwood Community Lottery

Fareshare

Centrepoint

Homeless Link

Positive Pathways Alliance

Global Giving

Rapid Relief Team

Screwfix

Leeds Building Society

Nationwide Community Grant



Head Office:

Falcon Support Services, 27-31 Pinfold Gate, Loughborough, Leicestershire, LE11 1BE





First Aid Approved Training Centre

Registered Charity number 1103101

Company number 04177320