ACTION HOMELESS

Impact Report

2025-2026



This has been another highly productive year for Action Homeless as we continue to expand the range of accommodation and support available to people seeking to break the cycle of homelessness. I am delighted that client satisfaction remains consistently high, demonstrating that both the quality of our accommodation and the support we provide continue to meet the needs of those we serve.

A significant achievement this year was the completion of the Ministry of Housing, Communities and Local Government-funded refurbishment of The Hive. Officially opened in November 2025, The Hive now provides 14 beautifully refurbished en-suite units, creating a safe and welcoming environment for residents.

Through a successful partnership with Leicester City Council, we also opened 27 temporary accommodation units in the city centre in December 2025, providing vital support for people experiencing rough sleeping during the winter months. In addition, we have continued to increase our housing provision through leasing opportunities across the city, adding a further 20 good-quality family homes to our portfolio.

While increasing the supply of accommodation is essential, we know that ending homelessness requires more than a roof over someone's head. Access to the right support remains critical in helping people address the complex and often multiple challenges that contribute to homelessness. The end of Housing First funding in December 2025 presented significant challenges, and although Action Homeless remains committed to delivering person-centred support, progress in addressing the wider root causes of homelessness continues to be slow.

This year also saw a welcome expansion of client engagement activities. Creating safe, supportive spaces where some of our most vulnerable clients can connect with others has proved extremely successful and highlights the importance of community, belonging, and wellbeing in sustaining positive outcomes.

Our Board of Trustees has continued to evolve as members complete their terms and new trustees join the organisation. I am pleased that we have maintained a full complement of trustees throughout the year. Many trustees have also expressed a desire to become more directly involved in client engagement, and I was particularly pleased to see the establishment of a Client Advisory Board in March, led by one of our trustees. This initiative provides an important platform for ensuring that lived experience continues to shape our work and future direction.

Action Homeless remains an exceptional organisation to chair. It is ambitious, values-driven, and deeply committed to meeting the needs of people experiencing homelessness in Leicester. I would like to thank our staff, volunteers, trustees, partners, and supporters for their dedication and hard work throughout the year. **Together, we are making a meaningful difference to the lives of those we serve.**

Sue Billington
Chair, Action Homeless

Our year in summary

This year, Action Homeless has enabled over 500 individuals and families in Leicester to **break the cycle of homelessness.**

Through provision of **good quality homes**, from temporary to more permanent, Action Homeless has ensured people have felt safe and that their dignity has been restored at a time of crisis. We are proud that our clients rated our welcome as 4.5/5 stars.

Our **personalised support** has meant that people have been able to reach their goals, better manage their health and achieve stability. 90% of our clients this year felt more in control and better able to make decisions with our support.

Breaking the cycle of homelessness relies on more than a stable home, but strong personal relationships, support networks and positive interaction with the community. This year '**connection**' sat at the heart of all we have delivered.

Our Community Lounge has been an inclusive hub for all. From photography to football and gardening to lego, our clients have been empowered to improve their wellbeing, build confidence and come together. As a result 92% of our clients feel better connected.



506

People's homelessness ended

492

People received advice and guidance via our duty desk line

94%

of people felt safer with our support

88%

of people said they'd made progress towards breaking the cycle of homelessness

Behind each of these numbers and statistics, are people who have gone through the trauma of having nowhere safe to live. Increasingly this year, our work has focused on providing environments which enable people to recover and address barriers effectively. We are proud to provide a range of living spaces, from self contained flats to shared homes, which meet the varying needs of our clients. Each night, over 280 people have been able to go to bed in a safe place, replacing feelings of fear and vulnerability with those of security and warmth. Our clients rated us on average, 4.5/5 for our ability to meet their essential and practical needs when they first arrived at Action Homeless.

92%

of clients said they had a good relationship with their support worker

93%

of clients would recommend us to someone else experiencing homelessneess

88%

of clients feel better supported since living with Action Homeless

85%

of people were able to sustain their accommodation with our support

73%

of clients moved on positively to a secure home



Sarah's story.

SUPPORTED

CONNECTED

SAFE

HEALTH NEEDS ADDRESSED

STABLE HOME

Sarah was referred to Action Homeless after experiencing domestic abuse in her family home. She was 12 weeks pregnant with her second child and sought help as she felt that she could no longer keep herself safe. Sarah was struggling with her mental health, and her physical health was poor due to severe morning sickness. Sarah was welcomed to our Bridge House family project, a safe place where she could recover and rebuild her confidence. Her young son also received support from Action Homeless' Building Blocks Play Worker who helped by providing practical resources like toys, books and clothing as well as supporting the family to build routine and structure to enable them to feel more stable.

Sarah's support worker helped her to access healthcare which resulted in her receiving a diagnosis of ADHD. With the right support and medication, Sarah began to feel more able to cope and move forward.

Through the help of Action Homeless Sarah moved in to her own tenancy - a two bedroom house, just in time for the birth of her second child. She now feels much more in control, and has the confidence to get out and explore the local area safely at her own pace.

Sarah has found that a lot of her stress around parenting has reduced, and now that her physical health is better she is enjoying being able to spend time with her two children in their own home.

Women's homelessness has been a key focus for Action Homeless this year. As well as progressing actions outlined in our Women's Strategy internally, we launched the **'Supporting Women Together'** network which brings together a range of professionals who support women facing multiple disadvantage in Leicester. Planning has begun for Leicester's first ever **Women's Rough Sleeping Census** which will give some of our city's most marginalised women a voice.

Family homelessness

This year, Leicester has seen a huge increase in the number of families seeking support with homelessness. In response, we launched a Families Open Space initiative in partnership with The Bridge Leicester which offered a safe space for families in emergency accommodation to eat and play together. We also provided them with practical support and resources whilst supporting them to share their lived experience insight.



173

People attended our Families Open Space

95

children were supported

In focus: The Hive



The Hive opened in May 2025, with funding from the Government's Single Homelessness Accommodation Programme, and aims to break the cycle of homelessness for people with long histories of rough sleeping. After one year;

- 81% of people living at The Hive had sustained their housing for 6 months or more. For many, this represents their longest period of settled accommodation in years.
- 92% of Hive residents are engaging with physical health services and 58% are engaging with mental health services
- 83% of Hive residents are regularly attending 121 support sessions which focus on recovery

Central to the project's success has been a partnership approach with Turning Point and Leicester City Council which has seen the embedding of an Advanced Recovery Practitioner and a Trauma Informed specialist within the service.



> This is the first place that I have felt truly safe and do not live in fear. I can step outside and know I am safe to come back.
>
> Client at The Hive

Marwin’s story.

SUPPORTED | CONNECTED | SAFE | HEALTH NEEDS ADDRESSED | STABLE HOME

Marwin came to Leicester after having to leave his home country as it was no longer safe for him to stay there. As soon as he was given settled status to remain in the UK, he had to leave the accommodation he had been staying in, with nowhere else to go.

He was found rough sleeping in Leicester by local outreach teams, who referred him to support at Action Homeless. He was given safe temporary accommodation with Action Homeless, and was given a key worker to help him with his individual support needs.

Unfortunately due to a number of factors, including a clerical error and Marwin struggling with the language barrier as someone new to the UK, the benefits and support Marwin needed to sustain temporary accommodation and meet his basic needs were stopped.

His key worker at Action Homeless worked with Marwin to find out what had happened, and discovered the difficulties that Marwin had faced as he struggled to understand the letters and communication he had been receiving relating to his benefits. Together they worked to resolve the issue and Marwin’s welfare support was reinstated.

Marwin is now in safe and stable accommodation and continues to work with his key worker to keep on top of any communications regarding his support. He now knows where to get help and is focused on building stronger connections with the community and finding employment.

In December 2025, we opened a brand new service in partnership with Leicester City Council which aims to provide short-term safe housing and dedicated support to access a more permanent home in the private rented sector. The approach has been particularly effective for individuals made homeless after receiving refugee status, preventing rough sleeping and enabling effective resettlement.

In focus: EmpowerMENt

Our EmpowerMENt sessions focus on improving men's mental and physical wellbeing.

The programme provides men with opportunities to increase their social contact in a safe space where they know they won't be judged and in an environment which they trust.

30 men enjoyed a range of engaging activities and shared good food, building a strong community and peer support network.



> "Thanks to you guys, I feel human again. I've enjoyed making new friends and doing different things."
>
> EmpowerMENt participant

Campaigns and influencing



Throughout the year we have been committed to raising awareness of homelessness and ensuring that the voices of those with lived experience are heard. We've campaigned on topics including **Housing First** and **women's homelessness.**

We have hosted a number of visits from our local MP's whilst contributing to national and local discussions on homelessness. We've participated in research projects, providing data and insight to strengthen responses to homelessness. This included participation in a trial to test the effectiveness of personalised budgets led by The Centre for Homelessness Impact.

This year we've also established a Client Involvement Forum to further enhance inclusion of lived experience in our campaigns activities and service development. We look forward to seeing this develop in 2026/27.



We are incredibly grateful to the **40 individuals who gave up their time to volunteer** within our services during the course of the year. Your dedication meant we could offer more opportunities for people experiencing homelessness to feel supported and connected.

Thank you

Our work would not have been possible without the many generous contributions from our funders, donors, partners and community. We would like to offer a heartfelt thank you to everyone who has engaged with us and supported us in our mission to break the cycle of homelessness in Leicester.

If you'd like to read more about our finances, please visit The Charity Commission website where you will find our latest published accounts.

For more on our work, visit www.actionhomeless.org.uk. You can also find us on facebook, instagram and linkedin.

A special thanks to Mike Sewell for capturing the photos featured in this report.

