

Our impact

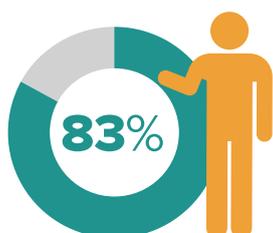


Our work makes
a real difference,
improving services
and transforming lives

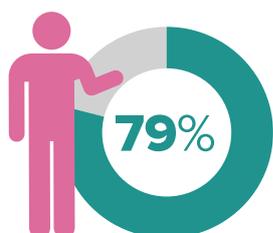
Membership

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

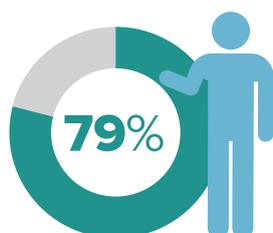
Here's what Homeless Link members say...



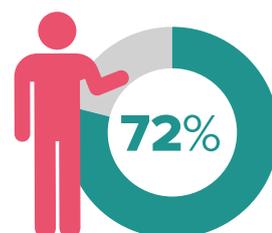
say Homeless Link **represents** them well



are **satisfied or very satisfied** with their membership



value the **networking opportunities** we provide



rate our advice and support on **policy and practice** as good or excellent

“ 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.”

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...



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.

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

Consultancy

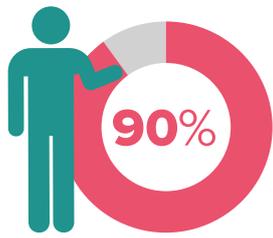
Our **consultancy** covered a range of **strategic work** including:

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

“ Homeless Link'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.”



Policy



of our members state that Homeless Link's **policy and campaigning work** focuses on issues that are **important** to them

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, Centrepoin, 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**.



Communications

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**.



840,000 website visitors



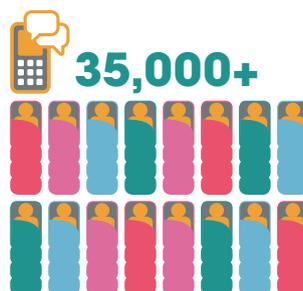
of press coverage reaching over 16 million



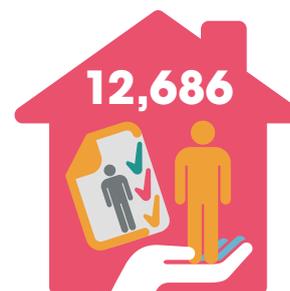
social media followers, an increase of 22%

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.”



alerts about rough sleepers



people connected to vital local services or accommodation

Training

8,462 professionals trained



40+



practical and knowledge-based topic areas

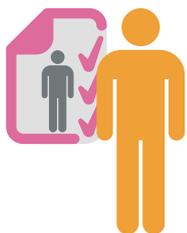
“**Brilliant training on Trauma Informed Care that has really influenced my thinking about the services we provide and how to do it better.**”

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.**”

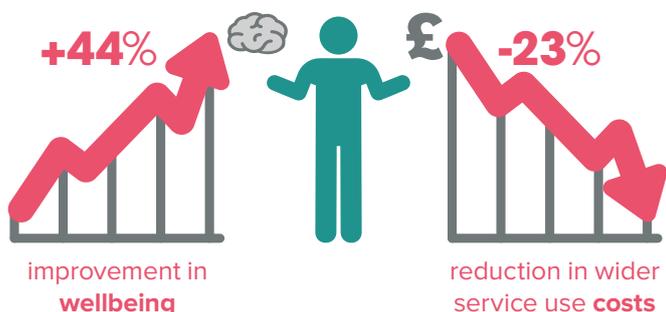
There are **40 organisations** using **In-Form Community**, the free system we developed for small organisations. Working with the Lloyds Bank Foundation we implemented **15 In-Form Essential** systems to small organisations with limited funds.

IN•FORM

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...



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.

MEAM Making Every Adult Matter

CLINKS

homeless link

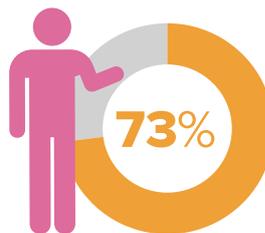
mind for better mental health

Research



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

We published the **2016 Annual Review: Support for Single Homeless People in England**.



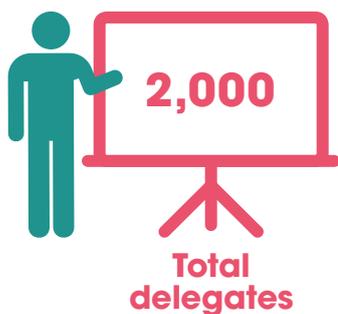
73% of our members rate our research reports and briefings as **good or excellent**

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

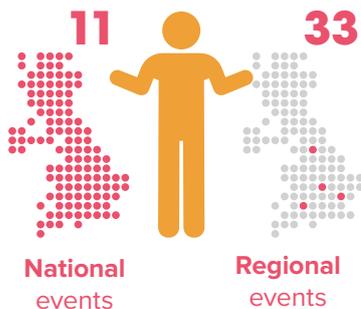
Our **research programme** in 2016/17 included detailed research on **Outcomes, Move On and Prevention**.

Conferences and events

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

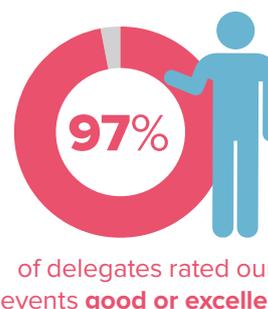


2,000
Total delegates



11
National events

33
Regional events



97%
of delegates rated our events **good or excellent**

Our **leadership summit** empowered **50 chief executives and directors** of frontline homelessness organisations to improve working practices and establish new services.

“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.

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.

Communities of Practice



Created and sustained



Active participants

“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.”



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.

Let's end homelessness together

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