

IMPACT SNAPSHOT 2022 - 2023

HEADLINES

- Demand for our services is rising but it's getting more challenging to find permanent homes for people as we work in the context of a **'housing crisis'**
- It has been more crucial than ever to work in partnership to meet the varying needs of the people who come to us for support
- We continue to support individuals with multiple and complex needs, the impact of trauma being a clear barrier to **breaking the cycle of homelessness.**

387

PEOPLE GIVEN A SAFE PLACE TO LIVE

162

MOVED INTO MORE STABLE & PERMANENT HOMES

WE RECEIVED BETWEEN

3-6

REFERRALS FOR EVERY VACANCY WE HAD

CUSTOMER SATISFACTION



"The moment I walked in here, I didn't feel homeless anymore"

- **96%** OF THE PEOPLE WE SUPPORT SAID THEY HAD A GOOD RELATIONSHIP WITH THEIR SUPPORT WORKER
- **90%** OF THE PEOPLE WE SUPPORT RATED US A 'GOOD' LANDLORD OR BETTER
- **88%** OF THE PEOPLE WE SUPPORT SAID THEY FELT BETTER ABLE TO MAKE DECISIONS ABOUT THEIR OWN GOALS

MEETING NEED



CASES INVOLVED US WORKING IN PARTNERSHIP TO MEET OUR BENEFICIARIES NEEDS

91% of people had at least one additional support need (on top of housing), 57% had at least 2 additional support needs, the most common being mental health



PEOPLE FELT BETTER ABLE TO MANAGE THEIR MENTAL HEALTH ON LEAVING US

77% of people were better able to manage their physical health. We were successful in connecting people with their communities and services to address their health.

KEY ACHIEVEMENTS

- Opened a newly refurbished property, creating 7 **additional homes** for people
- Completed delivery of **Moneywise Plus** which supported 161 people to move towards education, training and employment
- Re-launched **Engage**, a wellbeing space and community living room funded by The Severn Trent Community Fund
- Introduced a **women's strategy group**, alongside our Women's Open Space to better understand women's experiences of homelessness
- Created more opportunities than ever before for people with lived experience of homelessness to connect with us and our stakeholders, including our inaugural **'Connections Day'**
- Expanded our **Action Trust social enterprise** team and added a new van to the fleet funded by The Baker Hughes Foundation
- Supported 6 clients via our **Housing First** initiative, funded by The Henry Smith Charity, 4 of whom have been sustaining their accommodation for over 1 year
- Helped 13 people leaving inpatient Mental Health services to **transition into the community**, supporting 7 to successfully resettle in their own home.
- Supported 15 children in temporary accommodation to **increase feelings of stability and improve relationships** through BBC Children in Need funding
- Worked in partnership to deliver **high quality support** to 26 people living at Flora Lodge, a targeted project for people with chronic histories of rough sleeping
- Provided tenancies alongside high quality support to 14 people at Stretton Road, with **80% managing to keep a stable home** for at least 6 months.

