



One Roof Leicester

Empowering communities to help people who are homeless rebuild their lives

oneroof.org.uk

Annual Report 2019/20

We provide accommodation, support and advice to people who are homeless, destitute refugees and refused asylum seekers. We want to give people a home and feel part of the community they live in. Our projects are designed to encourage local communities and faith groups to be actively involved in helping individuals to find routes out of homelessness.

Our projects include:

- **One Roof Homes** – a place individuals can call home and are supported by local communities
- **Winter Night Shelter** – local faith groups and volunteers work together to offer 10 bed spaces every night for rough sleepers
- **ORL website and service directory** – providing information and advice to help people access the help and support they need

Our Members



Our achievements

ORL Homes

ORL currently owns **one property and leases three properties** across Leicester, up to **twelve individuals** are accommodated in these properties; one house is exclusively for women who were at risk of rough sleeping.

Twenty-four individuals have stayed at the properties during the year, totalling over **4,000 nights of accommodation**.

Eleven residents have been supported to move on from an ORL property.

During this period 37% of residents were granted a compassionate bed space as they had no recourse to public funds or were ineligible to work.

An additional 38% of residents had their rent reduced or waived whilst they were suffering hardship.

Residents have been supported by the ORL housing support officers to access benefits, employment, well-being courses, health services, debt advice and detox programmes.

All four properties have support from neighbouring faith communities.

"The staff at ORL understood very quickly what I needed was help to apply for my new passport so I could get a job and a place of my own."

"Me and my brother were sleeping rough, we got referred to One Roof and within days we were offered somewhere to stay, first in separate houses but now we are in together so much happier."

"My Support Officer helped me with my housing application. She would meet with me every week to help me to bid for properties on the council website."



One Roof Night Shelter

The pilot of the Permanent Night Shelter ran for 6 weeks in the Autumn of 2019 and reopened when the Winter Night Shelter closed in March 2020. The shelter ran from a centrally located Church hall and provided accommodation for up to 15 rough sleepers per night. Volunteers provide hospitality, friendship and safety.

- The shelter was open for 65 nights
- 24 guests were welcomed and supported at the shelter who between them stayed the equivalent of 750 nights
- The Permanent Night Shelter had to prematurely close in March 2020 due to the outbreak of the coronavirus as communal accommodation was deemed unsafe by the Government
- As a result, guests from the shelter were moved to temporary accommodation by LCC
- ORL staff continued to provide support to the guests who were moved to temporary accommodation



Referral Agencies:



Our achievements



Winter Night Shelter

The Winter Night Shelter rotates around 7 different places of worship, each providing a team of volunteers for one night per week.

During the winter of 2019/20 we:

- Welcomed 21 guests and no guest returned to rough sleeping, some moved to more stable accommodation, others were offered a place on the new Permanent Shelter
- The shelter was open for 84 nights between December 2019 & March 2020
- The equivalent of 1,008 bed spaces were provided across the seven faith venues
- Over 1,680 evening meals and 1,300 breakfasts were served

During the winter months, volunteers:

- Collectively gave over 6,000 hours of their time
- Provided guests to haircuts, massages and personal grooming



Volunteers were involved in:

- Coordinating the venues
- Cooking the food
- Washing up
- Organising the equipment
- Setting up the venues
- Greeting the guests
- Driving the minibus
- Night shifts
- Making breakfast
- Befriending guests
- Playing games



The shelter venues in 2019/20 were:

- Holy Trinity, St Andrew's and St Margaret's (Church of England)
- Sacred Heart and St Peter's (Roman Catholic)
- Jalaram Mandir (Hindu)
- Neve Shalom (Jewish)
- Seventh Day Adventist Church



The meeting point:

Every night the guests gathered at Bishop Street Methodist Church, where they could have a hot drink and a chat before the minibus (provided by Leicester City Council and parked at LCFC grounds) arrived and transported them to the night shelter venue.

"I enjoy driving the minibus because I can get to know the guests and it fits in with my schedule. It's set up so each week I can decide how much I can do without being judged."

Our achievements

Emergency Accommodation - B&B

- During this period ORL provided B&B accommodation for 13 individuals for a total of 73 nights
- All B&B accommodation was due to the vulnerability of the client

Befriending

- Befrienders have supported residents with:
 - Combatting social isolations (coffee and chat)
 - Independent living skills including shopping, cleaning and paying bills
 - CV writing and accessing education or training
 - Attending appointments e.g. medical and housing

Navigator Work

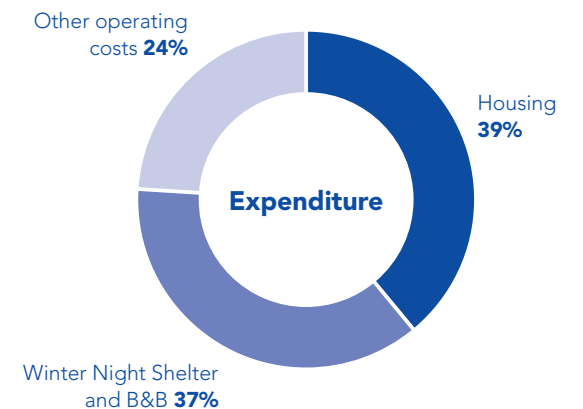
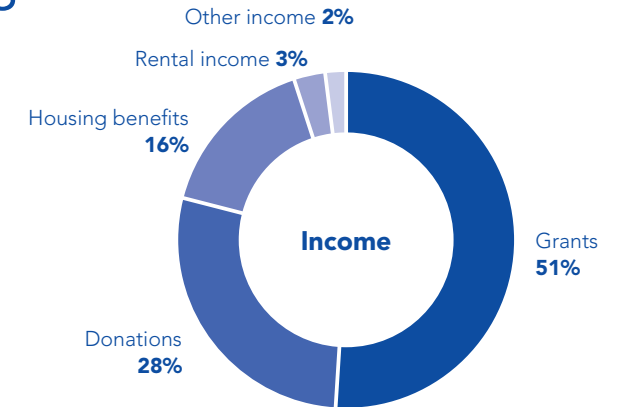
ORL received funding from Leicester City Council (LCC) to provide additional support to people rough sleeping in Leicester.

- Support was carried out with 8 individuals – 6 males and 2 females
- All 8 clients were from EU background
- 6 of these clients were accommodated by ORL in the night shelter or ORL homes, or both
- Successful EU settlement applications were made for 6 clients
- The positive decision from the EU settlement scheme allows the client to access housing from the Local Authority and welfare support

Our finances

Funding

- The Winter Night Shelter received donations from the Contactless Giving Points located in Leicester – this is an initiative between BID Leicester, Leicester City Council and the Homelessness Charter
- Local faith and community groups, individuals and businesses have donated to ORL



Funders



Plans for the future

The ORL trustees believe that to support people who are homeless into permanent accommodation and to end rough sleeping we need to continue to develop.

Over the next year, we plan to:

- Purchase a second ORL property
- Continue to promote ORL Homes to prospective investors
- Continue and develop the support residents receive both from ORL staff and from local communities and volunteers
- Continue to collaborate with other organisations involved in tackling homelessness
- Raise the profile of ORL to increase donations
- Continue to train and develop staff, volunteers and trustees



Impact of Covid-19 Pandemic

Central Government and Public Health have advised that dormitory style accommodation should remain closed for the foreseeable future. Therefore ORL has decided to close the Night Shelter for the foreseeable future with a review taking place in March 2021. To mitigate for the number of beds lost at the Night Shelter, plans are being developed to increase the number of residential properties leased to ORL.

