Our impact

Our work makes a real difference, improving services and transforming lives.
Membership

We have over 750 members from across the homelessness and supported housing sectors.

Here’s what Homeless Link members say...

- 83% say Homeless Link represents them well
- 79% are satisfied or very satisfied with their membership
- 79% value the networking opportunities we provide
- 72% rate our advice and support on policy and practice as good or excellent

Innovation and good practice

We published 12 pieces of good practice guidance last year, to help frontline teams and managers to shape and deliver better services.

We have grown the Housing First movement in England, including supporting the development of...

- 6 new services
- 31 existing services

Through our Strategic Alliance on Migrant Destitution, 680 people attended our cross-sector homelessness and migrant events, with 86% of services involved now able to signpost destitute migrants to appropriate services.

Our Day Centres project has increased the skills and capacity of staff from 75 day centres to develop new working approaches.

- 308 days consultancy delivered

Consultancy

Our consultancy covered a range of strategic work including:

- Emerging policy and good practice
- Writing policy procedures
- Research and evaluation
- Exploring new service models
- Supporting change and growth

“Homeless Link hits the mark on so many fronts I don’t know where to start – this reflects the scale, scope and complexity that homelessness presents us and challenges us in building stronger and more resilient communities.”

“Homeless Link is my go to for up to date information on legislation and legal advice as well as innovative approaches.”

“Homeless Link’s advice helped us win a tender for our specialist housing related support services. Without this support the vital services we deliver would not have continued.”
We were a member of the expert group that developed the **Homelessness Reduction Bill**, which received Royal Assent on 27 April 2017.

The **2017 General Election manifestos** of the three main British political parties included a commitment to end **rough sleeping**, following a campaign in partnership with Homeless Link, Centrepoint, Crisis, Shelter and St Mungo’s.

We are very grateful for the leadership of Homeless Link in working with government to find lasting solutions to the challenges of benefit reform.”

**Welfare reform** continues to be a major focus of our influencing work including the introduction of **Universal Credit** and the proposed reforms to young people’s benefits and we were successful in having **young homeless people exempt** from the removal of **housing costs proposals**.

We established the **Supported Housing Alliance**, our dedicated policy programme on supported housing, and campaigned to strengthen the Government’s proposals for the future funding of supported housing.

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Our communications engaged and informed a wide range of audiences, ensuring the voice of the sector is heard and helping to keep homelessness on the public agenda.

- **92%**
- **840,000** website visitors
- **290** items of press coverage reaching over **16 million**
- **37,619** social media followers, an increase of **22%**

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**StreetLink**

“Thanks StreetLink. 12 months to the day I was made homeless due to domestic breakdown. You guys helped get me a roof over my head.”

- **35,000+** alerts about rough sleepers
- **12,686** people connected to vital local services or accommodation
**Training**

8,462 professionals trained

This included training 700 professionals to prevent and respond to abuse and helped over 1,000 professionals to develop and implement Trauma Informed Care.

Training and information services are highly valued by members (70%+) for being relevant, useful and helping serve beneficiaries better.

**In-Form**

**In-Form, our cloud-based case management application is used by...**

9,000+ staff members

100+ organisations

In-Form Essential has helped us capture and articulate the impact of our service much more effectively, which in turn motivates staff and helps with funding applications and monitoring.

There are 40 organisations using In-Form Community, the free system we developed for small organisations. Working with the Lloyds Bank Foundation we implemented 15 In-Form Essential systems to small organisations with limited funds.

**MEAM**

MEAM (Making Every Adult Matter) has influenced policy and practice nationally and locally for people with multiple needs.

15 local areas are using the MEAM Approach to design and deliver better co-ordinated services. Those evaluated reported...

+44% improvement in wellbeing

-23% reduction in wider service use costs

We also support the 12 partnerships that form the Big Lottery Fund’s Fulfilling Lives programme.

In February 2017 we announced £2.8m funding from the Big Lottery Fund for a new five-year programme. This will expand the MEAM Approach network and create stronger learning and data connections between MEAM Approach and Fulfilling Lives areas.
Research

Our research provides important evidence that enables us to campaign for improved policy and better services.


Conferences and events

11 National events
33 Regional events
2,000 Total delegates

97% of delegates rated our events good or excellent

The leadership summit was excellent and helped me think more strategically.”

Brilliant conferences – always excellent content that allows me to bring back skills and knowledge to our service delivery.”

National partnership work

Our Communities of Practice across the country empower professionals to develop customised solutions to long-term problems.

11 Communities of Practice
271 Active participants

Created and sustained

70% of the services involved in our PLUS Project covering London are now better at assessing individuals’ circumstances and providing targeted advice to enable them to make positive change in their lives.

The support, advice and open door (hands-on) approach adopted by the Partnership Managers I have worked with has been excellent. They have supported initiatives at a local and regional level and sourced relevant information to assist with decision-making. If they have been able to help they have.”

This remains the only source of data on the state of the single homelessness sector.

Our research programme in 2016/17 included detailed research on Outcomes, Move On and Prevention.
What we do

Homeless Link is the national membership charity for organisations working directly with people who become homeless or who live with multiple and complex support needs. We work to improve services and campaign for policy change that will help end homelessness and secure a sustainable future for supported housing.