



# Social Value Report 2024-25

FINAL

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Kaizen  
WELLNESS



SOCIAL VALUE  
INTERNATIONAL  
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## Introduction

The Social Value Standards are a globally recognised framework that professionalises the social value market by setting out clear, consistent rules for how organisations measure, manage and report the real-world benefits they create. By using these standards, charities and social enterprises can build trust with funders and stakeholders, compare impact across projects, make data-driven improvements, and ultimately unlock more investment to deliver better outcomes for communities. The Social Value Management Certificate is an accreditation from Social Value International that validates an organisation's systems for measuring and managing its social impact.

Falcon Support Services has applied for the Social Value Management Certificate (SVMC) as part of its quality accreditation plan, and this report is one of the outputs as a result of an internal self-assessment process. Undertaken with the support of a Social Value Practitioner, Falcon Support Services worked towards meeting Level 1: Commitment and Level 2: Implement of the SVMC.

This report marks Falcon Support Services first formal Social Value Report covering the period 2024-25. Over the past six months, Falcon Support Services set up a Social Value Working Group that met four times to launch and oversee this work. During that period:

- A Social Value Policy was adopted and approved by both the team and the Board, and Social Value Leads were appointed.
- To prepare for the Social Value Management Certificate, the entire team received in-house training on the principles and standards of social value.

A stakeholder engagement plan was developed and qualitative research was carried out through attending the drop-in services and one to one interviews. A draft theory of change was developed that informed the design of a survey, which was sent to 166 service-users, about half of which responded.

This report presents a clear summary of the outcomes and impact and the potential social value. It is 'enough precision for decision', but it is not perfect. It is the starting part of a social value journey, and the starting point for a conversation using good quality datasets. This report and the ensuing process provided enough important data and process insights to inform future data collection methods and planning/ decision-making. It is the first step in a journey of continuous improvement towards meeting the social value standards and principles and ensuring that service-users have more of a voice and say in decision-making.

Although Falcon Support Services has chosen to defer applying for Level 2 and completing a full Social Return on Investment (SROI) analysis due to budgetary constraints and other priorities, this report represents a crucial first step in implementing the social value principles and standards. It will inform the future impact-management practices and help Falcon Support Services to collect, analyse, and report data more effectively. This will then support marketing, fundraising, advocacy, and social value responsive decision-making.

## Overview of the business strategy 2024-25

### Vision and mission

Falcon Support Services strives to reconnect the most excluded. To help vulnerable people to live independently, healthily and positively contribute to their community.

## Strategic goals

To prevent rough sleeping	
Our strategy will be	We will do this by
To provide a smooth transition from rough sleeping to supported housing to independence	<ul style="list-style-type: none"> <li>• Expanding our rough sleeper service including delivery of a preventative Drop-In service across the county</li> <li>• Providing emergency accommodation to enable people to move off the streets quickly</li> <li>• Removing barriers to those in need of accessing supported accommodation and assisting them to gain permanent housing</li> </ul>
To offer a high standard of diverse accommodation to meet the needs of our service users	
Our strategy will be	We will do this by
Developing new accommodation solutions which meet the needs and preferences of our customers	<ul style="list-style-type: none"> <li>• Becoming a Registered Social Landlord</li> <li>• Working with private sector landlords and social housing providers to increase our portfolio of properties across Leicestershire</li> <li>• Purchasing our own accommodation</li> <li>• Increasing our offer of move on supported accommodation and longer term forever homes</li> <li>• Developing a Housing First offer</li> </ul>
Ensuring a high standard of accommodation	<ul style="list-style-type: none"> <li>• Achieving the Decent Homes Standard</li> <li>• Becoming a Psychologically Informed Environment with a strengths-based approach</li> <li>• Developing an in-house maintenance and PAT testing team</li> </ul>
To enable people to live independently	
Our strategy will be	We will do this by
Providing interventions to aid recovery enabling clients to transform their lives and move away from homelessness permanently	<ul style="list-style-type: none"> <li>• Registering with the Care Quality Commission</li> <li>• Providing on site substance misuse, physical and mental health specialist support</li> <li>• Delivering Lifewise workshops and an engaging programme of social, education and sport activities</li> <li>• Hosting recovery week annually</li> <li>• Encouraging and actively promoting co-production of our services</li> </ul>

## Activities and outputs

**Housing:** Housing support to those who are homeless or at immediate risk of homelessness across Leicestershire and Rutland. Falcon delivered 113 bed spaces across 34 properties ranging from self-contained 1 bed, to 29 bed ensuite accommodation.

**Recovery:** Recovery working as part of a subcontract with Turning Point across Leicestershire and Rutland and working with the Exaireo Trust with support from the Charnwood Community Safety Partnership. Falcon delivered harm reduction, facilitated access to mutual aid meetings and treatment with aftercare support for those exiting treatment.

**Health and wellbeing:** Personalised support to those struggling with mental health, delivering individualised support and engaging group activities through a service called The Annex. Falcon worked in partnership with the Neighbourhood Mental Health Café at Loughborough University with LLR Mind, funded through LLR ICB. It provided physical activities such as gym, football, fishing, walks. It worked in partnership with health providers such as the Homeless Mental Health Team, Hep C trust, Community Dental Services along with others.

**Community:** Delivered in Charnwood and Hinckley and Bosworth Falcon Support Services provided nutritious home cooked food, food parcels, washing machine and shower facilities, signposting and referring to range of partner agencies, and a care of address for those with no fixed abode.

### Outputs

- ✓ 486 people attended the Drop-in and Community Hub
- ✓ 239 people accessed Supported Housing
- ✓ 595 people accessed our Harm Reduction service
- ✓ 155 people accessed our Emotional Wellbeing service
- ✓ 89 people accessed our Education, Training and Employment service
- ✓ 96 people accessed out Physical Activities

It was reported that the total number of service users that accessed Falcon Support Services in 2024-25 was 1300.

### Inputs

Income of £3,295,699 from rental income including housing benefit, service charge and personal charges, contracts and grants was generated for the period 2024-25. This was generated from a range of contracts funded by the Ministry of Housing, Communities and Local Government as part of the Rough Sleeper Initiative, Charnwood Borough Council, Northwest Leicestershire District Council and Hinckley and Bosworth Borough Council.

In addition, Falcon Support Services employed 13 volunteers and there were seven board member volunteers. These inputs were not valued.

## Outcomes and theory of change

Qualitative and quantitative research was undertaken to identify the impact that Falcon Support Services has on its stakeholders. Two screening exercises were undertaken in deciding on which outcomes to measure and include in the final theory of change: Relevance and significance. The final theory of change is set out below, and the outcomes that were given social values are highlighted in blue and also set out in bold below. The social values need more work and further discussion.

The stories of change can be summed up as follows:

- I accessed the community hub/ drop in and had my basic needs met. I then made new friends and felt a **sense of community belonging**.
- I accessed the community hub/ drop in and had my **basic needs met**.
- I accessed supported housing, made new friends and felt **a sense of community belonging**.
- I accessed supported housing and felt safe, settled and stable. I then accessed the emotional wellbeing service and my **mental health improved**.
- I accessed supported housing and felt safe, settled and stable. I then accessed the emotional wellbeing service and my **confidence and self-esteem improved**.
- I accessed supported housing and felt safe, settled and stable. I then participated in physical activities and my **physical health improved**.
- I accessed supported housing and felt safe, settled and stable. I then accessed the harm reduction service and I then **reduced addictions**.
- I accessed supported housing and felt safe, settled and stable. I then accessed employment, education and training support and learnt new skills and knowledge. I then **increased my confidence/ self-esteem** and became more independent.
- I accessed supported housing and felt safe, settled and stable. I then accessed employment, education and training support and learnt new skills and knowledge. I then become more

confident and then became a peer volunteer. I was **proud and happy to support other service-users**.

### Outcomes for service-users

Outcomes	Respondents (n = 85)	%
Basic needs met	61	72%
Better off financially	55	65%
Felt less anxious, stressed and worried	76	89%
Made new friends	70	82%
Felt a sense of belonging	71	84%
Accessed new opportunities	62	73%
Increased confidence	69	81%
Developed better boundaries	58	68%
Proud and happier	66	80%
Reduced addiction	46	54%
Improved mental health	70	82%
Improved physical health	60	71%
Reduced thoughts of self-harm	31	36%
Learnt new skills and knowledge	61	72%

### Key data insights

#### Emotional & Wellbeing Support across Falcon Support Services

- **Users:** 59/ 85
- **Top outcomes:**
  1. Increased confidence – 22 (37%)
  2. Felt less anxious, stressed or worried – 21 (36%)
  3. Felt a sense of belonging – 20 (34%)

*Insight:* This data highlights the Emotional and Wellbeing support across our whole charity and is broader than the Emotional and Wellbeing project. Our services most strongly build confidence. Consider a tactical response e.g. expanding trauma-informed coaching or peer-mentoring, developing more therapeutic support, upskilling staff, utilising student counsellors, and other holistic wellness activities to support mental resilience.

- **Drop-In & Community Support**

- **Users:** 39/85
- **Top outcomes:**
  1. Basic needs met – 28 (72%)
  2. Felt less anxious, stressed or worried – 25 (64%)
  3. Made new friends – 24 (62%)

*Insight:* Core needs and social connection are well addressed. To increase reach and social value, consider increased promotion of service and targeted outreach including under-represented sub-groups (e.g., refugees, asylum seekers).

- **Harm Reduction & Recovery**

- **Users:** 35/85
- **Top outcomes:**
  1. Reduced addiction – 32 (91%)
  2. Improved mental health – 27 (77%)

*Insight:* This service is highly effective at reducing substance use and supporting mental health. Consider aiding people's first steps into recovery through abstinent housing that prepares service users for entering treatment/rehab and may increase long term success rate.

- **Physical Health**

- **Users:** 24/85
- **Top outcomes:**
  1. Basic needs met – 9 (38%)
  2. Made new friends – 8 (33%)
  3. Felt less anxious, stressed or worried – 7 (29%)
  4. Improved physical health – 4 (17%)

*Insight:* While mental-health benefits are clear, fewer users report physical-health gains. This may be due to service users considering physical exercise rather than broader health such as healthy eating, maintaining medication and access to healthcare. Introducing better outcomes and output measuring could enhance our understanding of social value.

- **Education, Training & Employment**

- **Users:** 20/85
- **Top outcomes:**
  1. Basic needs met – 9 (45%)
  2. Increased confidence – 5 (25%)
  3. Felt less anxious, stressed or worried – 5 (25%)
  4. Accessed new opportunities – 4 (20%)
  5. Learnt new skills & knowledge – 3 (15%)

*Insight:* Meeting basic needs remains key, but skills and knowledge outcomes are lower. This is likely due to the limited resource for this service and to increase our social value we would need additional investment. Strengthening group learning opportunities with investment to embed employability workshops may drive better learning and career readiness.

- **Supported Accommodation**

- **Users:** 63
- **Top outcome:** Basic needs met – 56 (89%)

*Insight:* Nearly nine in ten residents report core-need fulfilment. To build on this success, consider integrating structured confidence-building activities (e.g., group support), since supported accommodation also ranks highest for increased self-esteem (43 users).

## **Top outcomes and activities**

67 out of 85 service users reported that one to one support was the activity that gave them the most value, followed by the emotional and wellbeing service (59 service-users). The outcomes that service-users valued the most were having basic needs met and increased confidence/ self-esteem.

## **Negative outcomes**

Change occurs when we confront and resolve negative outcomes. While it can feel uncomfortable—and even personal—to acknowledge our shortcomings, transparency is essential for identifying areas for improvement. Accordingly, we've built these measures into the Theory of Change and they will be tracked in the future.

Negative outcomes	Respondents (n = 85)	%
Felt vulnerable and unsafe	13	15%
Felt unsettled	15	18%
Became dependent on the support	8	9%
Felt alone and isolated when I moved into my own property	3	4%
Felt insecure, lost and nervous	6	7%

### Outcomes for families & carers

Outcome	Respondents (n = 85)	%
Improved relationships	50	59%
Gained new skills	21	25%
Increased understanding of homelessness	43	51%
Felt proud of their family member	33	39%

A majority of service-users (59%) reported that their engagement with Falcon Support Services strengthened family and carer relationships, and over half (51%) said loved ones developed a better understanding of homelessness. One in four family members learned new skills through their relative's involvement, and 39% felt proud of the progress they witnessed.

These “ripple effects” suggest substantial social value beyond the individual — improving household dynamics, reducing carer stress and building community awareness. The following could be undertaken to deepen insight and capture this value:

- **Introduce family feedback loops:** Short surveys or focus groups with carers to track changes in wellbeing, coping strategies and support needs.
- **Offer family-focused workshops:** Parenting skill-shares, stress-management sessions and homelessness awareness events to build on early gains.
- **Quantify secondary outcomes:** Map these family impacts to proxy values (e.g., reduced carer absences from work, lower family health-service use) for inclusion in a future SROI analysis.

### Outcomes for volunteers

Outcomes	Respondents (n = 85)	%
Ex-service-users	3	23%
Learnt new skills and knowledge	8	62%
More confident	7	54%
More motivated	7	54%
More independent	4	31%
More positive mindset	6	46%
Feeling part of a community	10	77%
Improved relationships	4	31%
Sense of pride	8	62%
Happier	5	38%
Enjoy giving back to community	13	100%
Mindset changed for the better	6	46%



## Key insights:

**Purpose & belonging:** Every volunteer enjoys giving back, and over three-quarters feel part of a community, showing the service's strong impact on connection and shared purpose.

**Personal growth:** Nearly two-thirds of volunteers gained new skills and pride, while just over half reported boosts in confidence and motivation.

**Mindset shift:** Almost half experienced a positive shift in mindset, with many also feeling happier.

Fewer volunteers (31%) gained independence or improved relationships — areas that are possibly not a priority outcome.

The HACT Social Value Database identified regular volunteering as having a social value of £3,249, and feeling belonging to a neighbourhood as £3,753.

Overall, the volunteer programme excels at building a sense of community, purpose and personal development. The potential social value of an individual service-user's journey from being homeless to becoming a volunteer and peer supporting others is likely to be exceptionally high and should be considered in future plans.

## The potential social value

A full social return on investment exercise was not undertaken, however a light touch exercise using the Social Value International Social Value Account was undertaken. The HACT social value financial proxies were used to identify most of the social values. Some of the social values are set out below. A full social return on investment exercise will be undertaken in 2026.

Estimated Social Return on Investment	1:7
Total social value of the outcomes	£11,398,599
Net present social value	£22,601,836
Social value of mental health improvements	£822,065
Social value of feeling belonging	£1,728,960
Social value of physical health improvements	£28,208
Social value of reduced addictions	£22,601,836
Social value of basic needs met	£1,478,007

Please note these figures are indicative only

Further information about the social value methodology can be found here:

<https://www.socialvalueint.org/sroi-value-map>

## Fiscal savings

Falcon Support Services impacts on access to NHS health services. 46 out of 85 service-users reported that they would not have engaged with health without Falcon's support. This implies that there is likely to be an increased cost to the NHS at the start of the journey where service-users access health services such as GP and medications. But this is likely to result in reduced demand for NHS services and reduced hospital admissions in the medium to longer term.

Research shows that the number of homeless people accessing A&E attendances and hospital admissions is far higher than housed individuals, people experiencing homelessness attend A&E five times as often, are admitted three times as often, and stay in hospital three times as long.<sup>1</sup> Moreover, a cohort study of 2,772 matched homeless and housed inpatients found that the 12-

<sup>1</sup> <https://www.hra.nhs.uk/planning-and-improving-research/application-summaries/research-summaries/homeless-hospital-care>

month risk of emergency readmission was 61% for homeless patients versus 33% for housed patients.<sup>2</sup>

Analysis for the Homeless and Inclusion Health Barometer 2024 shows that 48% of people facing homelessness had at least one A&E attendance in the preceding 12 months, and 11.3% had four or more attendances. The most common reasons were physical health problems (32%), self-harm/attempted suicide (18%), mental health conditions (14%) and accidents (10%).<sup>3</sup> A separate Joseph Rowntree Foundation investigation also found that A&E attendances among homeless people are nearly double, and emergency admissions 68% higher, than those in the least deprived groups.<sup>4</sup>

Taken together, these findings paint a clear picture of severe pressure on emergency and acute services driven in large part by barriers to primary care, complex health needs and a lack of appropriate discharge pathways for people experiencing homelessness.

The potential fiscal savings are as follows:

### Greater Manchester Cost-Benefit Analysis Model

(Source: Greater Manchester Combined Authority CBA model, updated October 2022) [Greater Manchester Combined Authority](#)

GP costs per hour	£125
Alcohol misuse NHS costs per annum	£1,800
Drugs misuse NHS costs per annum	£3,614
A&E attendance per episode	£160
Hospital inpatients cost per episode	£1,864
Hospital day care	£742

A full SROI evaluation would quantify these fiscal benefits in detail.

## Attribution

Attribution is an assessment of how much of the outcome depth was caused by the contribution of different organisations or people. It is discounted from the social value account. 55 out of 85 service-users reported that others helped them to achieve their outcomes. This is seen as positive because Falcon Support Services works in close collaboration with partners to deliver the outcomes.

## Duration of the outcomes

The survey asked respondents how long the outcomes will last for this. This is used when identifying the social value and writing more detailed social value accounts. At this stage important to note that 57/ 85 of the respondents reported that the social outcomes would last for years, indicating that the support provided is sustainable and long-lasting. This would result in increased social value.

## Aligning Falcon Support Services data with industry SROI benchmarks

Through co-production, tightening data loops and proactively exploring new innovations, Falcon Support Services will be able to improve outcomes for homeless people, maximise its social value and secure diverse funding streams.

<sup>2</sup> <https://pmc.ncbi.nlm.nih.gov/articles/PMC8223662>

<sup>3</sup> <https://www.pathway.org.uk/app/uploads/2024/03/Always-at-the-Bottom-of-the-Pile-2.pdf>

<sup>4</sup> <https://www.greaterchange.co.uk/post/homelessness-and-health-a-causal-relationship>

We conducted a desk-based review to benchmark Falcon’s emerging SROI work against published homelessness evaluations. Although some of these studies are several years old, they still offer useful reference points:

- **Highway House, Haringey**  
*Assessing the Social Return on Investment of Highway House, a Homeless Shelter in Haringey, London* (Institute for Health and Human Development, University of East London, Dec 2015). Outcomes measured included improved mental health, improved physical health, increased skills & knowledge, reduced offending and reduced substance misuse. The study found a social return of **£1 invested → £5 social value** [ResearchGate](#).
- **Supporting People Programme, Northern Ireland**  
*Social Return on Investment Study: Supporting People Programme, April 2018–October 2020* (Northern Ireland Housing Executive, June 2021). Inputs (grants, staff time) were mapped to outcomes such as housing sustainment, reduced crisis-care use, improved access to benefits, employment, training/education, independent living, better management of physical/mental health, more secure tenancies, and wider societal contribution. The SROI result was **£1 invested → £5.71 social value** Executive Northern.

We compared the Falcon Support Services outcomes and values with the two SROI evaluations in the homelessness sector.

#### Alignment of core outcomes

Outcome	Falcon (%)	Highway House & NI Supporting People Studies
Improved mental health	82 %	✓ Measured in both studies
Improved physical health	71 %	✓ Measured in both studies
Increased skills & knowledge	72 %	✓ Measured in both studies
Reduced substance misuse (“addiction”)	54 %	✓ Reduced substance misuse in Highway House; crisis-care reduction in NI
Housing sustainment / “basic needs met”	72 %	✓ Housing sustainment central to NI study

Falcon Support Services strongest outcomes map closely to those driving high SROI ratios in the benchmark studies (1:5 and 1:5.71). This alignment validates the focus on mental-health, physical-health, skills and housing stability as core social-value drivers.

#### Gaps in measured outcomes

- **Offending/crime reduction:**  
Highway House reported “reduced offending” as a key outcome, but the Falcon Support Services framework did not capture this.
- **Independent living & tenancy security:**  
The NI study emphasised “independent living” and “more secure tenancies”; Falcon Support Services tracked “basic needs met” and “supported accommodation,” but could better distinguish between temporary versus sustained tenancy outcomes.

Adding measures for offending/crime reduction and tenancy sustainment would broaden Falcon Support Services SROI scope and may unlock additional social value — both in real terms and in future funding applications.

#### Differential emphasis on “ripple effects”

- Both external studies monetise second-order benefits (e.g., reduced crisis-care use, improved employment outcomes).
- Falcon’s data shows strong impacts on families/carers and volunteers, which the benchmarks don’t fully map.

Quantifying these “ripple effects” (e.g., carer-stress savings, employment social value) could materially increase Falcon’s overall SROI ratio. Integrating proxy values from HACT or other sources for these secondary impacts is recommended.

### Recommendations to consider at the next Social Value Working Group meeting

1. Add indicators for crime/offending reduction and tenancy sustainment (e.g., “% maintaining tenancy 12 months post-move”).
2. Track employment and benefits access more granularly, as in the NI study.
3. Include family-and-carer outcomes and volunteer outcomes in SROI modelling, using HACT values or local CBA metrics.
4. Pilot a small-scale crime-reduction metric (e.g., self-reported reoffending or reconviction rates) to test its feasibility.
5. Reference the 1:5 (Highway House) and 1:5.71 (Supporting People) SROI ratios in external communications to signal credible return expectations to commissioners and funders.

By filling these gaps and explicitly benchmarking against the two landmark SROI studies, Falcon Support Services can both validate its current strengths and capture additional streams of social value — positioning itself for a robust full SROI in 2026.

### Outcomes measurement framework

Drawing on the internal and external research it is recommended that Falcon Support Services implements the following impact measurement framework:

Outcome	Objective indicators	Subjective indicators	Evidence source	Collection method & timing
<b>Safe, Stable &amp; Settled Housing</b>	<ul style="list-style-type: none"> <li>• # accessing emergency, temporary or secure accommodation</li> <li>• % sustaining tenancy at 6- and 12-month check-ins</li> </ul>	<ul style="list-style-type: none"> <li>• “I feel safe, stable and settled in my home” (1–5 scale)</li> </ul>	Case-management database Survey	Intake; 6m & 12m follow-up; annual survey
<b>Greater Independence</b>	<ul style="list-style-type: none"> <li>• # securing employment (type &amp; sustainment)</li> <li>• # moving on to secure housing</li> </ul>	<ul style="list-style-type: none"> <li>• “I feel more independent now” (1–5 scale)</li> </ul>	Case-management database Survey	Quarterly update; annual survey
<b>Unsettled</b>	<ul style="list-style-type: none"> <li>• Length of time in housing services</li> </ul>	<ul style="list-style-type: none"> <li>• “I feel less unsettled” (Better/Worse/Same)</li> </ul>	Case-management Database	Quarterly update; annual survey
<b>Community Belonging</b>	<ul style="list-style-type: none"> <li>• # of social/community activities attended</li> <li>• # drop-in visits</li> </ul>	<ul style="list-style-type: none"> <li>• “I feel part of a community” (1–5 scale)</li> </ul>	Service records	Quarterly update; annual survey
<b>Improved Mental Health</b>	<ul style="list-style-type: none"> <li>• # one to one and group support sessions focused on mental health attended</li> </ul>	<ul style="list-style-type: none"> <li>• % reporting “less stress/anxiety/depression,” “fewer self-harm thoughts,” “reduced addictions”</li> </ul>	Case files & survey	Quarterly update; annual survey
<b>Improved Physical Health</b>	<ul style="list-style-type: none"> <li>• # who wouldn’t have seen a GP/ nurse without Falcon</li> <li>• Health actions recorded</li> </ul>	<ul style="list-style-type: none"> <li>• Self-rated physical health (1–5 scale)</li> </ul>	Case files & survey	Intake; 3m, 6m follow-up; annual survey

<b>Increased Confidence &amp; Worth</b>	<ul style="list-style-type: none"> <li>• # accessing new opportunities (training/jobs/community roles)</li> </ul>	<ul style="list-style-type: none"> <li>• “My confidence and self-worth have increased” (1–5 scale)</li> </ul>	Database & survey	Quarterly update; annual survey
<b>New Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• # attending formal/informal learning activities</li> </ul>	<ul style="list-style-type: none"> <li>• “I have learnt new skills/knowledge” (Yes/No + examples)</li> </ul>	Database & survey	Quarterly update; annual survey
<b>Basic Needs Met</b>	<ul style="list-style-type: none"> <li>• # drop-in service visits</li> </ul>	<ul style="list-style-type: none"> <li>• “My basic needs (food, laundry, clothes, shower) were met” (Yes/No)</li> </ul>	Database & survey	Quarterly update; annual survey
<b>Financial Stability and Education</b>	<ul style="list-style-type: none"> <li>• # Budgeting sessions completed</li> <li>• #Supported with Benefits</li> <li>• #Support with Debt</li> </ul>	<ul style="list-style-type: none"> <li>• “I feel better able to manage my finances” (1–5 scale)</li> </ul>	Database & survey	Quarterly update; annual survey
<b>Pride &amp; Contribution</b>	<ul style="list-style-type: none"> <li>• # volunteers/ peer-support roles filled</li> </ul>	<ul style="list-style-type: none"> <li>• “I feel proud and happier helping others” (1–5 scale)</li> </ul>	Database & survey	Quarterly update; annual survey
<b>Reduced Reoffending</b>	TBC	<ul style="list-style-type: none"> <li>• Self-rated offending involvement (Much less → Much more)</li> </ul>	Survey	Baseline; 12m follow-up
<b>Volunteer Development</b>	<ul style="list-style-type: none"> <li>• # attending training sessions</li> <li>• Volunteer hours recorded</li> </ul>	<ul style="list-style-type: none"> <li>• % reporting new skills, confidence, motivation, community belonging, pride and positive mindset</li> </ul>	Volunteer database & survey	Quarterly update, annual survey
<b>Family &amp; Carer Relationships</b>	<ul style="list-style-type: none"> <li>• Frequency of contact (Before/Since – more/less)</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Supportiveness, communication quality, emotional closeness, reduced conflict (1–5 scales; comparative)</li> </ul>	Survey	Baseline; 6m follow-up

## Recommendations

### Strengthen data collection & attribution

- Add survey modules to capture:
  - Number of A&E attendances before vs. after Falcon support
  - Other agencies or individuals contributing to outcomes (to refine attribution)
- Improved health actions recorded to enhance data collection
- Broaden survey reach
  - Extend surveys beyond current and past service-users to include the wider community (e.g. occasional drop-in visitors, referral partners).
  - Use mixed methods (SMS, paper, phone interviews) to boost response rates and represent diverse voices.
- Build on Falcon Support Services plan for a 2026 full SROI by embedding baseline and follow-up measures for new outcomes now — so there is a longitudinal trail. Co-design these measures with service-users and frontline staff to ensure relevance and data quality.

### Embed health & wellbeing into core offerings

- Continue to partner with Integrated Care Partnerships (ICPs) to secure funding and co-design preventative health pathways.
- Identify service-users with long term health conditions, ambulatory-care-sensitive long-term conditions (e.g. diabetes, asthma) to engage with health to reduce the likelihood of going into hospital and therefore increase the social value through fiscal savings. Capture this data to inform social valuation.

### Expand the definition of “basic needs”

- Co-create a service-user-led framework defining “basic needs,” ensuring alignment with lived experience.
- Consider increasing the social value of this outcome by increasing reach through targeted outreach, e.g. food, laundry, clothing) to “just about managing” households—those at risk of crisis but not formally homeless.

### Develop emotional well-being offerings

- Convene regular co-design workshops to explore different activities (e.g. mindfulness, sound-bath sessions, trauma-informed art).

### Leverage high-value peer support

- Showcase Falcon Support Services volunteer peer-mentor model as a sector exemplar—consider expertise exchange/ benchmarking/ learning with/ from other successful organisations e.g. Double Impact (Natasha is a trustee).

### Next steps in impact-driven change

- **Strategic review:** Use these insights to refine Falcon Support Services Theory of Change and Annual Plan 2025-26.
- **Tactical roadmap:** Seek funding to deliver and expand therapeutic support including peer support groups to co-produce with service-users and launch in 2026.
- **Operational sprint:** Implement updated data fields and survey questions by the next reporting cycle to enable real-time learning.
- **Set thresholds and targets:** Set social value targets and thresholds to effectively measure performance and report to the quarterly Social Value Working Group meetings. An indicative KPI plan is set out below. This is considered excellent practice in social value performance management.

Project/ activities	Outputs	Outcomes	Results 2024/25	Indicative Social Value	Targets 2025/26	Thresholds 2025/26
Emotional & well-being support	Group & 1:1 sessions at the Annex	Felt less anxious, stressed or worried	36%	£822,065	75%	50%
		Increased confidence	34%	n/a	75%	50%
Drop in & community support	Food, hygiene, signposting, safe place	Basic needs met	72%	n/a	80%	75%
		Felt less anxious, stressed or worried	64%	n/a	80%	75%
		Made new friends	62%	n/a	80%	75%
		Sense of belonging	n/a	£1,728,960	80%	75%
Harm reduction & recovery	Mutual aid, aftercare support	Reduced addictions	91%	£5,962,395	95%	91%
		Improved mental health	77%	n/a	95%	80%
Physical exercise	Gym, football etc	Felt less anxious, stressed or worried	29%	n/a	75%	50%
		Improved physical health	17%	£28,208	50%	25%
Education, training and employment	1:1 advice	Increased confidence	25%	£143,471	75%	50%
		Learnt new skills and knowledge	15%	n/a	75%	50%
		More independent	N/A	n/a	50%	25%
Supported accommodation	Housing services	Basic needs met	89%	£1,478,007	100%	90%
		More alone and isolated	4%	(£15,834)	0%	2%

## Annex 1: Other data/ outcomes reported & testimonials

Outcomes are highlighted in orange. Activities in yellow.

- They helped with letters, creating accounts and sending post off. (Improved access to entitlements)
- More enabled to deal with things day to day. (Reduced chaos)
- Sharing with others in the same situation. (Help each other/ mutual aid)
- I wish there were more groups rather than once a month.
- I wish the group ran more than once a month.
- Fantastic engaging in groups - a life line.
- The group can be triggering.
- Overall feeling of positivity. (More positive)
- Positive singing space - you don't have to be the best of the best.
- They helped me read letters, as I didn't have a phone to access emails at the time. (Improved access to entitlements)
- I feel I am ignored, like I'm talking to a brick wall, I know we are homeless but I'm still a person (Upset)
- The most negative thing for me was the constant moving to different property and not be able to settle and feel safe. (Unsettled)
- Positive thing about outcomes were the people I met along the way couple of support workers made more of an effort than others, and gave me more time which helped me also to build trust. (Built trust)
- Supported me when I signed up for Turning Point. They were encouraging and showed a real interest.
- I thought I had a home for life at Beauchief. Since being informed that I have to move out into a tenancy I am scared and am frightened of failing again like my previous 3 tenancies. I have no confidence that I will be successful in the next one.
- I've found the support really good. My confidence has increased no end.
- When Falcon discovered the extent of my addiction I felt ashamed and annoyed at staff as it was during a welfare check on me in my room. In hindsight, I feel they've probably saved my life as I've been forced to face my biggest demon. From this, I have been able to access all the support Falcon offer in relation to addiction which never would have been possible while I was hiding it from staff and myself. I now feel as though there's wrap around support for me and I feel a sense of freedom which is wonderful after so many years of hiding. (More freedom)
- Finding a part-time job was a positive outcome which has put structure into my daily routine and helped improve my financial situation. The negative outcome was the issue of using the kitchen and other residents eating my food. (More structure and routines)
- Through the weekly gym sessions I was able to gain better control over my physical and mental well-being as well as receiving free fitness and boxing training which enabled and encouraged me to compete in a charity event. I have been supported daily from when I joined with everything and I am making good progress towards having my own tenancy. I am very grateful for the help and support I've received. (More control)
- The Falcon Support Services has given me hope that I can eventually move into independent living. I feel positive that someone is listening to me. (More hope)
- Falcon Support Services has been extremely helpful in my journey to becoming confident towards eventually moving into independent living. Always helpful when I have had issues with my benefits and attending appointments.
- My experience of positive outcomes from my engagement with FSS is that I am on the housing register and able to bid on properties that become available. I am also happy I am part of the co-production team and running my own group at the annex.
- A negative outcome was when I was admitted into hospital and discharged, I had to make my way back to the project without any help paying for my taxi.

- The positive outcomes engaging with FSS is that my support worker has assisted me in getting the sanctions on my UC lifted and changed my address on my housing application to my current one.
- Positive outcomes were that I attended and completed several training courses, got on the Princes Trust, completed the 3 peaks challenge and got into gainful employment as a consequence of FSS.
- The only negative outcome was when I got moved from my previous project to the current one due to me make racist remarks which I regret doing.
- The positive outcomes have been that I successfully submitted a housing application and applied for a PIP (under assessment). Another positive outcome is that I have undergone an assessment to explore my gallstones and presented with various options to resolve the problem.
- The negative outcome is that I have struggled with managing my money which has put me into debt and impacted on my mental health. (More debt)
- Everything is positive no negatives experiences.
- Gave me light in times of darkness.
- No I have engaged with my support worker and did not want or felt the need to do the courses from steps to success
- Good thing to say!!! Falcon Support Services have supported me throughout my journey and everyone has been positive. Since 2018 Falcon Support Services have taught me independence and help me learn to move forward on I am ready to move on into my own accommodation.
- Very helpful and supportive