



# IMPACT REPORT

## 2023-24



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This impact report features the true stories of some of our clients. We have changed their names and used illustrations to protect their privacy. We thank them wholeheartedly for sharing their stories with us.

# CEO WELCOME

Welcome to Julian House's impact report for 2023-24. It has been another tumultuous, but incredibly rewarding, year for our charity.

It is well-known that public finances are stretched, and many Local Authorities have had to make difficult decisions about where to make cuts – posing a very real threat to our services.



Helen Bedser

In Bath & North East Somerset, some of our most established projects are at risk from cuts to the council's adult services community support budget from 2025. In Basingstoke, we are bracing for the impact of Hampshire County Council's proposal to cut 100% of its funding for homelessness support services.

We know that charities across the country are under similar threat, while demand for support and accommodation is on the up; the rough sleeping rate rose 18% in the South West in 2023 and according to recent data, homelessness is at its highest level in England since records began – and on track to get worse.

**These are challenging times for our sector, our staff and – most importantly – our clients.**

Our goal is to offer stability, security and a route to something better. In 2023-24, our teams worked harder than ever to deliver this for our clients in the face of huge challenge and uncertainty.

Not only have we maintained the highest quality of service in our existing projects – which you can read more about in this report – we also grew our offer for vulnerable and at-risk people across the South West.

We were proud to open over 60 new units of accommodation for clients, giving more people a place to call home while they work to rebuild their lives.

We opened new domestic abuse refuges and safe houses for women, men and children in Wiltshire and in Somerset, and began a specialist support service for victim - survivors of domestic abuse in Travelling Communities.

We established Resettlement Service Hubs in South Gloucestershire, supporting refugees from Afghanistan, Syria, Hong Kong and Ukraine to start new lives in the area.

And the Manvers Street Hostel in Bath enjoyed a long-overdue redecoration, giving clients and staff a fresher, brighter and more homely place to recover, live and work.

None of this would be possible without the support of our commissioners, donors, volunteers, fundraisers, or, of course, our amazing staff team.

Thank you for your continued support. Despite the difficulties ahead of us, we are determined to keep delivering services for those who need our support – now more than ever.



# ABOUT US

**We are on a mission to transform the daily lives and futures of people experiencing social exclusion in the South West of England.**

Social exclusion takes many different forms. Our clients are rough sleepers, and people at risk of homelessness; people recovering from substance abuse; adults and children escaping domestic violence and abuse; refugees striving to build a new life in a safer place.

They are prison leavers seeking to re-integrate into society; Autistic adults in need of specialist supported housing; and members of the Gypsy, Roma, Traveller and Boater communities who are living insecurely.

Increasingly, our clients have multiple, complex needs. Childhood trauma, mental health issues, domestic violence, addiction, modern slavery – or a combination of these things – can isolate people from their loved ones and leave them in a downward spiral from which it feels impossible to recover.

These are the people who can fall through the cracks, especially when their needs do not fit neatly into the remit of statutory services. Our teams take a person-centred, trauma-informed approach so that every individual gets the support and care that they need.

A client's progress may not always be linear, but our teams don't give up. We meet each person where they are and help them to navigate their next steps – whatever they might be, however many times they need to retrace them.

Our work is not easy, but it is important – and demand for our services is increasing.

That's why our ambition is to reach 10,000 vulnerable and at-risk people across the South West by 2026, providing them with the support they need to get their lives back on track.

In 2023-24, we got another step closer to that goal. We are determined to keep delivering our life-changing and life-saving services to people who need them for many years to come.

We provided  
**85,696**  
bed nights across all of  
our services

We supported  
**2,343**  
vulnerable people to begin  
their journey to independence  
and security

With our support  
**785**  
people moved on from our  
services to live more securely  
and independently

With our support  
**76%**  
of clients felt more  
hopeful about their future

With our support  
**82%**  
of our clients said they felt  
happier because of our  
support

# THE CHALLENGES OUR CLIENTS FACE

**63%** of people experiencing homelessness have a long-term illness

**82%** have a mental health diagnosis

(The Unhealthy State of Homelessness - homeless.org.uk)

The average age of death for people experiencing homelessness is just

**45** for men and **43** for women

(Homelessness: Causes, Types and Facts | Crisis UK)

People sleeping rough are almost

**17 times**

more likely to have been victims of violence compared to the general public

(Homelessness: Causes, Types and Facts | Crisis UK)

**20%**

of people who are receiving alcohol treatment are either sleeping rough or at serious risk from homelessness

(Adult substance misuse treatment statistics 2022 to 2023: report - www.gov.uk)

**50%**

of individuals leaving prison needed support in finding a place to live when they were released

(Reducing Reoffending, 2024)

Women are particularly vulnerable, nearly

**1 in 4** are sexually assaulted whilst rough sleeping

(Rough sleepers and complex needs | Crisis UK)

**1 in 4 women & 1 in 7 men**

will be a victim of domestic abuse in their lifetime

(Statistics on Male Victims of Domestic Abuse - Mankind)

The average life expectancy of Gypsy, Roma and Traveller people is

**10-12 years less**

than the general population

(A Beginner's guide to Gypsy, Roma, and Traveller Inclusion - tapestry.info)

**11,000**

Ukrainian refugees have fled war to find a home in the South West

(Counties see the largest number of sponsored Ukrainian refugees settle, a new report released on the anniversary of the Homes for Ukraine programme reveals - County Councils Network)

**79%**

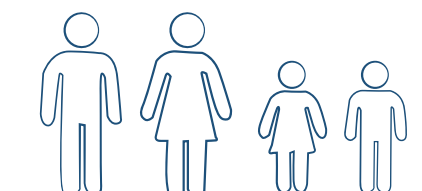
of autistic people say they feel socially isolated

(autism.org.uk)

In 2023 rough sleeping in the South West increased by

**18%**

(Rough sleeping snapshot in England: autumn 2023 - www.gov.uk)



# EMERGENCY HOSTEL

Our Manvers Street Hostel in Bath is a vital service for people sleeping rough in the city – offering them a place to call home where they can begin to rebuild their lives. With 20 individual pods and a women’s section for maximum safety and privacy, the hostel acts as a haven for many of Bath’s most vulnerable people. But this service is more than just a safe place to sleep – we offer a range of services and resources that help our residents move on from the hostel and live independent, fulfilling lives.



118

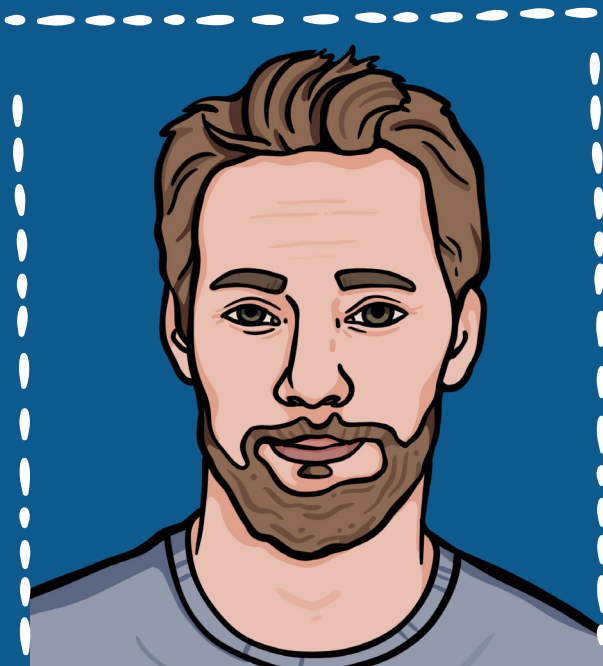
people found shelter  
at the hostel

33

clients were able to move to stable,  
longer-term accommodation with  
our support

Pete worked all his life until a few years ago, when he found himself homeless and forced to live in a tent on the street with his dog, Sammy. One night, he and Sammy were attacked by a group of drunk men.

Pete had several of his teeth knocked out, and the attackers stepped on Sammy, breaking her back. She sadly passed away.



Pete found himself alone and suffering from physical and mental scars – plagued by infections in his broken teeth, as well as PTSD and anxiety. He lived with his sister for a while but, when his trauma became too much to handle, he presented at Manvers Street Hostel to get the help he needed.

Our support workers gave him a pod so that he had a bed of his own, and storage for his belongings; helped him get on a dental plan; and connected him with Bath Mind, who supported him with his mental health issues.

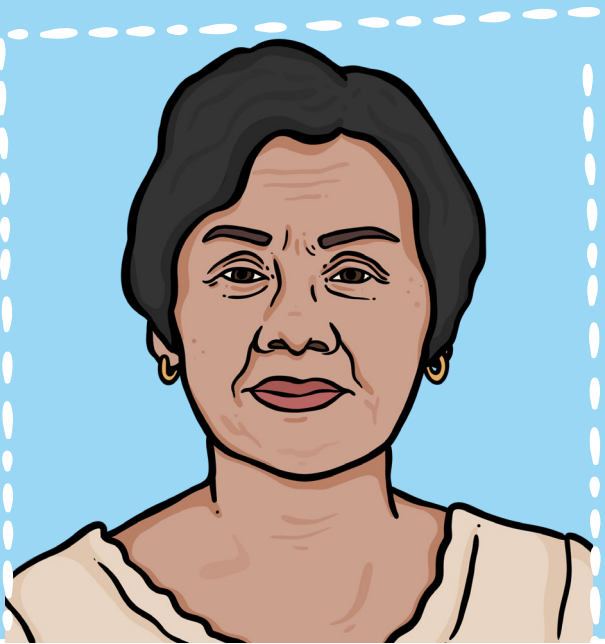
Now, Julian House has supported Pete to secure a place in a local supported housing property in Bath, where he is continuing his journey to personal independence.

# OUTREACH

Our outreach teams in Bath, Exeter, Dorset and Basingstoke support people who are rough sleeping and homeless. They are out on the streets all year round, connecting with rough sleepers and homeless people or those leading street-based lives, offering them food and hot drinks and helping them to navigate their own route to security and independence.

Joan has life-threatening gallstone disease and is diabetic, reliant on insulin to stay healthy. When our outreach worker first met her, Joan had presented to Basingstoke & Deane Council as homeless and was temporarily staying in a local hotel room.

The priority was to get Joan a foodbank voucher, as she wasn't getting the nourishment she needed to manage her diabetes properly. Next, our support worker got Joan on the pathway to her own home.



They liaised with the council's Homeless Prevention Officer to establish the best housing options for Joan, given her medical needs; and made sure that a care needs assessment was completed so that Joan would continue to get the support she needed, once in her own home.

With our help, Joan secured a flat in a local retirement community for over-55s. Now, we are helping her to settle into her new life, and Joan tells us that she feels more independent, secure in her own home once more.

We connected with

**666**

rough sleepers and helped them to navigate their next steps

With our help

**383**

rough sleepers were able to move on to more stable, secure accommodation



# SUPPORTED HOUSING

We offer people who are homeless, those recovering from substance abuse, leaving care, and Autistic adults shared accommodation and tailored, person-centred support, developing their independent living skills so that they can secure their own permanent accommodation over time. For some, our supported housing will be the next step on from a stay in our off-the-streets provision in Bath and Mendip; others will take a different route. Our Housing First key worker offers a tailored package of support for long-term homeless people who have been given a stable home, helping them to get back on their feet for good; while Trainer Tenancies for young adults at risk of homelessness provides accommodation as a stepping stone to safe, independent living.

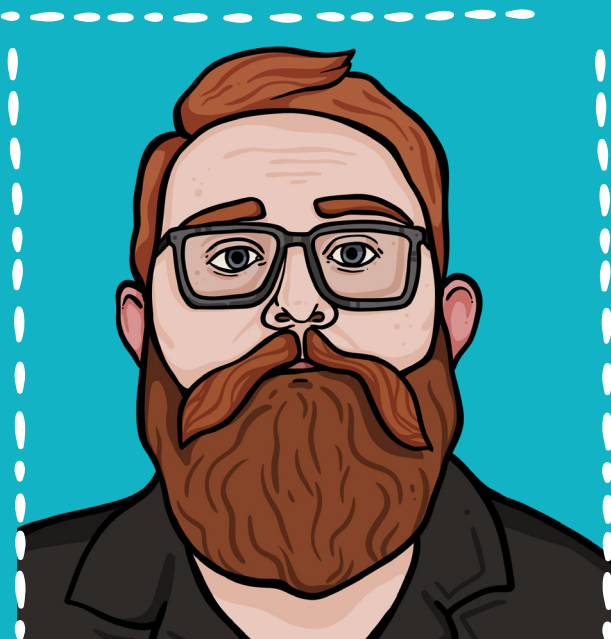


**232**  
people stayed in our  
supported accommodation

**67**  
people successfully moved on  
from our supported housing  
towards independent living

John had a long history of violence, dating back to his school days, when he arrived at Manvers Street Hostel in 2017.

Recognising the mountain John had to climb to regain independence and security, the hostel team supported him to explore the possibility that he was Autistic – leading to a formal diagnosis and opening up the opportunity to move into our supported housing for Autistic adults.



During his stay, our specialist support team worked with John to address his anger management issues, mental health, and personal organisation. With our support, John began to understand how Autism was impacting his daily life – and to develop strategies to overcome the challenges he faced.

Julian House supported John to take on volunteering roles and, over time, to secure permanent employment, where he is now thriving. John has developed his independence to the degree that, in 2023, he was proud to move into his own social housing flat – an achievement which seemed impossible when we first met him six years ago.



# HOSPITAL DISCHARGE SUPPORT

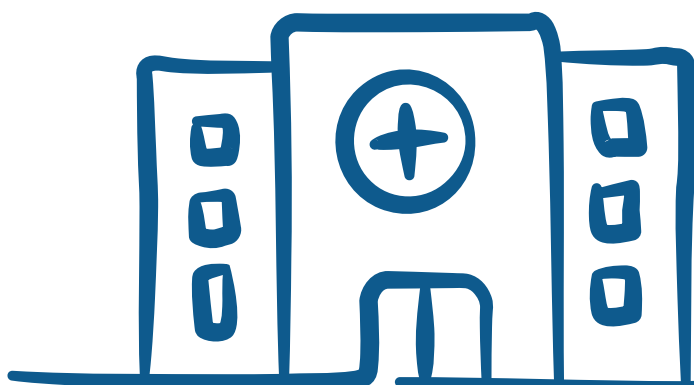
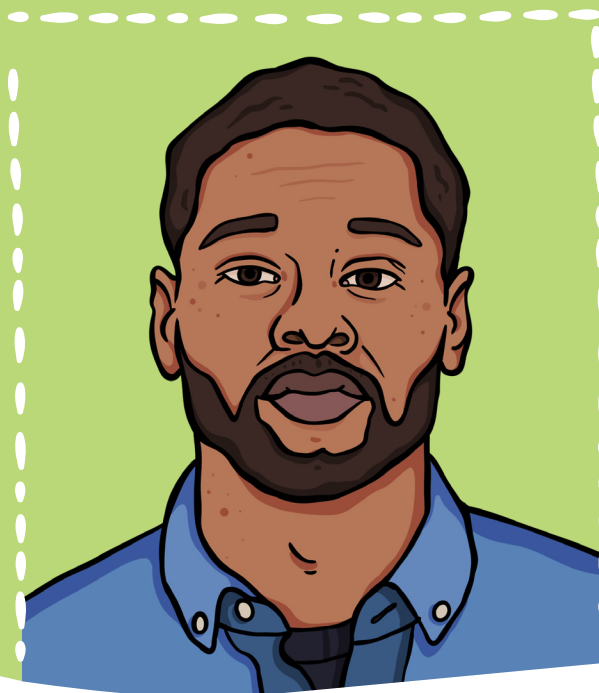
Bay 6 is a project based in the Royal Devon and Exeter Hospital. We provide patients at risk of homelessness with housing and benefits advice, so that they can leave hospital with a safe and suitable place to call home. This service supports patients from all walks of life, many of whom find themselves at their lowest ebb after a health scare. Our team takes the weight of housing insecurity off their shoulders so that they can focus on their recovery and look forward to their discharge with new hope for the future.

When Steve was admitted to hospital due to chronic lung and mobility issues, he had been unable to leave his home for three years.

His Housing Association property, a first-floor flat, fell into a state of neglect: it was very dirty, the boiler hadn't worked for years, and his gas supply had been cut off. He was in arrears with his energy company. Lack of heating and hot water had only aggravated his health conditions.

While Steve was recovering in hospital, our support worker helped him address his housing and finance challenges. He applied for and secured funding for a deep clean of Steve's flat; liaised with his energy provider and the Housing Association to re-instate the gas supply, fix the boiler and carry out other critical repairs; and helped Steve to apply to Devon Home Choice for a swap to a property that would better suit his health needs.

Now, Steve is back at his warm, clean home and moving forward with plans to relocate when a more suitable property becomes available.



We supported  
**273**  
people at risk of losing  
their home on discharge  
from hospital

# REFUGE

We provide high quality refuge and safe houses for survivors of domestic abuse, which includes women or men, with or without their children. In B&NES we have one large refuge for women and children and several smaller safe properties. In Somerset, we provide safe accommodation and tailored support for women. In Wiltshire, we have women-only refuges and a new refuge for men. These accommodations provide a safe space where residents can recover and receive the trauma-informed support needed to go on to living independent lives, free from abuse.



Provided refuge for **73**  
adults and **36** children

**80%**  
of these survivors moved into  
their own homes, away from  
their abusers

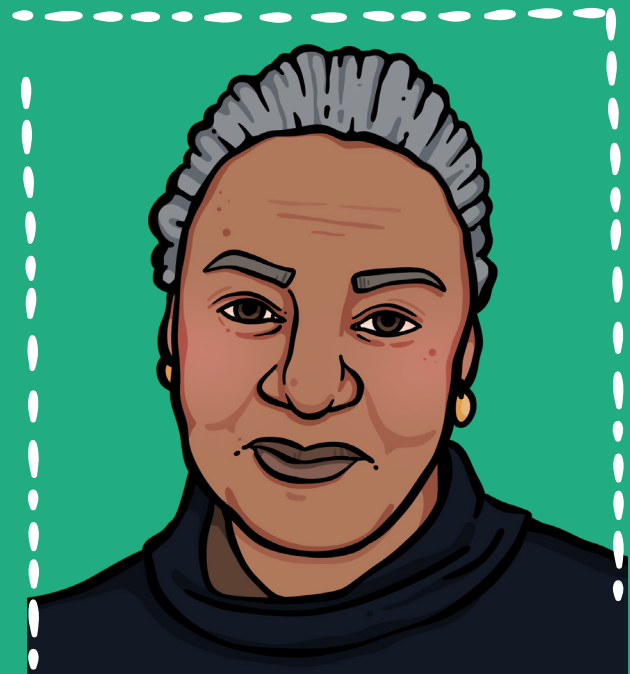
Throughout her 40-year relationship, Jane had suffered emotional, physical and financial abuse and harassment, escalating to severe physical attacks in the years before she arrived at our refuge.

Jane's abuser had been arrested due to the severity of the last attack. Our refuge team supported Jane to give a statement to the police and provide the evidence that would help sentence her abuser to a short prison sentence.

Jane's recovery took time. She said that she still loved her ex-partner and was reluctant to give up her home. After he was sentenced, Jane sometimes said she felt that it was her fault that he had gone to prison.

Our team worked closely with Jane to help her overcome this false sense of guilt, as she came to recognise how much control her abuser had had over her life. With our support, Jane has been able find her independence, taking back control of her finances and applying for alternative accommodation.

Now, she lives in supported housing for people over the age of fifty. Her new home is out of the area where her abuser lives. She is safe at last and shows that it is never too late to leave an abusive relationship.



# PRISON RESETTLEMENT

The people in the criminal justice system are among the most traumatised in our society. On release, they must navigate a world which is hostile to them and, for those who have been imprisoned for many years, unrecognisable. We provide specialist resettlement services for people leaving prison and at risk of homelessness or insecure accommodation, such as sofa surfing. This service provides supported housing across the South West, ensuring ex-offenders have a secure home from which they can begin to rebuild their lives away from crime. With help from a key worker, residents learn how to live independently and are enabled to move on to more permanent accommodation.

When James first arrived at our supported accommodation, he was struggling with the adjustment from life in prison, constantly surrounded by people and noise, to living on his own. He was low and suicidal – but didn't want to ask for help.

As well as referring James to the mental health crisis team, his Support Worker took the time to get to know him – meeting him twice a week, earning his trust and building up his confidence to navigate his route to a new, independent life.

James's support worker helped him to understand new technology, manage hospital appointments, secure a driving licence and identify longer-term accommodation options; tasks that most of us take for granted but which, for James, seemed impossible to tackle.

Living independently is daunting when your every decision and action has been controlled and directed in prison. After some setbacks, James is preparing to move into his own home and start his life anew. Our team is determined to set him up for success



We provided support and accommodation for

**187**

prison leavers

We supported

**96**

people whilst still in prison with housing advice ahead of their release

With our support

**81%**

of our clients did not re-offend



# REFUGEE RESETTLEMENT

We helped

378

refugees from across the world  
to resettle in the South West



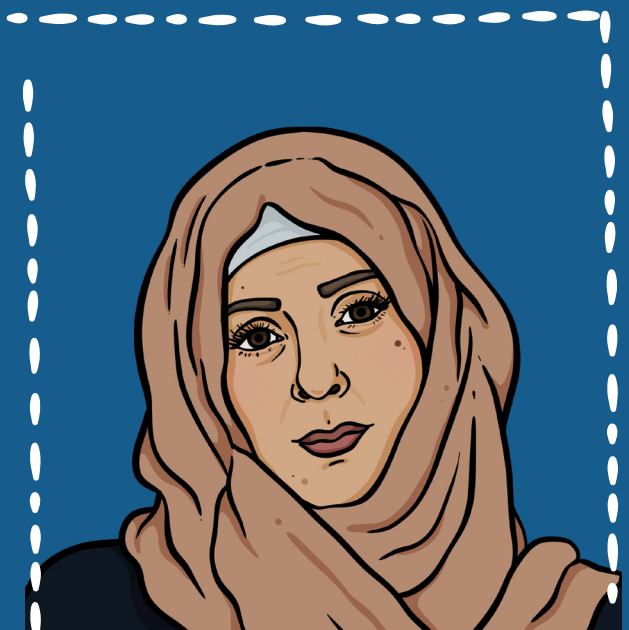
Our refugee support service connects with people who are fleeing persecution from all over the world – from countries as diverse as Afghanistan, Ukraine, Syria and Hong Kong. Our support workers help clients to find and set up a home, access education and training, navigate the job market, find schools for their children and ensure they have access to the benefits to which they are entitled. We strive to make them feel less isolated and to integrate into their new communities, so they can establish their home here. No matter where they have come from, our project supports and empowers individuals and families to rebuild their lives, move forwards from trauma, and live happily and independently in the UK.

Kasrin was 23 when war broke out in Syria. She, her husband and three children were afraid as shells fell all around their home in Damascus. Together, they made the long journey to Jordan, where they hoped to find safety.

To begin with, life was hard: Kasrin and her family knew no-one, had no legal documentation and no way to find work. But over time they found a small house; Kasrin and her husband found work, and their children were able to go to school. In the eight years they were refugees in Jordan, Kasrin had another baby, and life felt settled. But, in reality, their situation was still precarious.

Then, the UN offered them permanent resettlement in the UK: a chance to start a new life on solid ground. Kasrin and her family resettled in South Gloucestershire and, with support from Julian House, found a home, jobs and schools for the children.

Now, Kasrin says she feels safer, and her wellbeing has improved. After a long and tumultuous journey, she is hopeful that life will continue in calm and peace.





# TRAVELLING COMMUNITIES OUTREACH

Our teams in Bath and Wiltshire support members of Gypsy, Roma, Boater and Traveller (GRTB) communities who are struggling to access essential public services. Some people in these communities are among those with the poorest health profiles in the UK, with a lower life expectancy and higher burden of illness due to low socioeconomic status, environmental conditions, discrimination, and poor access to health services. We work diligently to support them in multiple areas, offering them direct support as well as striving to reduce the stigma they face from wider society.

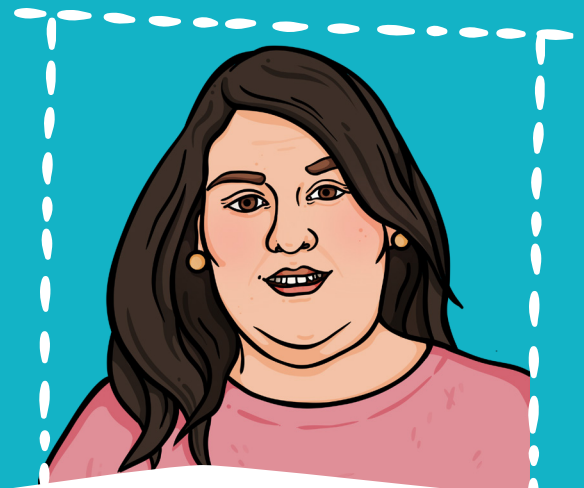
We supported  
**139**  
vulnerable people in  
Travelling Communities

When Julian House's support worker first met Erin, she was living in a caravan with no mains utilities and a broken-down generator. Erin was physically disabled and an insulin-dependent diabetic: without power for her fridge, it was hard for her to keep her medication safely stored. As winter set in, Erin was becoming increasingly worried about how she would heat her home.

Our support worker worked with Bath & North East Somerset Council to get Erin on the waiting list for an occupational health assessment, and a Disabled Facilities Grant to improve her home to better meet her mobility needs.

The support worker also referred Erin to the fuel support schemes run by local agencies. To solve the immediate electricity shortage, we referred her to St Monica's Trust who were able to provide her with a new generator.

Thankfully, with our support Erin was able to heat her home and maintain her electricity supply through the winter – enabling her to live comfortably and safely in her caravan once more.



We referred

**180+**

people to receive support for winter food and fuel costs

We helped

**30**

boaters with chronic health conditions or disabilities to apply for adjusted cruising patterns

We supported

**70**

benefits claims from people in Travelling communities, increasing clients' monthly income to help meet their basic needs

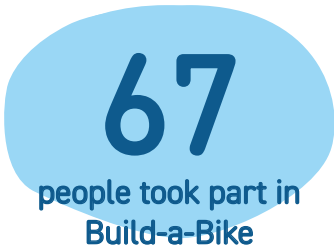


# OUR SHOPS

## Bath Bike Workshop



Our Bike Workshop in Bath is a social enterprise which provides bike repairs, sells re-furbished bikes, offers e-bike hire and delivers training for people with a history of homelessness, offending, substance misuse or long-term unemployment. Participants on the Build-a-Bike scheme work with a mechanic to dismantle and then rebuild a bike – giving them a mode of transport as well as a qualification and fresh confidence and skills to move into employment.



**100%**

client satisfaction with all clients rating their experience on the Build-a-Bike course and the instruction and resources provided as either good or excellent.

Adding

**£278,006**

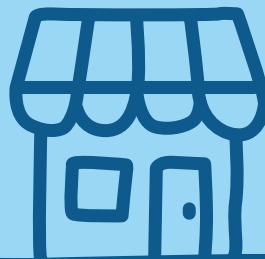
in social value to the local economy

## CHARITY SHOPS



Julian House runs six charity shops in Bath, Frome, Devizes and Trowbridge. Not only do they supply us with important income which helps fund our services, but they also encourage people to recycle pre-loved items and free up room in their wardrobe. In addition, many customers rely on these shops to find cheap, good-quality clothes, household items and even bikes. We also run an eBay shop which sells more specialised items.

For every **£1** spent in a Julian House Charity Shop we generate **£12.32** of social investment in our local communities



# THANK YOU

We couldn't do our work without funding from our supporters.

Our sincere thanks and gratitude to everyone who has awarded us a service contract, made us a grant, sponsored an event, fundraised for us, made a donation, or given to us regularly throughout the year – without you, there would be no Julian House.

In particular, we would like to acknowledge the support of:

## Our commissioners:

- Basingstoke & Deane Borough Council
- Bath & North East Somerset Council
- Dorset Council
- Exeter City Council
- HCRG Group
- The Housing Network
- Probation Service
- Royal Devon & Exeter Hospital
- Somerset Council
- South Gloucestershire Council
- Turning Point
- Weston College
- Wiltshire Council

**Trusts, foundations and grant-making bodies** who have awarded us funding, provided pro bono support or made gifts in kind:

- The Brownsword Charitable Foundation, who match-funded the incredible fundraising efforts of Kingswood Prep School
- Commonwealth Housing
- Devon Community Foundation
- Exeter City Community Trust
- The Fine and Country Foundation
- Garfield Weston Foundation
- Homes England, via the Single Homelessness Accommodation Programme
- LandAid
- The Nisbet Trust
- The Northbrook Community Trust
- The Community Investment Fund B&NES at Quartet Community Foundation
- The Roper Family Charitable Trust
- Somerset Community Foundation
- St James Trust
- Sovereign Network Group
- The 29th May 1961 Charitable Trust
- The Government's Community Organisations Cost of Living Fund, delivered by The National Lottery
- The Seymour Strang Charitable Trust
- Wiltshire Community Foundation

... as well as others who preferred not to be acknowledged.

**Corporate partners** who have helped us to deliver our fundraising events this year:

- Achieve Breakthrough
- Battens Solicitors
- Pulse Events
- Yuup

... along with many other businesses who have supported us with generous donations and gifts in kind.

We look forward to continuing to work with all of our supporters to achieve our shared vision of a more just society for people who are socially excluded.





## IMPACT REPORT 2023-24

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Support Us



**Julian House**  
The home of opportunity