



Impact Report 2025 – 2026.

Where you are today does
not define your tomorrow.



Produced on Recycled
Paper as part of Falcon's
Sustainability Strategy

Contents.

3	A Message from the Chair
4	A Message from the CEO
5	Our Year in Stats
6	Community Support
8	Housing Support
10	Recovery Support
12	Mental and Physical Health Support
14	25 Year Timeline
16	Environmental Impact
18	Co-production
19	Volunteering and Peer Mentors
20	Falcon Training Hub
22	Service User Training
23	Looking ahead
24	Thank you
26	Our Quality
27	The Falcon Family

Our Vision, Mission & Values.

Our Vision

We strive to
reconnect the
most excluded

A Message from the Chair.

"It is hard to believe how time has flown & that it has been a year since I last wrote in the Impact Report; However, I am even more surprised and genuinely delighted to note that our important charity is celebrating it's 25th Anniversary.

Our Silver Anniversary represents 25 years of absolute commitment in providing support and accommodation to homeless and vulnerable people.

I would like to say a heartfelt "Thank You", on behalf of all Trustees, to staff, volunteers & the many partner agencies who help Falcon Support Services deliver our wonderful range of services to so many."



Dr Jane Gray OBE
Chair, Board of Trustees



Our Mission

Help people to live independently and positively contribute to their community

Our Values

Dignity
Persistence
Collaboration
Excellence

A Message from the CEO.



Marie Davis
CEO

Welcome to our 2025-26 impact report. It is always a joy to look back over the year and see the amazing work that goes on. This year there are three distinct areas in our organisational journey I'd like to highlight:

► **Our sustainability journey.** Supported by a Get Ready Community Energy grant we established our Green Heroes group, bringing together staff with a passion for sustainability. Their creativity and commitment have helped develop activities and practical support that equip service users with the knowledge and skills to save energy and reduce household costs when they move on to independent living. We were able to undertake a comprehensive energy audit, giving us clear actions and targets to reduce our environmental impact. We created a special memorial space at our allotment with recycled goods for 'Cookie', a much-loved dog who brought comfort and companionship to both staff and service users.

► **Our contribution towards education and training.** Our collaboration with universities from across the east midlands has meant we have been able to offer more graduate and student placement opportunities than ever before. We are passionate believers that the best way to strengthen our commitment to future generations understanding of homelessness services and prevention is to work with the students of today.

► **The importance of secure housing with purchasing property.** A not so welcome experience was the loss of two modern energy efficient 6-bed properties through no fault of our own. The properties were repossessed after the owner passed away. This was a wake-up call to the instability of renting, even for a Charity. Our experience has driven home the fact that purchasing property is the only way we can truly have long-term accommodation security for our service users. We were fortunate to be in a position to purchase a property, but this is a dream unattainable for many, not least our service users. Hopefully, the new Renters Rights Act will bring greater security for renters across the country.

I hope you enjoy our 2025-26 impact report. Every year we struggle to condense it down to so few pages but we hope this glimpse into our world can demonstrate the value and importance of homelessness services. Without your support we could not provide the hope to the many people who are struggling to navigate their way out of homelessness.

Our Year in Stats.

1,343 individuals supported by Falcon Support Services:

Needs of our service users:



86%

mental health need



56%

physical health need



36%

addiction to alcohol



65%

addiction to drugs



38%

co-morbidity



52%

tri-morbidity

Co-morbidity means having two chronic health conditions at the same time, while **tri-morbidity** means having three.

Our Social Value report findings indicated:

97%

felt a sense
of belonging

93%

improved
mental health

87%

increased
confidence

85%

improved
physical health

Community Support.



Services designed to bring together communities and tackle poverty in Charnwood and Hinckley and Bosworth including:

- ▶ Community Drop-ins
- ▶ Safer streets hot spot project tackling ASB
- ▶ Rough Sleeper Service including our Off the Streets project providing extended hours 9pm - 2am over winter
- ▶ Weekly Soup Kitchen



Charnwood – The Drop-In, Falcon Centre, Loughborough



Hinckley – Located at Hinckley United Reform Church, Turning Point, Hinckley Library, St John's, Salvation Army, St Mary's Parish Church, and Pathways Centre



"You feel like you are worthless, but when you come in here and you see the ladies on reception you get a warm welcome."

Scan to watch

Ricky's video and hear his story



Funded by:



Our Community Support in Numbers.

22,294

Hot nutritious meals provided



Access to phone

688

Individuals supported

545

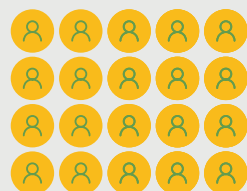
Showers accessed



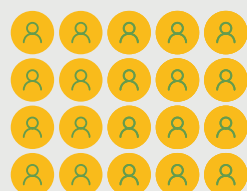
358 attendees at the Soup Kitchen



862 access to computers and internet



10,539 visits to Community



1,353

issued with food parcels



874 access to electricity to charge phones



428 people issued with clothes



324 access to laundry facilities

Housing Support.



Safe, supported, psychologically informed accommodation for people experiencing homelessness or at risk of homelessness including:

- ▶ Festive and Winter beds
- ▶ Emergency supported accommodation
- ▶ Supported shared and self-contained housing
- ▶ Move-on support toward independent living

100

Bed spaces

33

Properties

310

Referrals for accommodation

242

Accommodated



73%

planned move on rate



94%

improved their finance



88%

improved their health and wellbeing



79%

improved community integration

Funded by:





Case Study

“When Falcon believed in me, I started believing in myself.”

From rough sleeping and addiction to securing a place in residential rehab.

Matthew’s journey shines with hope after he found supported housing, community through Falcon Support Services allotment, Life Hub wellbeing sessions, and consistent harm-reduction support and the strength to believe in a brighter future.

Now in rehab, he’s rebuilding his life with courage and possibility leading the way.

Recovery Support.



Support for people dealing with addiction across Leicestershire and Rutland, including:

- ▶ Harm reduction services supporting engagement with Turning Point
- ▶ Recovery and aftercare support after treatment
- ▶ Substance misuse interventions
- ▶ Naloxone, needle exchange
- ▶ Homeless Open Opportunities Football, HMP Leicester Walking Football

780

Supported to address addiction

194

Outreach sessions

62

Recovery Group attendees

11

Admissions into treatment houses

107

Naloxone issued



100%

reported reduced substance misuse*

*Social Value Report 2025-26

Funded by:

TURNING
POINT
inspired by possibility



Leicestershire
County Council

exaireo
TRUST



Charnwood



BOAL
EXTRUSION

The Turning Point.

I used to think the drugs were the disease,
But really I was searching for relief.
Trying to fill a hole inside my soul,
Using broken things to feel whole.

Money, pleasure, food, and pride,
Anything to help me hide.
Always chasing, never still,
Running from myself by force of will.

I fed the flesh in every way,
Just to make the pain obey.
But the more I used, the less I felt,
Until my spirit slowly melted away.

Addiction took my peace of mind,
Confusing past all behind.
Disconnected, numb, alone,
Even when surrounded, I felt unknown.

Then came the day I couldn't cope,
The day I reached outside for hope.
Not when I got clean overnight,
But when I said, "I've lost this fight."

That moment changed the road I walked,
Because somebody listened when
I talked.

And through the doors of Turning Point,
I found people living a different way.

No masks to wear, no need to hide,
Just wounded people side by side.
Teaching me honesty, one day at a time,
Helping me heal this restless mind.
Addiction taught me "take what you can."
Recovery taught me to stand as a man.

To think of others, not just me,
And that's where I found recovery.

Then slowly through the pain and scars,
I started praying beneath the stars.
And came to know a higher power,
A God who held me in my darkest hour.

Not a God of shame and fear,
But one whose voice I now can hear.
Working in me quietly,
Teaching my spirit to be free.

Now recovery means more to me
Than simply staying drug-free.
It's learning truth, it's finding grace,
It's God restoring what addiction
replaced.

And though I stumble, though I fall,
I know today I'm not alone at all.
Because fellowship, faith, and honesty
Have given this broken man recovery.

So if you're here and feeling lost,
Like your life has paid too high a cost,
Just know there's hope, there's help,
there's grace,
And what addiction took away...
Recovery can replace.

Mental Health Support.

Support for people to address mental health and wellbeing including:

- ▶ Neighbourhood Mental Health café at Loughborough University
- ▶ Life Hub providing a welcoming, safe & exclusive space offering a variety of wellbeing workshops, social inclusion activities, education and life-skills support
- ▶ Leicestershire Partnership Trust Homeless Mental Health Team
- ▶ Best Emotional & Wellbeing Support Provider 2026 – Leicestershire GHP Mental Health Awards

"I was in a bad place at the time and with the help and guidance from staff they all helped me turn my life around. They helped me engage in different activities like music therapy, mindfulness tool kits to help recognise the signs of mental health and how to cope by being taught strategies. If it was not for the life hub I wouldn't be here today."

100%

reported improved mental health*

*Social Value Report 2025-26



95%

increased confidence*

Physical Health Support.

Improving engagement to health and tackling health inequalities.

- ▶ Hep C Trust
- ▶ Inclusion Healthcare
- ▶ Clinical Room on site
- ▶ Sports sessions: gym, fishing and football

Funded by:



Health Stats.

1,414

Welfare checks on vulnerable individuals



GP appointments booked



108 Supported through our Emotional and Wellbeing support

218

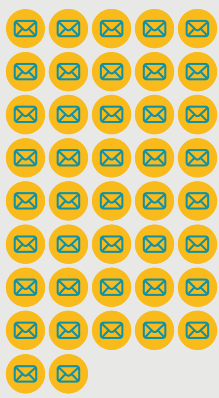
Prompted to take medication



97 accessed our sports sessions: gym, fishing and football



Supported to attend hospital appointments



42 Supported to understand health letters

151

Engaged with Hep C Trust



11 Supported to access opticians



30 Supported to access dentists

55

Supported to quit smoking

Social value of £219,000*

*Estimated using a conservative NHS-aligned social value methodology with an adjusted net social value after accounting for attribution and deadweight.

Celebrating 25 years.

From one emergency bed in Loughborough to a Leicestershire-wide network of housing, recovery and community services here's a summary of our history so far...

2001

Founded

The organisation started life as **Loughborough Night Stop** – As Part of the national Charity NightStop linking vulnerable individuals to families for an emergency bed for the night and a meal and shower.

2015

Became Falcon Support Services

Following wider service growth and a shift to supporting adults over 18, Youth Shelter changed its name to Falcon Support Services and won a **Leicestershire-wide homelessness accommodation and support contract**.

Key milestones along the way

- ▶ **2001** – Floating support launched for 16–25 year olds
- ▶ **2003** – Re-registered as **Charnwood Independent Action**; A-rated young people's service
- ▶ **2007** – Specialist project created for unaccompanied asylum seekers
- ▶ **2010** – Charity changed its name to **Youth Shelter** as work expanded beyond Charnwood
- ▶ **2014** – Move On Mentors volunteer programme and Eclectic Enterprises CIC launched
- ▶ **2018** – Falcon's Soup Kitchen opened; first Festive Falcon emergency beds

2013

Falcon Centre Opens

Youth Shelter secured a **28-bed hostel** providing quick access accommodation for homeless people across North Leicestershire, achieving an A-rating within its first year.

Recent achievements and recognition

- ▶ **2019** - Opened an on-site Clinical Room at the Falcon Centre
- ▶ **2021** - County-wide drop-ins and outreach service launched
- ▶ **2022** - First property purchased; Leicestershire Community Charity of the Year
- ▶ **2023** - Falcon Football Team launched; Real Living Wage accreditation achieved
- ▶ **2024** - FA-partnered homeless football league; first Social Value report published
- ▶ **2025** - Second property purchased, extended evening hours to reduce rough sleeping in Loughborough town centre in collaboration with Homeless Mental Health Team
- ▶ **2026** - Collaboration with Inclusion Healthcare, Hot spot outreach work was introduced to reduce anti-social behaviour

2026

Where we are today

We continue to promote independence, wellbeing, and inclusion, through housing, community and recovery with a growing focus on health inclusion. Winning national and local awards and quality accreditations that recognise our impact, quality, innovation, and sustained organisational growth.

Supporting People Since 2001

2020

Expanding services

Major service expansion saw the opening of Janus House, a Mother and Baby Unit, Winter House and the Emotional and Wellbeing Service. Falcon also joined the Rough Sleeping Initiative and achieved **Trusted Charity Mark Level 1**.



Environmental Impact.

This year we have had a particular focus on our sustainability as an organisation and our environmental impact with the formation of our 'Green Heroes' working group who have delivered:

- ▶ Energy saving and scam awareness sessions
- ▶ Draft excluder making workshops
- ▶ Dog walks and Community litter pick events
- ▶ A wellbeing environmentally friendly space at the Falcon allotment

"It really made me think how I can save energy by switching lights off and only having the heating on when I really need it."



As an organisation this year we have:

- ▶ Ensured Certified renewable energy in our properties
- ▶ Completed energy audits and action plans for our properties
- ▶ Improved recycling facilities
- ▶ Switched to environmentally friendly products



1 tonne of reusable items repurposed
and prevented from going to landfill*



106 trees planted



89.63 tonnes of CO₂ removed
over 25 years



53.4% waste recycled



176 tCO₂e Carbon footprint
calculated for 2024-2025

Scan to explore

And read about
our commitment
to sustainability



*In 6 months, re-purposed furniture, bedding, electrical items, technology, clothes and surplus food just from Loughborough University

Co-production continues to grow, having bi-weekly open meetings at the Life Hub as well as drop-in sessions at our accommodation projects.

The team have been working on:

- ▶ Spreading awareness of the co-production work
- ▶ Listening to feedback and ideas to better meet the needs of those that use our service
- ▶ Reviewing the Move In process to help people settle into the services including welcome meetings, guided walks pointing out helpful sites, creating pamphlets and information booklets on what Falcon Support and the wider community offers
- ▶ Social Value within the organisation, how we can both collect the data and use it to make informed decisions



The team have attended several events:

- ▶ Leicester CEO Sleepout
- ▶ Connecting Health Communities
- ▶ Neighbourhood Mental Health Café Provider meeting

Volunteering and Peer Mentors.

"Since I've been doing the role, I am happier, have more confidence and more sense of purpose."

We have received fantastic support from so many volunteers and we'd like to say a big thank you to all those that give up their valuable time to help make a difference in the community.

36

Volunteers and peer mentors

2,298

Hours of support

£28,954

Equivalent value of our volunteers

Find out how you can volunteer by contacting falconsupportservices@falconsupportservices.org.uk or visiting our website www.falconsupportservices.org.uk



Falcon Training Hub.

Providing accredited training to businesses and community groups.

**Build Skills.
Boost Confidence.
Change Futures.**

▶ **Mental Health**

▶ **First Aid**

▶ **Neurodiversity at Work**

▶ **Lone Working**

▶ **Professional Boundaries**

▶ **Support Work Skills**

▶ **Prevention of Sexual Harassment**

▶ **Safeguarding**

Choose a course that not only enhances skills but also supports Falcon Support Services. Every training course purchased helps fund our community services, from housing support to local initiatives.

Our qualified assessors create bespoke training packages tailored to your needs.

Find out more by emailing

julie.alexander@falconsupportservices.org.uk



Join the many who have benefitted from Falcon's Training.



Service User Training.

Falcon Support Services continue to deliver a range of learning opportunities including Lifewise, AQA accredited independent living skills. Accredited training courses delivered included 'Being a Good Neighbour - Anti Social Behaviour Awareness', 'Managing Finances' and 'Planning and Shopping for Meals'.

77

77 Life wise AQA course accreditations

125

Individuals attended

AQA
Questions matter

**CENTRE
POINT**



Looking ahead.

We continue to work on our 2025–2029 strategy, staying true to the values that define who we are as an organisation.

Our work is rooted in kindness and compassion, treating every person with respect, dignity and empathy, no matter their circumstances. Embedded in collaboration, working together with individuals, communities, partners and policymakers to create sustainable change.

Our Strategic Objectives are:

Maximise Impact

- ▶ To develop our services based on the values our stakeholders place on them, through co-production, co-delivery and consultation
- ▶ Provide psychologically and trauma informed services
- ▶ Analyse our data, using robust evidence on what works and the impact we have

Drive Sustainability

- ▶ Build financial resilience
- ▶ Identify and implement efficiency improvements
- ▶ Reduce our environmental impact

Foster Collaboration

- ▶ Creating the spaces that encourage collaboration across the region
- ▶ Influence local and national policy and strategy
- ▶ Contribute to relevant research providing data insights

Excel in Legal Governance

- ▶ Achieve excellence through accreditation and quality assurance
- ▶ Promote equity, diversity and inclusion
- ▶ Robust estates management ensuring Health and Safety compliance and enhancing accessibility

Thank you.

£68,321

Raised through community
and corporate giving

We are so grateful to the ongoing support from so many partners whether statutory, voluntary, corporate, community groups or individuals. Whether through partnership working, financial support, volunteering or in kind ProBono work we appreciate you.

- ▶ ABH Safety Services Limited
- ▶ Abacus Flooring Solutions Limited
- ▶ Action Homeless Leicester
- ▶ All Saints with Holy Trinity
- ▶ Alpkit Foundation
- ▶ A.W. Lymn Centenary Foundation
- ▶ Aspen Technologies
- ▶ Barratt Redrow
- ▶ Beast Gym
- ▶ Beam
- ▶ Better-IT Limited
- ▶ BNI Loughborough
- ▶ BOAL Extrusion UK
- ▶ Blaby District Council
- ▶ Cambridge & Counties Bank
- ▶ Cadent
- ▶ Centrepoint
- ▶ Centre for Social Justice
- ▶ Centro Lounge, Loughborough
- ▶ Charnwood Accountants & Business Advisors LLP
- ▶ Charnwood Borough Council
- ▶ Charnwood Police
- ▶ Chris Bunes Photography
- ▶ Coalville Food Bank
- ▶ Colton Packaging
- ▶ Crimzon Communications
- ▶ DIAM UK
- ▶ Darji Community Centre
- ▶ David Wilson Homes
- ▶ Dogs Trust
- ▶ East Midlands Housing Group
- ▶ Edward Hands & Lewis Solicitors
- ▶ Emmaus Leicestershire & Rutland
- ▶ EMF Publishing Limited
- ▶ Encore
- ▶ Equality Action
- ▶ Exaireo Trust
- ▶ FREEVA
- ▶ Foster Industrial
- ▶ Furnley House
- ▶ Graze and Go
- ▶ H.I.T Training
- ▶ HENKO labs
- ▶ HMP Leicester
- ▶ HR Department
- ▶ Harborough District Council
- ▶ Healthy Workplaces Leicestershire & Rutland
- ▶ Help The Homeless Leicester
- ▶ Helping Hands Community Trust
- ▶ Hinckley & Bosworth Borough Council
- ▶ Hinckley and Rugby Building Society
- ▶ Hinckley Homeless Group
- ▶ Hinckley Library
- ▶ Hinckley Pathways Centre
- ▶ Hinckley Salvation Army
- ▶ Hinckley St Mary's Parish Church
- ▶ Hinckley United Reform Church
- ▶ Homeless Link

- ▶ Housing Justice
- ▶ Hybrid AV
- ▶ Inclusion Healthcare
- ▶ Ingeus
- ▶ Insurance Connections
- ▶ Jericho Housing
- ▶ KuKu Connect
- ▶ Kerf
- ▶ Khazana
- ▶ LLR Integrated Care Board
- ▶ LandAid
- ▶ Leicester City Council
- ▶ Leicester City Football Club
- ▶ Leicester Tigers
- ▶ Leicester University
- ▶ Leicestershire & Rutland County FA
- ▶ Leicestershire Cares
- ▶ Leicester City in the Community
- ▶ Leicestershire County Council
- ▶ Leicestershire Partnership NHS Trust
- ▶ Leicestershire Police
- ▶ Leicester's Homelessness Charter
- ▶ Limehurst High School
- ▶ Living Without Abuse (LWA)
- ▶ Local Councillors
- ▶ Local Members of Parliament
- ▶ Lodge of the Golden Fleece
- ▶ Loughborough College Group
- ▶ Loughborough University
- ▶ Loughborough Wellbeing Centre
- ▶ Love Loughborough
- ▶ M & B Print
- ▶ M&S Loughborough
- ▶ Mattioli Woods
- ▶ Melton Borough Council
- ▶ Ministry of Housing, Communities and Local Government
- ▶ Modern Painters, New Decorators
- ▶ Morrisons Loughborough
- ▶ Moss Solicitors
- ▶ NFL Academy
- ▶ NCVO
- ▶ New Hope Rehabilitation
- ▶ Norton Housing and Support
- ▶ Nottingham Community Housing Association
- ▶ Nzime Ltd
- ▶ Oadby & Wigston Borough Council
- ▶ One Roof Leicester
- ▶ Outwoods Edge Primary School
- ▶ Pall-Ex Group
- ▶ Parker Meggitt
- ▶ Play to Connect
- ▶ Quorn Construction
- ▶ Quorn Hall School
- ▶ Reaching People
- ▶ Rene House CIC
- ▶ Riverside Housing Association
- ▶ Rural Community Council
- ▶ Rushes Community Champions
- ▶ Rutland County Council
- ▶ Ryan Burton Plumbing and Heating
- ▶ Ryan Burton Roofing
- ▶ Screen Pop
- ▶ Serenade Choir
- ▶ Souter Charitable Trust
- ▶ St Martin in the Fields, The Frontline Network
- ▶ St Mary's Parish Church, Hinckley
- ▶ STB Grant
- ▶ Streetvets
- ▶ T150 Energy Ltd
- ▶ Teddy's Raw Pet Food
- ▶ Tesco, The Rushes
- ▶ The Aussie Barista Café
- ▶ The Bridge (East Midlands)
- ▶ The Bridge, Homelessness to Hope
- ▶ The Café
- ▶ The Carpenters Arms Trust (Midlands)
- ▶ The Hepatitis C Trust
- ▶ The King's Trust
- ▶ The National Lottery
- ▶ Thermo Fisher Scientific
- ▶ Turning Point
- ▶ Unity House
- ▶ University Hospitals of Leicester NHS Trust
- ▶ Voluntary Action Leicestershire (VAL)
- ▶ Vitalis
- ▶ WCA
- ▶ Xanton Limited

**and everyone else who
has supported us**

Our Quality.

Accreditation

- ▶ Bronze Award Armed Forces
- ▶ Healthy Workplaces Leicestershire
- ▶ Real Living Wage Employer
- ▶ Mindful Employer
- ▶ Mental Health Friendly Place
- ▶ Fundraising Regulator
- ▶ ICO
- ▶ Chartered Institute of Housing
- ▶ Menopause Friendly
- ▶ StreetVet Accredited Hostel Scheme
- ▶ Social Value Level 1
- ▶ NHS Collaborative Procurement Hub Awarded Supplier
- ▶ Trusted Charity Quality Mark
- ▶ Housing Justice Quality Mark

Our Quality at a glance



#PetsInEveryHostel



"I can confidently say that your organisation is one of the strongest we have encountered."

Housing Justice

Awards

- ▶ Weston Charity Awards Winner (2016)
- ▶ Furnley House Charity of the Year (2022)
- ▶ Royal Horticultural Society Allotment Award (2022 & 2025)
- ▶ Shortlisted for Homeless Link's Excellence Awards in best health and wellbeing initiative (2023)
- ▶ Finalist in the VAL Awards County Charity of the Year (2023)
- ▶ Leicestershire Community Champions Award for Young Fundraiser (2023 & 2024)
- ▶ Alternative Business Awards (2024)
- ▶ Shortlisted in the Homeless Link Excellence Awards for Workforce Development (2024)
- ▶ VAL Charity and Business Partnership Award (2025)
- ▶ Charnwood Borough Council Community Heroes Award (2025)
- ▶ Finalist in Charnwood Sports Awards (2025)
- ▶ Finalist in the FA Recognition Awards (2025 & 2026)
- ▶ GHP Mental Health Award best Emotional & Wellbeing Support Provider in Leicestershire (2026)

The Falcon Family.

We are grateful to our staff team who are dedicated to supporting those in our community. Our staff are crucial to the success of the charity and we commit to support staff through:

- ▶ Reflective practice and supervision
- ▶ Access to wellbeing resources including in-house mental health first aiders and a Staff Employee Assistance programme
- ▶ Training and development
- ▶ Family Flex scheme
- ▶ Post Event Team Reflection (PETR)
- ▶ Safe, psychologically informed environments

91
Employees



86%
Staff retention rate



"I've never worked somewhere where the staff feel so supported and cared for."



96.5%
Would recommend
Falcon Support Services
as a place to work

Join the Falcon Family www.falconsupportservices.org.uk

Contact Us.



01509 642372



27-31 Pinfold Gate, Loughborough, Leicestershire, LE11 1BE



www.falconsupportservices.org.uk



falconsupportservices@falconsupportservices.org.uk



Falcon Support Services



Falconsupportservices



Falcon Support Services

Support
our work.



Charity Number: 1103101
Company Registration Number: 04177320