

2023-24

# Impact



# Report





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# Introduction from our trustees

2023-24 was a year of great strides for First Choice Housing. We made significant progress in our mission to address homelessness and support those most in need.

We were thrilled to be able to collaborate with local businesses and community organisations to raise awareness and garner support for our initiatives. These collaborations were made possible as a result of the advocacy our team has been involved in throughout the year. Not only are we making an impact directly to the clients that approach us for support but we've shared lessons learned and continue to advocate for sustainable solutions.

We remain committed to excellence and effectiveness in the delivery of our programmes. In 2023-24 we undertook a comprehensive review of our policies

and procedures to align more closely with our expected outcomes and organisational goals.

We've been able to complement this with expansion of the staff team to include colleagues with diverse knowledge, skills, and experiences. This expansion means that we increasingly have leads for the various aspects of our work including support work, housing management, advocacy, and outreach.

As we move into the next delivery year, a key focus for us will be in developing and leveraging existing relationships with local housing associations to support clients into independent living at higher rates. We are grateful for the support provided by our funders, gift in kind donations provided by local and national organisations, and pro-bono collaborations with local organisations and individuals

over the previous 12 months. None of this would be possible without you.

April 2024

First Choice Housing Trustees





# Our mission, vision and values

Our **vision** is of a world where everyone is able to access and enjoy a good standard of living.

Our **mission** is to support those experiencing or at risk of homelessness to sustainably combat housing insecurity.

We do this by providing more than shelter to our clients. Our services are holistic and include mental health support alongside education, employability and training.

## Compassion



We extend a helping hand

## Respect



We embrace diversity and differences.

## Equality



We foster a fair and inclusive environment.



# Safety



We prioritise the wellbeing of all.

# Trust



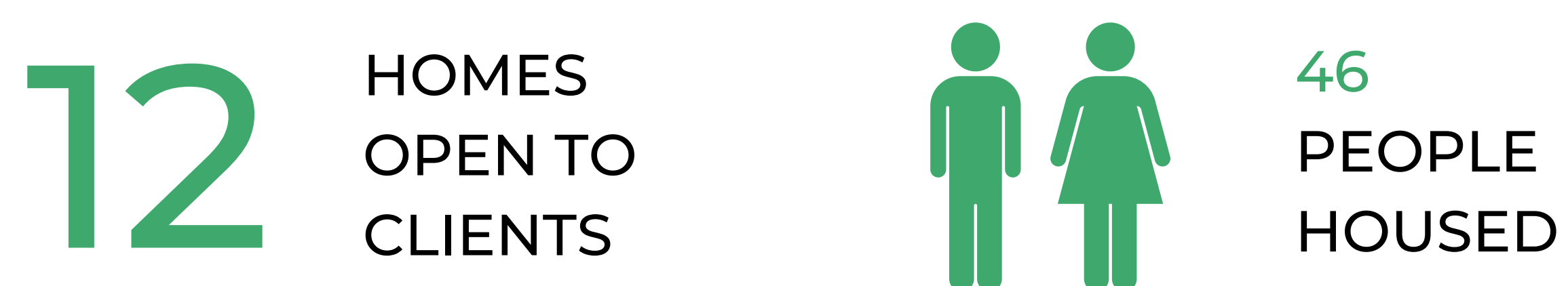
We build relationships based on openness and reliability.





# 2023-24 Impact in numbers

By the end of March 2023, we had:



| Outcome                            | 2023-24 | Description  |
|------------------------------------|---------|--|
| Total number of tenants            | 46      | 100% of our clients are housed within the community for integration and social connection, access to services like GP and stability among others.  |
| Maintaining tenancy for 3 months   | 100%    | 11% of the clients were supported to maintain their tenancy through a robust needs assessment and collaborative work with other service providers to ease the transition to our accommodation. |
| Improving financial management     | 91%     | 74 % of clients do not have rent arrears   |
| Volunteering, in work or education | 48%     | 26% of clients are engaged with courses through Adult Community Learning in Swindon. 22% are either volunteering with local charities or in part time employment.                              |



# 2023-24 Impact in stories

“

'I have received advice on how to handle things. I registered with college to study English,'

Jake, ECH Client

”

“

I am 'able to cook [and] enjoy eating in dining room with comfortable chairs,' which David was unable to do before moving into his accommodation.

David, ECH Client

”

“

'I'm a lot closer to my family now and also town where my appointments are,'

Richard, ECH Client

”

“

'I look after myself better now, exercise more, more productive, eat better, most all aspects of my quality of life have been drastically improved,' Charlie.

Jake, ECH Client

”

“

'Having just moved in, I'm very happy with the provisions and very satisfied with First Choice for bringing the newly acquired property up to a good standard quickly,'

John, ECH Client

”





# Our Finances

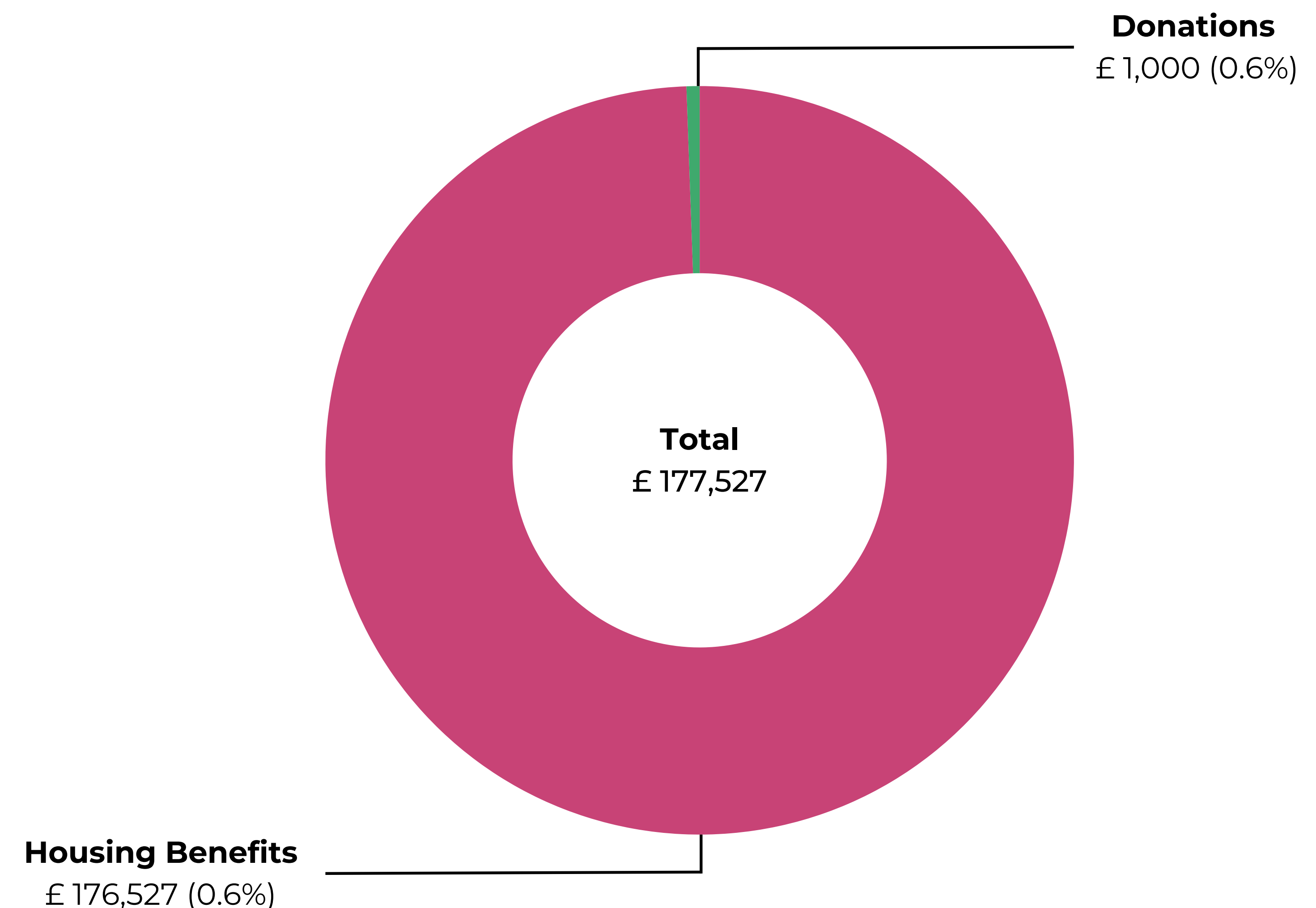
Our **direct programme costs** in 2023-24 included: rent and property costs (e.g. HMO compliance, furnishings and maintenance, cleaning, and utility bills), and staff wages

**Support costs** include: office rent, telephone and internet, professional and accountancy fees, insurance, Interest and charges, and Website costs.

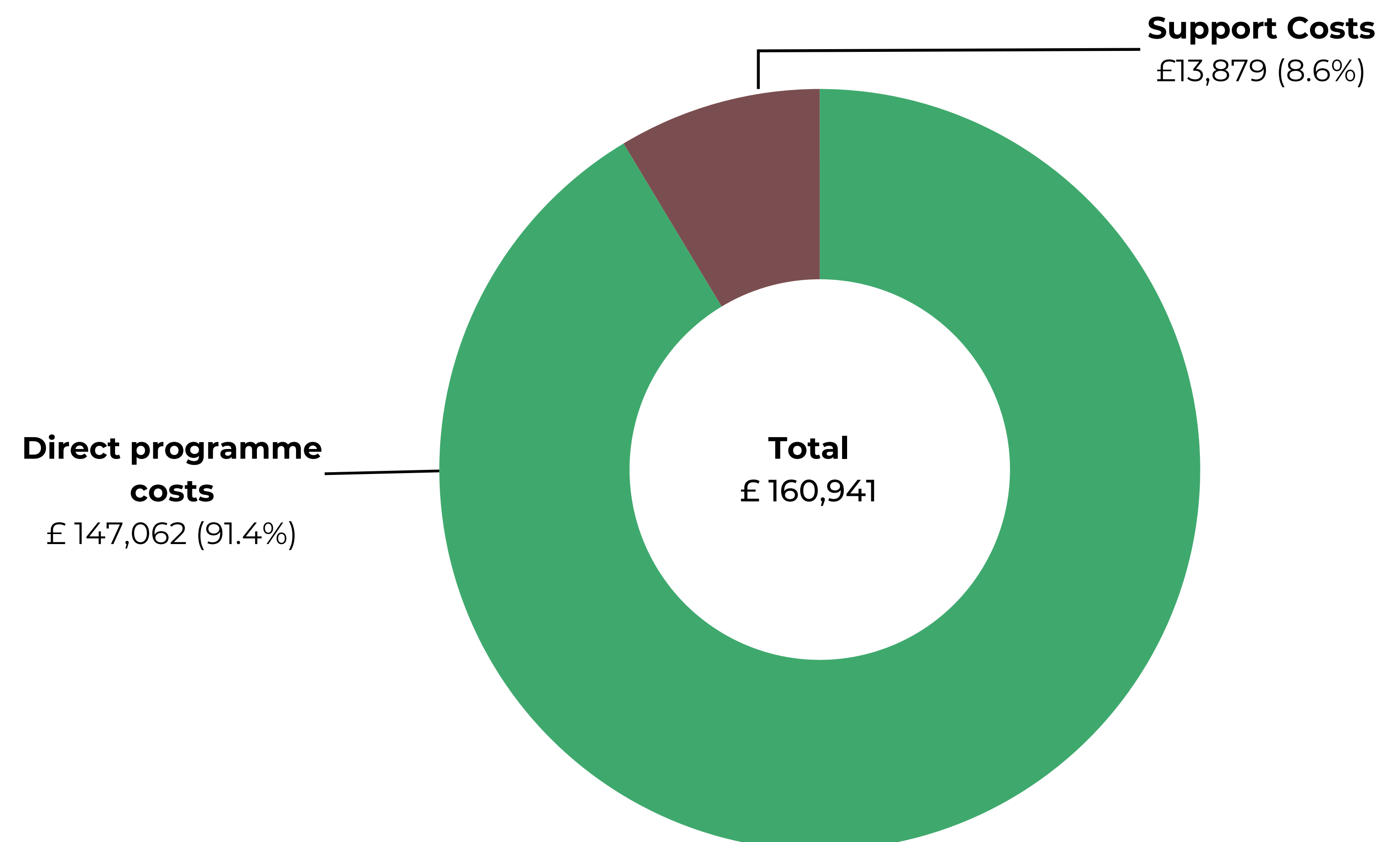
The charity's reserve policy is to hold no less than 3 months regular operating expenses. The organisations position at the end of 31st January 2023 did not meet this reserve policy. The directors and trustees are focused on increasing reserves over the coming year. It should be noted that it has strong working relationships with its referral partners including Swindon Borough Council.

Further information is available in the charity's Financial Statements for year ended 31st January 2023.

## Breakdown of income



## Breakdown of expenditure





# Our Funders

First Choice Housing has only been able to support its tenants as a result of the support provided by our generous funders.



First Choice Housing extends its thanks to these funders and the network of local business and individuals who have supported us throughout 2023-24 including through provision of pro-bono support.





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