

The Hive



The Hive opened in May 2025 thanks to funding from the Government's Single Homelessness Accommodation Programme. The core aim of the service is to offer a safe and stable environment alongside personalised support to enable people to recover from homelessness. The primary objectives are to support people to stabilise their lives to ensure that they can maintain their accommodation and to then be able to identify a planned move to housing which meets their needs. To do this The Hive has developed a psychologically informed environment. The service has been designed to feel welcoming, non-institutional and to reduce stress with each en-suite bedroom being tailored to each person entering service.



This place has been the best for me so far in my recovery.

Client



Our Offer

Support at The Hive is provided by a multi-disciplinary team consisting of Homeless Services Officers, a Trauma Informed worker and an Advanced practitioner from Turning Point. The team at The Hive will work with people to re gain confidence and to take more control of their own decisions that affect their lives and build positive relationships. The team at The Hive will work to provide consistency and safety whilst delivering person centred support to each person. The team work in partnership to provide flexible one-to-one support as well as a group offer to the people living at The Hive.

Group work is a vital part of people's stay at The Hive, working to promote connection and positive relationships as well as being a space where new skills can be learned and shared. Multiple sessions are available throughout the day and evening, ranging from gardening, mindfulness, lunch club and cooking.

A Turning Point Advanced practitioner is a part of the team at The Hive, providing ad-hoc advice, harm reduction support, one to one sessions and plans as well as group recovery sessions which are often supported by the peer support team from Turning Point. The Turning Point Advance practitioner also supports with accessing detox, rehab, fibro scanning and access to opiate substitute treatment (OST)..

In addition, The Hive works in close partnership with Leicester Sexual Health service and the Leicester Hep C team attend monthly to provide onsite testing, group work as well as advice and guidance.



The strong partnership between accommodation and substance use services ensures people receive coordinated, person-centred support, combining safe housing with timely intervention to promote positive outcomes. Joint working between Action Homeless and Turning Point provides the wraparound support that helps individuals stabilise, engage and move forward in recovery. By working hand in hand, we are able to create a supportive environment where individuals feel safe, understood and better able to make positive steps.



Selena Jackson, Turning point

Making a referral

Due to the service offer, The Hive ask for a referral form and then complete an assessment to identify if a person is ready to enter the service. The Hive holds a small waiting list for people wanting to enter into the service.

Criteria: Your client has a history of homelessness and rough sleeping; they are facing multiple disadvantages. Your client requires support with Drug or Alcohol use. Your client is over the age of eighteen.

Step 1: How to prepare and support your client

It is important that you speak with your client to support them to understand the service, the aims and type of support they will receive.

Step 2: Your client understands the service and is ready to make sustainable positive change

Please contact The Hive Services Manager Emma Burke at emmaburke@actionhomeless.org.uk for a referral form. It is important that the referral form is completed in partnership with the client and provides as much detail as possible. Incomplete applications will not be considered. Once a referral form is received, The Hive Services Manager will verify homelessness history with Leicester City Council.

Step 3: Assessment

Once an application is processed and homelessness is verified, an assessment will take place. The assessment is a chance for the client to see the service and environment as well as meeting the team. The team will work with the client to ensure they fully understand the commitment to The Hive as well as ensuring they are ready to enter service. Assessments are completed in a person-centred manner; they can be split into multiple sessions and can be delivered in different locations. The Hive team will work with the client and referring partner to identify the best way to complete the assessment.

Step 4: Review

Once assessment has taken place, a panel made up of; The Hive team, Action Homeless Assistant Director of Service, Turning Point and Leicester City Council will review for suitability to enter service.



“ I think having a trauma informed worker really helps clients work towards recovering from homelessness. It creates safe and supportive environment where they feel understood. ”

Muntaha, Homeless Services Officer

Successful applicants

Successful applicants will either enter service or be placed on a pre placement waiting list. People who are waiting for placement will have a pre placement agreement created in partnership with the client, referring partner and The Hive team. Actions may include the engagement with The Hive group work and The Hive Turning Point Advanced practitioner. Non engagement in agreed pre placement plans could result in an offer being removed.

Unsuccessful applications

If a client is not successful at assessment, an offer of a pre placement action plan will be made to the client and referring partner. The pre placement action plan will be created in partnership with the client, referring partner and The Hive team and will outline actions to support the individual to reapply to the service at a later date. At re application a pre placement action plan will be reviewed alongside an application and assessment. If the client declined the pre placement assessment then the application and assessment will be considered.



FAQ's

What is length of stay? It varies. To maximize the effectiveness of the project, we expect people to be staying within service for a longer period of time.

What is cost of stay? The client would be supported to make a Housing Benefit claim to cover the core rent. The client will be responsible for a weekly service charge payment of £24.20.

Can you have a pet? Yes, to have a pet within The Hive a person must be referred with their pet. We assess applications made with a pet on a case-by-case basis, considering other pets within the service.

Can you have visitors? Yes, people living at The Hive can have a visitor, they are able to work with the Homeless Servicer Officer to sign in a visitor each month.

Contact us

www.actionhomeless.org.uk
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