

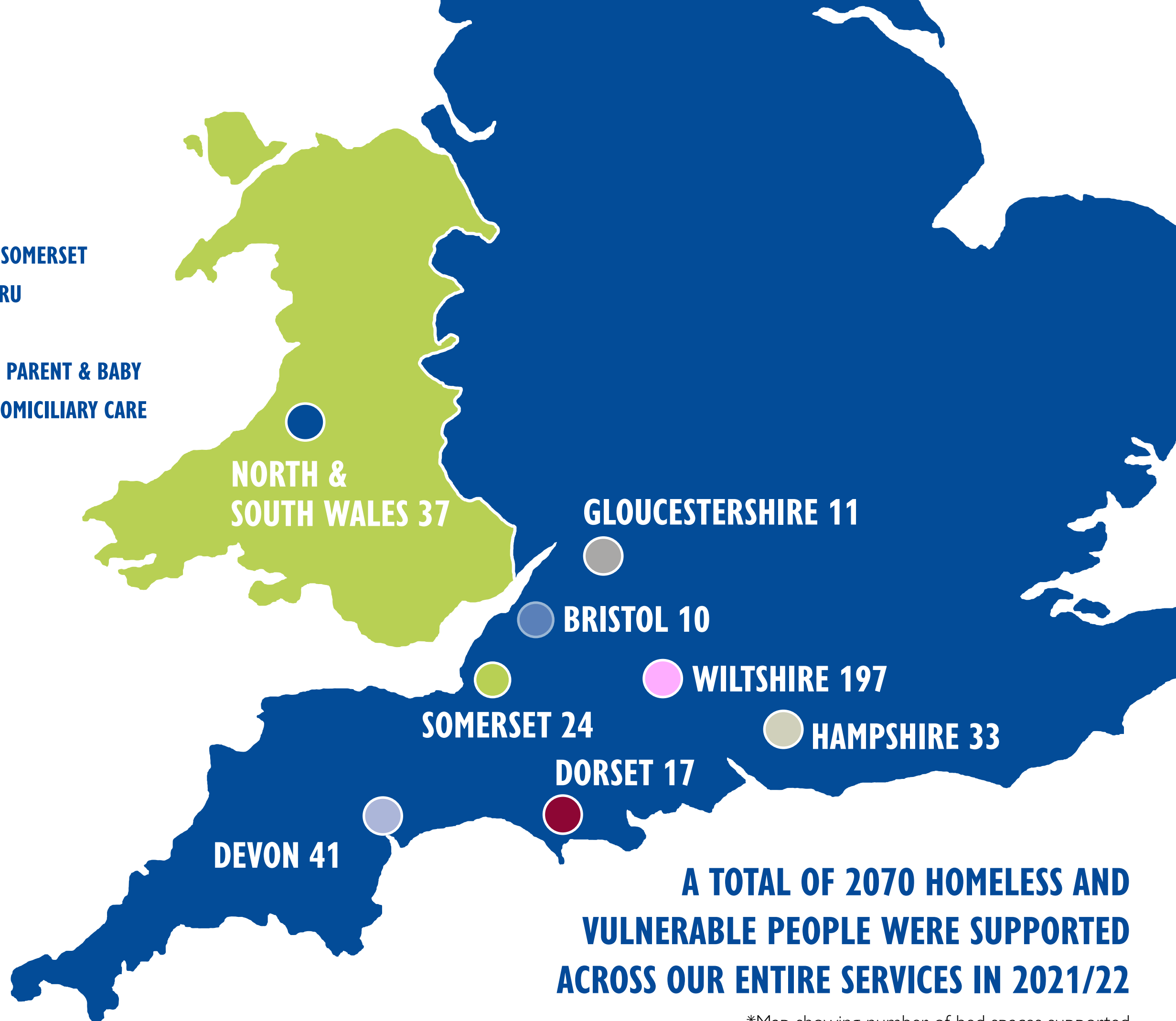
IMPACT REPORT 2021/22

Enabling a fulfilling life.



CONTENTS

- 5 WELCOME
- 6 30 YEARS OF ALABARÉ
- 10 HOMELESSNESS SERVICES
- 11 FOCUS ON NORTH DEVON & SOMERSET
- 14 VETERANS & VETERANS CYMRU
- 18 VETERANS SELF-BUILD
- 21 YOUNG PEOPLE'S SERVICE & PARENT & BABY
- 24 LEARNING DISABILITIES & DOMICILIARY CARE
- 26 TRAINING DEVELOPMENT
- 28 MENTAL HEALTH
- 30 SOCIAL ENTERPRISE
- 32 CHAPLAINCY
- 33 VOLUNTEERING
- 34 RETAIL
- 35 FUNDRAISING
- 36 FINANCE



A TOTAL OF 2070 HOMELESS AND VULNERABLE PEOPLE WERE SUPPORTED ACROSS OUR ENTIRE SERVICES IN 2021/22

*Map showing number of bed spaces supported



VISION AND MISSION

Our vision at Alabaré is a society where everyone has the opportunity to live a fulfilling life. This is drawn from John 10:10 “I have come that they may have life, and have it to the full”.

Our mission is to support people to find purpose, hope and meaning in their lives, by providing:

- Good quality accommodation – a safe home until they can find a permanent home
- Professional support and advice – offering choice and explaining consequences
- Training in life skills
- Care, compassion and respect – listening to their needs and aspirations
- Support - in overcoming the barriers they face in transforming their lives

WELCOME

As we look back over the last year, the recurring theme is how our service users, staff, supporters and the charity coped with the enormous challenges of Covid. Those challenges were supporting both service users and staff when they fell unwell with Covid. We strived to provide a safe place to live and work, despite the disruption caused to service delivery, fundraising events and the charity’s general operation. It was a difficult time, and we are incredibly grateful for the commitment and support of all.

Despite the challenges, we did not stand still as an organisation. The core work of the charity – delivering care and support to vulnerable people - continued daily. New services were developed, including our services for people struggling with mental wellbeing. Riverside Sanctuary, our information and advice service in Wiltshire, significantly increased the number of people it was supporting and expanded to open Hope House, a residential service. These services are at the forefront of the transformation of how people receive mental health support across Wiltshire.

Our Self-Build Scheme, supporting veterans to assist in building their own rented property, took a big step forward with the start of the work on a Plymouth site last summer. This project came about due to the commitment of LiveWest, Plymouth City Council, Alabaré and the veterans themselves.

Summer 2021 also saw the opening of new homes in Weston-super-Mare. Having delivered a residential service for almost 20 years in Clevedon for men who had misused drugs and alcohol, the service relocated to Weston.

We recognised an even greater need to get people active once the Covid restrictions started being lifted. The launch of Boots on the Ground and its programme of activities to give people

an opportunity to get out of their homes, engaged in their community, and a chance to make new friends was timely. Initially this focused on veterans and expanded to support young people in 2022.

Finally, last year also provided an opportunity to reflect on the 30 years the charity had been delivering care and support to vulnerable people. We estimate that over 30 years, we have supported over 35,000 people through our residential and community services. A cause for celebration, reflection and huge thanks to all of you who have made this possible.

Thank you all for your continued support.



Malcolm Cassells, *Chairman*



Andrew Lord, *Chief Executive*



30 YEARS OF ALABARÉ

The Alabaré story began in 1991 when a simple telephone call led to Rev John Proctor and his wife Alicia befriending and offering their home to a series of people in crisis. Realising that the need was far, far greater, together with a Christian community, they founded the charity Alabaré Christian Care Centres, culminating in our first home, Barnabas House, in Salisbury, opening its doors the following year.

30 years later, our team at Alabaré offer support to thousands of people in need through our

homes and services across England and Wales. While our primary motivation has not changed from helping those marginalised in society in crisis, our services have now expanded to focus on specialist support for young parents, young people leaving the care system, adults with learning difficulties, and Armed Forces veterans who struggle to cope with life outside of the military. While there are many reasons why an individual may become homeless, we often have to provide specialist support to those experiencing mental ill-health or those suffering from addictions.

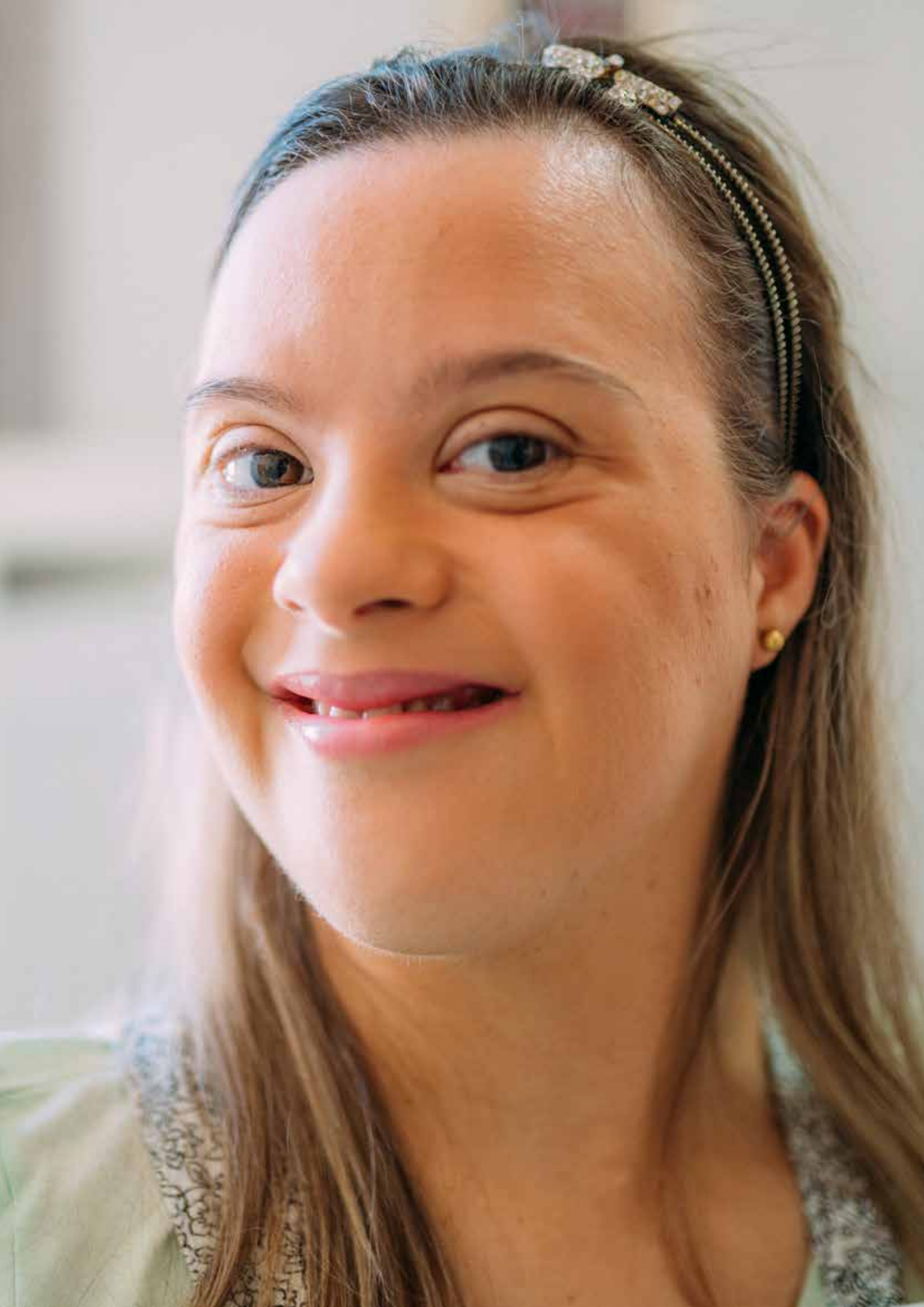
We marked our 30 years with special events at Salisbury Cathedral and, later in the year, a celebration at St Thomas's Church in the city. Our supporters helped us raise vital funds to help us continue to provide the many aspects of our work not covered by statutory funding, including our Somewhere to Go drop-in, training

programmes and our veteran's accommodation and support.

Moving into the next 30 years, we are looking to build our sustainability as a charity and our ability to provide holistic care and support to those in need in our communities. Part of this is the development of self-build housing solutions and the design and operation of social enterprises which will provide a source of employment to those wishing to expand their skills and experience.

We are so grateful to everyone who has journeyed with our clients and us over the last 30 years; clients, supporters, volunteers, staff, and members of the community – we would not be here without you, and we thank you so much. Together we commit to continuing to provide the vital support that homeless, vulnerable, and disadvantaged people in our communities sadly need over the next 30 years.

WE ESTIMATE THAT WE'VE SUPPORTED OVER 35,000 PEOPLE SINCE ALABARÉ WAS FOUNDED



OUR YEAR...

The impact of Covid continued to be felt across the year and has taken its toll on staff in various ways. Managers have done their utmost to support staff who, in turn, are helping our clients. The Alabaré team have never failed to work on the front line throughout Covid, covering for each other and adapting when other providers had to reduce their services. Their dedication, along with that of our wonderful volunteers, is at the very heart of our charity, and for that, we are extremely grateful.

Our partnership working is important, and we continue to work with our Local Authorities and agencies that can complement our work.

Our clients continue to flourish in our care with staff committed to delivering support reflecting our values of care, compassion, generosity, and respect. We are very grateful for our dedicated staff team, who I would like to sincerely thank.



Vanessa Bedford

Vanessa Bedford
Lead Operations Manager



1572 HOMELESS AND VULNERABLE PEOPLE WERE SUPPORTED LAST YEAR



OUR YEAR... HOMELESSNESS SERVICES

I am proud to work for Alabaré and uphold the values through my services and more importantly, my staff team. I see and constantly hear the impact our team have on service users' lives, giving chaotic and vulnerable adults a chance to regain their independence through support from dedicated, caring and non-judgmental staff.

It has been a challenging time, Covid changed everything; one minute, we were a buzzing service with a face-to-face multi-agency approach, then the inevitable happened and we went into lockdown. This impacted on our service users, increasing alcohol and substance misuse, agencies withdrew their face-to-face meetings, and we all had to provide support in an alternative manner. Did this deter us? No. Staff faced the challenges head on, and we continued to support our service users, while staff came into work despite the unknown risks. Both staff and service users alike triumphed through adversity.

In Salisbury, our drop-in has evolved and is now known as "Somewhere to Go". It is no longer a place just for food and showers but a place we can help each person proactively move forward into accommodation. We are working closely with the Rough Sleeper team at Wiltshire Council to achieve this. We plan to evolve the service further to focus on prevention work that stops people from becoming homeless in the first place.



Sue Gumbleton
Operations Manager, Homelessness Services

Our Alabaré teams run 22 homes providing supported housing across the South and South West to those who are homeless, including those with complex needs overcoming addictions, with mental or physical ill-health and those in debt. Our services include crisis support centres, advice and support and tenancy training to help clients retain their new homes when they move on from our care.



Service users enjoying their time at Chippenham Fire station

Hannah came for a fire persons training session at Chippenham Fire Station on Friday. Hannah was very proactive in the session and enjoyed getting involved. Hannah said "When the hoses started up and sprayed water, I could see rainbows. It made me feel happy. I have never been asked to do anything like this before never trusted to, but thank you, I have really enjoyed it and learnt so much."

33% of clients are female
66% of clients are male



Service user making soup for communal meal

FOCUS ON...

NORTH DEVON & SOMERSET

Over the course of the year we have developed our services further to meet the changing needs of our clients.

In Bideford we have opened our Community Hub in the High Street, which runs on a Tuesday, Wednesday and Thursday. This hub provides refreshments, showers and laundry facilities for rough sleepers and other vulnerable members of the community. The hub also provides a small breakfast on a Thursday morning, and members of the public often pop in with cash and other donations, such as clothes and food.

In Weston-super-Mare we are supporting 11 residents through our range of small homes in the town. Our team are working with each person to build a support plan that actively helps them

achieve their goals, building independence and the skills they will need to successfully move into their own homes once more.

After 18 years of providing support for men recovering from substance addictions in Clevedon we have moved our service just down the road to Weston-super-Mare. The new service means we can now provide a stepped approach to recovery support through two homes which are available to people at different stages of their recovery.

NEIL'S STORY

Neil says it's hard for him to remember when he started using drugs, but he remembers taking them occasionally with his ex-partner. He says what began as once a week, soon became more frequent, and before he knew it he was drinking and taking drugs every day.

Neil left his partner, hoping he was strong enough to make a clean slate of things, but he soon met someone new, and began the cycle again, rapidly descending into a cycle of taking coke to get high every day and then a combination of other substances to come down again. His life hit rock bottom when he lost access to his children and family.

Thankfully, a close friend suggested Neil get in touch with Alabaré and desperate to turn his life around he did. The first time Neil referred himself, he failed the drug test, but he says he's grateful to our team who told him to come back three days later when he had a second chance. When he moved in Neil says he was a total mess, but he says that our support changed his life, helping him get doctors

appointments, and onto a drug programme. Neil stayed for 3 months, and says he got up every day, had a shower, and got dressed, and even started going to the gym. He says he felt good about himself and everyone could really see the difference. Neil even started to see his parents again which he was thrilled about, and finally he got his children back.

Unfortunately in November Neil had a heart attack and was in hospital for five days. He came out and stayed with his parents for a few days before returning to Alabaré. One other resident was the person who found Neil and who had called the ambulance that saved his life; Neil says the residents and team were so supportive, helping him remember to take his heart tablets and not to over-do it.

Neil says his Alabaré home saved his life, it gave him his family and his life back.

The Alabaré team recently supported Neil to move into his own home where he could have his children to stay over. Neil's son also wrote to the team telling them how excited he was to be able to stay at his Dad's home once more....

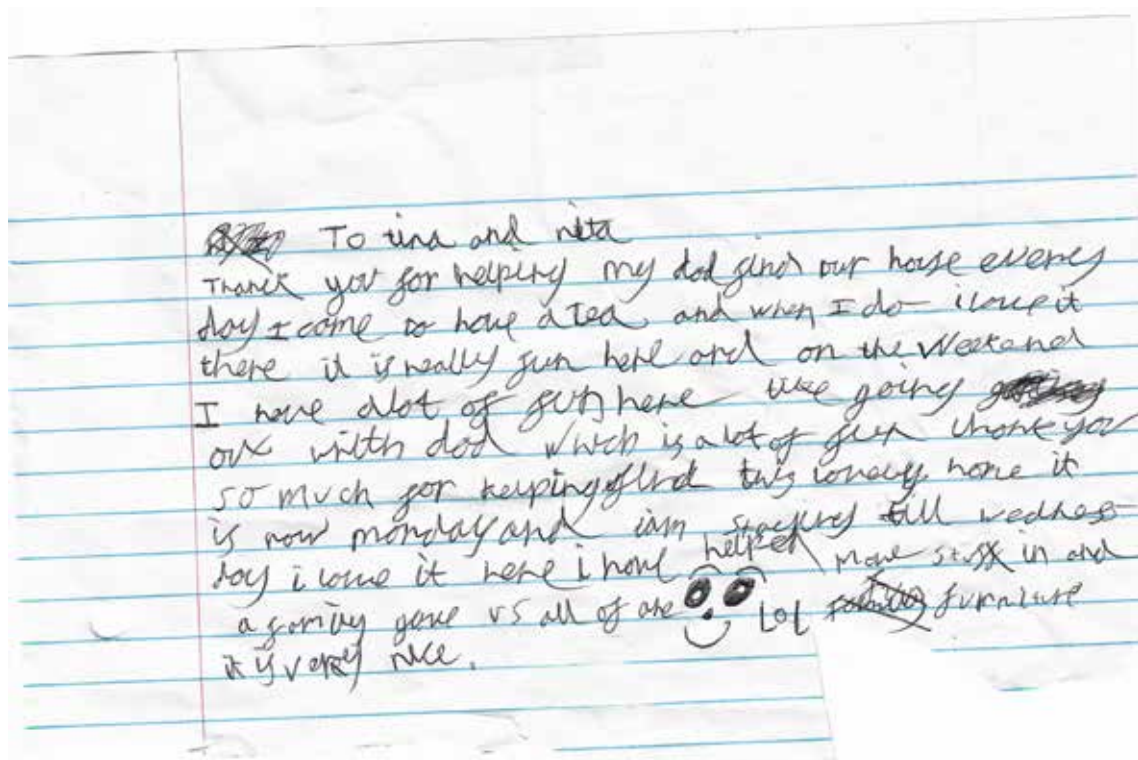


Image of the letter from Neil's son



“ It's not just a service, it's a family of people who care about you and want you to get better. ”

OUR YEAR... VETERANS

I feel so proud and happy when a person who has struggled and worked so hard to overcome their own personal traumas and issues moves into their own accommodation, education or training.

Each veteran journey is different but homelessness and the impact that has on an individual can be devastating, most of our clients who present to Alabaré already experience mental health issues such as PTSD. Over the last year our Homes for Veterans team have continued to be there to provide a safe, warm and comfortable environment, to give support and signpost individuals to stable housing, medical assistance, education, training and employment. The challenges we face continue to be finding suitable and affordable veteran move on accommodation.

Seeing individual clients integrated back into the local community, linking in with other support services, reducing social isolation and securing safe and secure accommodation for ex-Armed Forces personnel is what we aim to achieve for all our veterans.



A Williams

Anne Williams

Operations Manager, Veterans England and Wales

Alabaré's veterans services include our Homes for Veterans and Homes for Veterans Cymru and our outreach support for Royal Navy and Royal Marine Veterans. Our teams work closely with others in our Alabaré Veterans Self-Build Scheme plus Boots on the Ground and Field Kitchen.

FOCUS ON... VETERANS CYMRU

Over the last year 80 vulnerable ex-Armed Forces personnel were given a home and support by the Cymru team in their nine homes across Wales. The team and residents adapted to the varying restrictions and overcame many challenges. Fantastically 25 veterans moved on into their own home in the year, and many achieved personal successes that included reconnecting with families, and finding employment.

Our Homes for Veterans Cymru senior service manager Chris and his team were invited to be part of a special week long series of interviews on Wave FM and Greatest Hits Radio, highlighting the problems sometimes encountered by veterans after leaving the Armed Forces. The team jumped at the opportunity and were able to reach out to nearly a quarter of a million people, raising awareness and encouraging veterans in need to get in touch with us for support.

374
veterans were supported
through Homes for Veterans
services



"Since day one I never once experienced a feeling that I was in a 'hostel', it was always a home. Like so many veterans, I landed heavily, having been made homeless, failed relationships, mentally and financially at risk. Hampshire Homes for Veterans and my support workers never allowed me to lose hope.

They supported and enabled me with a 'kind discipline' with constant constructive affirmation that I will move on. Again Hope.

Chaplain Colin Chambers has been an unfailing inspiration to me for twenty months. He has underpinned and restored my spirit many times, also my self-belief and ultimately, my faith (purpose.) Thank you, it has never meant so much as it does today."

Paul – Veteran service user

“We were able to take Rod through his options in terms of accommodation and help him engage with other local support groups.”



VETERANS OUTREACH SUPPORT

In addition to the supported housing we provide through our Homes for Veterans, we offer specialist care and guidance to vulnerable Royal Marine, Royal Navy and Royal Fleet Auxiliary veterans who are over 55 years (or any age with 22 years of service), including those living in their own homes.

ROD'S STORY

Rod is a Royal Marine veteran originally from Ireland. He served 22 years before working as a concierge for the Royal family in London and is now retired.

Following the death of his wife, Rod met a new partner, and five years ago moved to America to live with her. Unfortunately, the relationship broke down and Rod moved back to the UK at Christmas 2021. Initially, it was arranged he would live with his daughter and son in law but he wanted to move into his own accommodation, join some local groups for friendship and companionship so his family got in touch with our Gosport team who began supporting Rod to make those new links.

Rod enjoys good mental health but has diabetes, controlled by medication and diet, and was diagnosed with an aneurism before moving to America. The Alabaré team were able to help Rod access his local healthcare services and local support groups, and took him through his accommodation options.

After calculating Rod's income and outgoings we searched for private rental flats and secured an affordable ground floor flat in a small block at the end of his daughter's road. SSAFA were able to help with funding some of the goods Rod needed for his new home, along with other veteran organisations such as Hire a Hero. We helped Rod set up all his bills and direct debits and helped him join various community groups and activities, including those specifically for veterans in the area at VOS and Age UK breakfast club.

Rod has lived in his flat for nearly six months and feels very happy and settled. He regularly sees his family, who live locally, and has met a few of the neighbours.

72
veterans supported
through our veterans'
outreach service

21% of our veterans served in Afghanistan

21% served in Iraq

38% served in Northern Ireland

4% served in the Balkans

4% served in the Falklands

OUR YEAR... VETERANS SELF-BUILD

This year our Veterans Self-Build Scheme has continued apace. The Plymouth build known as Project Stirling started in July 2021 and followed on from Project Nelson, which was completed in 2018. We started with six veterans and are pleased to report that these numbers have increased to 10 (including two families). Some of the veterans come from our own Plymouth Alabaré Homes for Veterans home. All are in housing need.

Thanks to our partnership with LiveWest Housing Association and Plymouth City Council, the scheme has been made possible. By the end of the year, the builders will have completed phase one, roughly half of the dwellings on the site in Honicknowle. They have all gained building site experience and qualifications and are enjoying learning new skills and trades that will offer them employment opportunities in the future.

The project is looking to complete in late spring 2023, with a strong possibility of a new scheme starting in the autumn.



Major Ken Hames

Chief Operating Officer, Alabaré Veterans Self-Build



Plymouth Self-Build

Our veteran clients have served

75%

Army

9%

Royal Air Force

16%

Royal Navy / Royal Marines



DEBBIE'S STORY

Debbie is an RAF veteran and served from 1984 -1996. During her service, she worked in communications.

Several years after leaving the Forces, Debbie's marriage broke down which she says was the start of many of the problems she has faced since then. Debbie says that she had just started getting back on track when she was diagnosed with a serious illness. She felt knocked back again and spent six months going through intensive treatment. She has been in recovery phase since then.

Debbie says that although she can still have days where she struggles, having a military background has made her a strong person. When she saw the Alabaré Plymouth Veterans Self-Build scheme being advertised at her local veterans' breakfast club, she immediately recognised the fantastic opportunity it could be for her, and she got in touch.

Just over a year since the build started on site, Debbie says the scheme has helped change her life. She enjoys working on the Stirling House build and says the group are a great team, all from different

backgrounds and services. She likes that she feels it doesn't matter that she is a woman, and she has embraced the opportunity to get involved in all the different trades on site, building skills in many disciplines.

Since starting the Stirling House build, Debbie has done a confidence-building course and joined the Alabaré Gibraltar Heritage team to help restore Lord Airey's Battery on top of the world-famous Mediterranean rock. Debbie says that getting involved in such personal development and team activities has given her the courage to make a career change. On the days she's not on site, Debbie is a horticulture volunteer at Mount Edgecombe near Plymouth and hopes to gain the qualifications she needs to make this her new vocation. She says she wants to set out a new future for herself – to embrace change as positive and something she can manage, and to set out a new career for herself.

With less than a year until the completion of the Stirling House project in Plymouth, the year ahead looks very exciting for Debbie



Young People doing Boots on the Ground activity

OUR YEAR... YOUNG PEOPLE'S SERVICES

The past year has undoubtedly been challenging for all, but our young residents have surprised us all, and although anxiety has increased, they have coped admirably. I am very proud of them.

Some residents sadly lost jobs through Covid, but many have continued to work, or looked for alternative employment with our Employability Coaches. Our volunteer counsellors in Andover have worked with young people from the community throughout the pandemic. As we have now secured funding for our over 18-year-old residents, we can offer this service to all our residents in Sarum House.

We are grateful for the support we have from our volunteers and the local community, allowing us to provide an ongoing valuable service to our young people with cooking and other activities.

I would especially like to thank our front-line staff, some whom are still facing the long-term health implications, while others are working hard to support the residents with fewer resources.

Thank you so much.



P. Philp

Paula Philp
Operations Manager, Young People's Services

Alabaré's Young People's services include supported accommodation for young people aged 16-25; supported accommodation for young people leaving local authority care; young parents and babies; employability training and support.

FOCUS ON... PARENT & BABY SUPPORT

Sam moved into our Parent & Baby service with her six-month-old son when she was just 17 years old. Whilst with us, she attended a Breastfeeding Mentoring Programme at the local children's centre. This allowed Sam to share her experience and support other mothers just starting to breastfeed. She and her baby will be on a poster in the maternity wards with a quote she has written herself. "Breastfeeding is the best thing I decided to do. It has given me an amazing bond with my son. It has made me and him feel more secure and comfortable, and it is wonderful skin time too".

Although Sam is extremely independent she can't move into an independent tenancy until she is 18. Our team is helping Sam complete our Pre-tenancy Course to prepare her for moving on. Sam eventually hopes to train as a midwife.

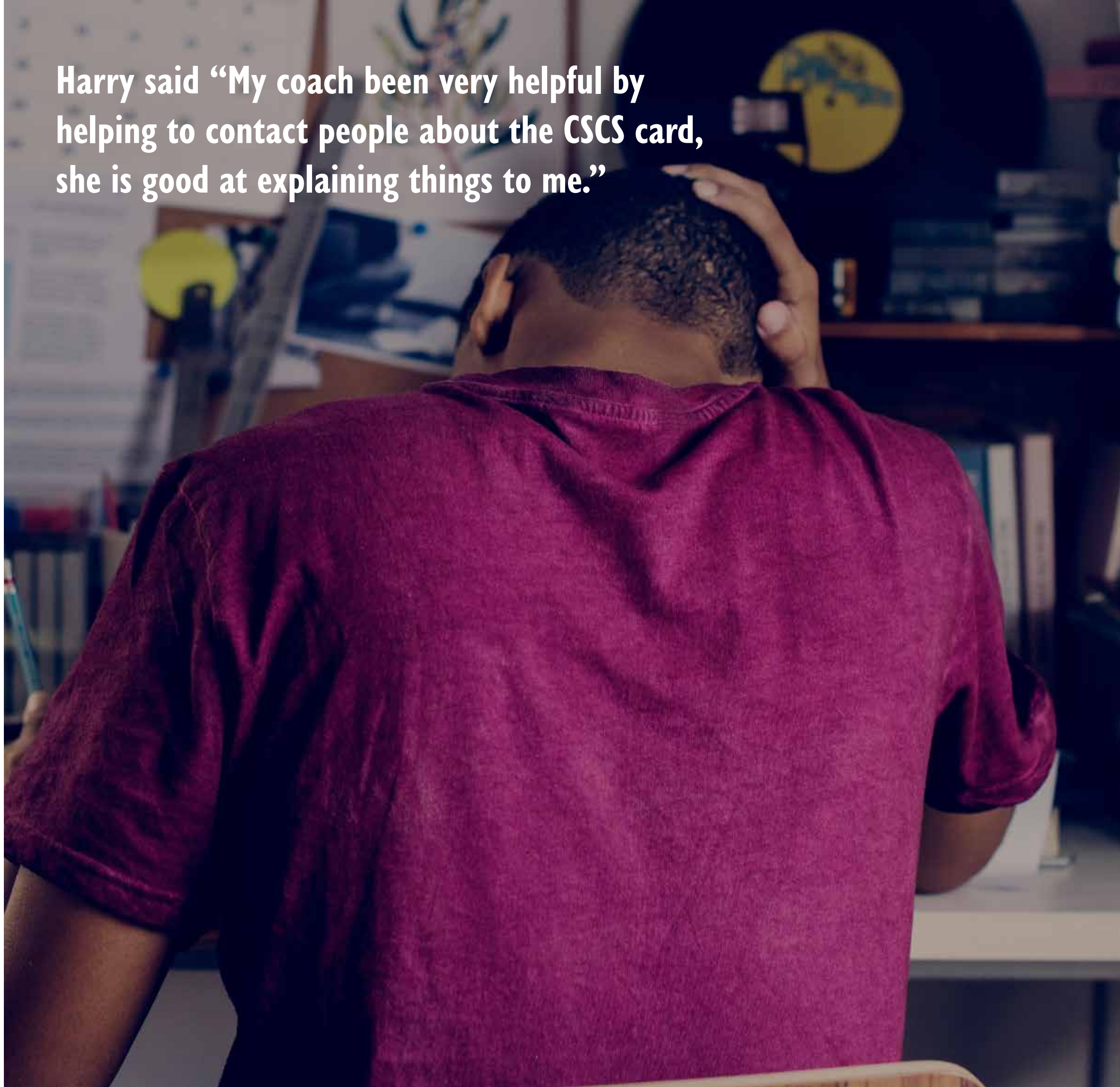
25%
of our clients across all our
services are aged under 25
years

Harry said “My coach been very helpful by helping to contact people about the CSCS card, she is good at explaining things to me.”

HARRY'S STORY

When Harry first moved into Sarum House he was attending Andover College studying bricklaying. He left college due to an altercation with his teacher over the lack of support that he felt he was receiving for his dyslexia, which sadly meant he was unable to complete a CSCS course. Harry's Alabaré Employability Coach Amy successfully referred him to Hampshire County Council Construction Skills Fund and Harry seized the opportunity he'd been given by spending the majority of his downtime studying for the test. Harry passed the health and safety side of the exam, but didn't achieve a pass mark in the CSCS exam. He resat, but sadly again didn't pass.

We worked closely with Harry to help him apply again and eventually he has been able to secure additional support with his dyslexia in class to help him to pass the course.



OUR YEAR...

LEARNING DISABILITIES & OUTREACH SERVICE

As Covid restrictions began to ease it has been wonderful seeing our clients enjoying normality and working with support workers to identify and achieve goals such as attending music concerts, holidays and horse racing events. For some clients and residents however, activities such as independent living skills, social skills, day placements and work/voluntary placements have been challenging as many have felt anxious and unsure about going back out into the world again. We have supported each to do so at their own pace.

It is a real privilege to work alongside such a passionate, dedicated team of staff and volunteers, seeing the impact they have on our clients' lives and supporting them through challenges.

Thank you.



G. Hackett

Georgina Hackett

Operations Manager, Learning Disability Services

Alabaré's Learning Disability Service includes our long-term supported living homes for adults; our Emmaus Christian Community; and our Home & Community outreach service for adults with a mental health need or learning disability who live in their own home. Our teams work closely with those at our Alabaré Development Centres in Salisbury and Barford St Martin to help our clients access day activities and training.

SIMON'S STORY

Since the lockdown restrictions eased and the residents were able to return to their regular routines, Simon has been able to achieve goals and aspirations that he was unable to achieve last year due to the restrictions in place. These goals included attending a music concert, attending horse racing events and booking a holiday.

Simon has said that he is very happy with the support he receives from Alabaré, as he would not have been able to achieve these without support. He has also enjoyed planning and participating in events such as 'Russell House going green', an event exploring climate change at home, carrying out eco-friendly tasks such as composting, recycling more items and walking as much as possible. Simon has also been involved in planning other events such as 'Russell House Octoberfest' and the recent Jubilee.

Simon has also enrolled on a computer course with support at Alabaré's Development Centres. This has resulted in him obtaining a digital tablet, which he uses to keep in contact with his family, read important news whilst being to improve the skills that he is learning on his course. Simon has said he is very excited to have this as he has never had his own tablet and says he is very proud that he is on the journey to complete this course.

79

clients used our service last year
40 live in our homes and
39 receive the outreach service

RICHARD'S STORY

Richard first came to Alabaré in April 2021. He was living on his own for the first time in 10 years, and was finding it hard to go out independently and so contacted us for support. Richard suffers from extreme anxiety and finds it very hard to make eye contact and talk to people he does not know. When we first started to support him, he would not really engage in conversation and would only go out on short walks.

Over the next 12 months, we have managed to develop a good support system with Richard. His trust and confidence have grown, and he is now actively engaging in his support. Our Home and Community team regularly help him to go shopping and maintain his flat and garden. Richard was keen to learn how to cook from scratch, and we started looking for recipes and supporting him in cooking a new diet for himself to improve his health. On his last visit to the doctor, his blood test showed his new diet was having a positive effect and Richard was very happy about this.

Together we have also started to go out on walks, which Richard always found very hard. We researched walks that could be done close to where he lives and most Fridays we got out for an hour and a half walk.

Every week now, Richard can independently do his shopping and enjoys going into town for a coffee.

OUR YEAR... DEVELOPMENT & TRAINING

Our employability coaching team have worked tirelessly to help all Alabaré's young people. There are many challenges facing our young people when looking for training and employment, which when added to their personal mental wellbeing issues, make it all the more difficult.

Working closely with the support teams within the homes to understand their individual needs, our Employability coaches have been successful in helping clients look for full-time employment as well as a long-term place to live.

At our Development Centres, our clients and staff teams have been challenged by the restrictions that Covid has placed on them. We have successfully adapted, however, providing training online where necessary, or in smaller groups. At Old Sarum, we have been watching the creation of our Garden Centre Café with growing excitement, and are delighted at the new opportunities it will provide in the coming year.



Rob Gibson
Operations Manager, Training & Development

FOCUS ON... DEVELOPMENT CENTRES

We continue to face limits on the numbers of learning disability clients we can support at our Development Centres due to ongoing Covid restrictions, however, over the year we have seen many of our clients thrive thanks to opportunities to be outside and active once more.

Our teams and volunteers have been supporting our clients to fulfil many of their creative and training goals over the last year. Our annual Christmas Fair at Barford Development Centre was once again full of beautiful crafts and homemade foods, proudly made by some of our clients. At Old Sarum, the installation of our new café was delayed, but our clients were delighted to get into the kitchen and start learning new baking skills early this year.

Partnership working is also a crucial part of our strategy to bring the best outcomes we can for our clients. We have been running new sessions with our partners at The Shannon Trust to help clients build and develop their literacy skills.



FOCUS ON... EMPLOYABILITY COACHING

JACK'S STORY

Jack met up with our Alabaré Academy Employability Coach, hoping to be able to find employment and have a stable income. Jack was living in our Young People's Supported Accommodation. Together they focused on the areas where Jack felt least confident, including his numeracy and literacy, and some of his problem-solving skills. Over time they met regularly, and Jack felt ready to start actively looking for employment.

We supported Jack in writing his CV and how to effectively look for jobs online via search engines and job websites. Jack found several positions that he was interested in and able to apply for, presenting himself and his skills in the most impactful way. It clearly worked, as Jack was delighted to secure a new job on a construction site, and Alabaré Academy was pleased to be able to help him buy the PPE clothing he needed to start his new job.

"The service provided by my coach was great. I now have a CV and a covering letter. I did not know much about covering letters before," said Jack.

46%
of our young people engaged in
training or an apprenticeship



OUR YEAR... MENTAL HEALTH

It has been a massive year for the mental health team at Alabaré, I can proudly say that by demonstrating the success and quality of our services and teams we have grown significantly, with almost six times the amount invested since we began. In partnership with the national mental health charity Rethink, we will be delivering 'Access Community Mental Health', transforming how people receive mental health support across Wiltshire.

Our Hope House and Riverside Sanctuary services continue to go from strength to strength. By influencing through lived experience and peer support specialists, the team continue to change people's experiences of mental health support by delivering meaningful and powerful experiences.

I'm proud of all of our team for their determination and passion whilst working through extraordinarily uncertain and difficult times. The commitment they show to supporting people using our services and growing as professionals and themselves is truly humbling.



Jacob Beale
Operations Manager, Mental Health Services

Alabaré's mental health services include: Riverside Sanctuary, a dual telephone and face-to-face support service for those struggling with their mental wellbeing; and Hope House, our respite home for people making the transition from stays in primary care services to living in the community.

445

people supported through our mental health outreach team

53

people supported by our crisis support team at Hope House



Team attending mental health awareness week

"I would be absolutely lost without Riverside. I would like to say thank you to the whole team and encourage them to be open to more face-to-face appointments. I personally feel I have been let down by the NHS system, but Riverside have been there to pick up the pieces." - Riverside Sanctuary client



CHLOE'S STORY

Chloe is a young lady who found herself at risk of suicide and with complex emotional needs. She frequently used the emergency services whilst in crisis and became increasingly frustrated that her needs were not being met. After a stay in the General Hospital, Chloe stayed with us at Hope House for a few weeks. She agreed to work with us to understand and communicate her emotions effectively.

The team at Hope House took a lot of time to build a trusting relationship with Chloe. Although there were some difficult times we got to a point where Chloe was more relaxed and better able to pre-empt her needs and seek support, demonstrating improved communication in line with her initial goal.

Chloe now says she has not used the emergency services since leaving Hope House and is independently seeking support when required, including from Riverside Sanctuary. Chloe says she is feeling more confident and has hopes for the future, that include wanting to work in mental health support.

OUR YEAR... SOCIAL ENTERPRISE

During the year, Alabaré has begun to develop exciting social enterprise initiatives, which aim to create client opportunities in training and employment, build confidence and skills and create possibilities for the future. The programmes also create small businesses, develop long-term sustainable income for the charity, building for the future.

Boots on the Ground improves veterans' mental health through outdoor activities to support their sustainability and resilience in moving forward whilst looking at fundraising opportunities.

Field Kitchen is a social enterprise, serving fantastic street food whilst providing employment opportunities to the veterans who live within our homes. It has enabled our veterans to build on the skills that they already have, develop self-esteem, and increase employment opportunities. They prepare, cook and serve food, as well as help them with training in catering and customer service skills. Initially based in North Wales, it has delivered high-quality street food to local towns and villages, trading at shows, exhibitions, and festivals, as well as parties and weddings.

These programmes are growing and are supported by several grant funders.



Kirsty Scullion

Income Generation Manager



FOCUS ON... BOOTS ON THE GROUND

Boots on the Ground was founded last year to support veterans on their journey towards improved mental health, wellbeing and community connection by creating new pathways driven through active engagement.

This year we are excited to have been able to expand our Boots on the Ground programme to support Young People in our Wiltshire and Hampshire homes, thanks to NHS funding.

Boots on the Ground aims to build self-esteem, resilience, and skills by providing increased purpose in a friendly supportive atmosphere.

Collaboration and partnership have been at the core of our work, helping us to provide varied and effective activities to improve the lives of young people and veterans. Some of the organisations we have worked with include the Arundell Trust Partnership (Sir Edward Heath's Community Garden), Gwenilli Sailing Trust Partnership, Veterans Armed Forces Breakfast Clubs and many others.

"Having a purpose and being part of a team has helped me get through some tough times. Planting 50 oak trees and knowing that some of them would be there for hundreds of years is awesome. Keeping active, getting out and actually getting things done has boosted me.

I really look forward to the foraging walks and eating something we have grown out of the garden after all the hard work!" - Mark, Northern Ireland and Afghanistan veteran



"Today I went right out of my comfort zone, but I am so glad that I did. I am feeling the best I have felt in a long time and am chuffed to have weekly sessions to look forward to. For some what we did today may seem like tiny steps but for me they were massive" said Peter.

PETER'S STORY

Peter was living with Alabaré Homes for Veterans but suffered from crippling anxiety. He feared confrontation and large groups. Our Boots on the Ground Facilitator visited the home and after months of trying to entice Peter out, a housemate and regular participant buddied up with Peter to join them for a short wellbeing walk. They were later joined by another participant and eventually Peter felt comfortable enough to join our fortnightly sessions with Veterans Sheds Gwynedd. At the sheds, Peter has met a range of new people, veterans and members of the wider community, and his confidence has soared along with better management of his anxiety.

OUR YEAR... CHAPLAINCY

Since joining Alabaré in February, I have been blown away by the care, dedication and hope poured into the organisation - at every level. I have been welcomed into every aspect of Alabaré work, and our chaplains feel like they can really make a difference to the lives of service users and staff. But we have scope to do more! We need people willing to share their experiences, gifts and abilities - and faith - to join our chaplaincy team so that we can support more of our wonderful clients, staff and fellow volunteers.

Staff at Hope House, Chippenham, were delighted to get to know two chaplains that will be working closely with the staff and guests there. Valerie is a new Alabaré chaplain and will be working alongside Wayne, an experienced and well respected chaplain to Unity as well as Hope House.

Keith, a chaplain to Alabaré Place in Salisbury, has been highly praised for his chaplaincy amongst the homeless. Our service manager, says of him "when he first started here, he just sat at a table in the main room during the 'Somewhere to Go' drop-in sessions - which was perfect as it meant that our clients were able to choose whether to approach him, or get to know him. Now there is at least one client who, despite not engaging with any other staff or resident makes a point of coming out of his room to talk to Keith."



Gill Turner-Callis
Gill Turner-Callis
Alabaré Senior Chaplain

18

of our services are supported by
volunteer chaplains

One of our veterans chaplains, Colin Chambers has been working alongside residents from our Hampshire Homes for Veterans and has the following story to tell of a recent event: "I have worked with Paul very regularly since he became one of our residents, and seen some wonderful, amazing changes in him as a person. Paul is a keen amateur artist, and we have had many insightful conversations about his work, and Paul has mentioned that he has taken forward inspiration from some of our conversations into his work.

He was thrilled about the exhibition of his work at the Gosport Discovery Centre in May." Paul has also been working with the Poppy Factory and has secured funds which will enable him to teach adults in the community college this winter and hopes to try again and run a stall of his artworks next summer.

This is a wonderful example of how Paul's faith and painting have helped his wellbeing and mental health and how his patience, dedication and talent have paid off.



VOLUNTEERING

As Covid now has less of an impact on our lives, volunteers are returning to our services. We have a new volunteering team with new ideas, drive and enthusiasm to recruit and support our volunteers who work alongside our staff teams. We have volunteers who are doing a variety of good work with our service users from star gazing to supporting the shops with the many donations we receive. Without the constant support of our volunteers it would be apparent that the services would be less fortunate in many ways.

We would like to thank the volunteers for their time, for sharing their skills and experiences and for supporting the staff teams.

Our wonderful volunteers
have given nearly

20,000 hours
of their time over the last
year equivalent to at least
£200,000 in funds

RETAIL

Managing our retail shops through Covid has been a huge challenge, with the need to close shops for periods of time and implement social distancing regulations. The team are elated to be fully open once more and able to showcase the fabulous donations that we are given.

Over the last year, we have put focus on growing our e-commerce shop, sited on eBay. This has given us the opportunity to maximise our audience for items that are unique or high-value, helping to raise the maximum we can to support Alabaré services.

We have also revised the layout in our high street shops, enabling customers to see and access the wide variety of items we have on sale. We are so grateful to our donors, without whom we could not operate. This year we have tried to encourage them to only gift us items which we know we can sell, as, despite their best intentions, it can be counterproductive to gift us unsalable items which we cannot sell and must dispose of at a cost to our charity.

Our team in Wilton have creatively used some of their car park space to offer outdoor furniture sales. They have also held several special events which have been very well received and attended by the local community.

Overall, we want to continue to develop our retail spaces to be "more than a charity shop", by offering support for local people in the community, a safe space for many, a place where people can find friends.



FUNDRAISING

As we navigated our 30th year, we were blessed to see continued support from our wonderful donors and supporters, giving thanks for the incredible difference that they have made, and continue to make to the lives of our clients. We celebrated the efforts of the passionate group of founder supporters, who fundraised that vital first £40,000 to open our first home, Barnabas House, in 1991, and thanked our current supporters who are helping us through the financial challenges of the Covid legacy and inflation pressures today.

After responding generously to the immediate crisis that Covid levied on us and other charities, Trusts and grant-making organisations have had to make some difficult choices in whom to fund having over-given the previous year. We were grateful to receive donations from many who have helped keep our vital services open, however, overall we saw a reduction in this kind of funding, in line with that experienced across our sector.

Many individuals stepped up to help us support homeless and vulnerable people to rebuild their lives last year. Over 150 people slept out at the Tower of London, the first time any event of this kind has been held at this iconic city landmark. It was an emotive night, noticeably quiet in the middle of our hectic capital, as we stopped our busy lives to sleep in momentary discomfort

to help those who have no choice but to do the same every night. We were thrilled to have sleepers join us from all over the UK, including some who flew in from Ireland, especially for the occasion, and several teams took part from large corporations. Our thanks to everyone who was involved in this incredible night.

In March we took our Big Sleep event to Wales for the first time where the community came together to support us at Gwrych Castle, home of ITV's "I'm A Celebrity Get Me Out of Here".

Others have taken on personal challenges for us or marked significant milestones in their own lives by donating. Such as The Atlantic Nomads undertook a remarkable challenge rowing 3,000 miles across the Atlantic over 40 days raising an incredible £40,000. To cap it all The team also managed to land a world record as the fastest mixed trio.

We are humbled and thankful for the generosity and kindness of everyone who supports our work and grateful for their gifts which make it possible for us to help so many vulnerable and disadvantaged people as they rebuild their lives each year. Our sincere thanks to every one of you.

PROFIT AND LOSS

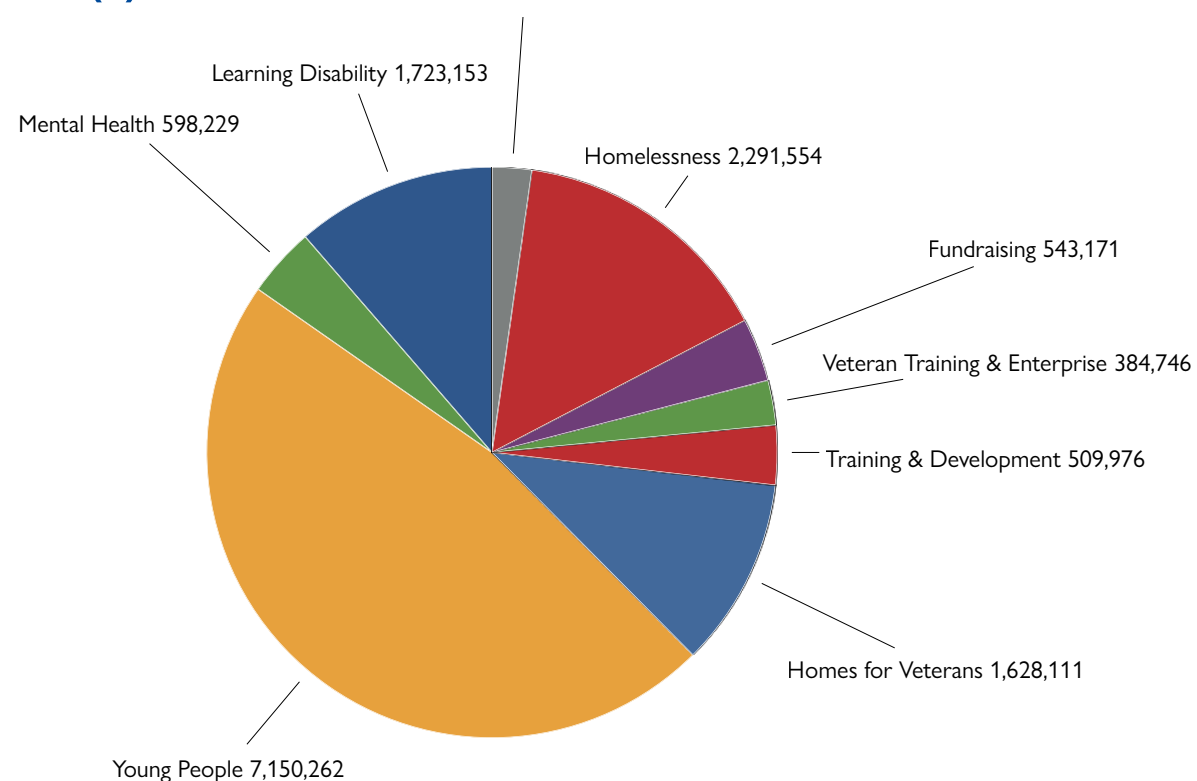
INCOME RESOURCES (£)

Generated funds	
Voluntary income	1,277,422
Other trading activities	715,207
Investment income	181
Charitable activities	8,001,199
Total income	9,994,009

RESOURCES EXPENDED (£)

Cost of generating funds	883,317
Cost of charitable activities	9,286,031
Total expended	10,169,348
Net income/(expenditure)	(175,339)

EXPENDITURE (£)



EXTRACT FROM BALANCE SHEET (£)

Fixed assets	5,403,040
Net current assets	1,058,539
Creditors more than one year	(2,854,660)

Net assets 3,606,919

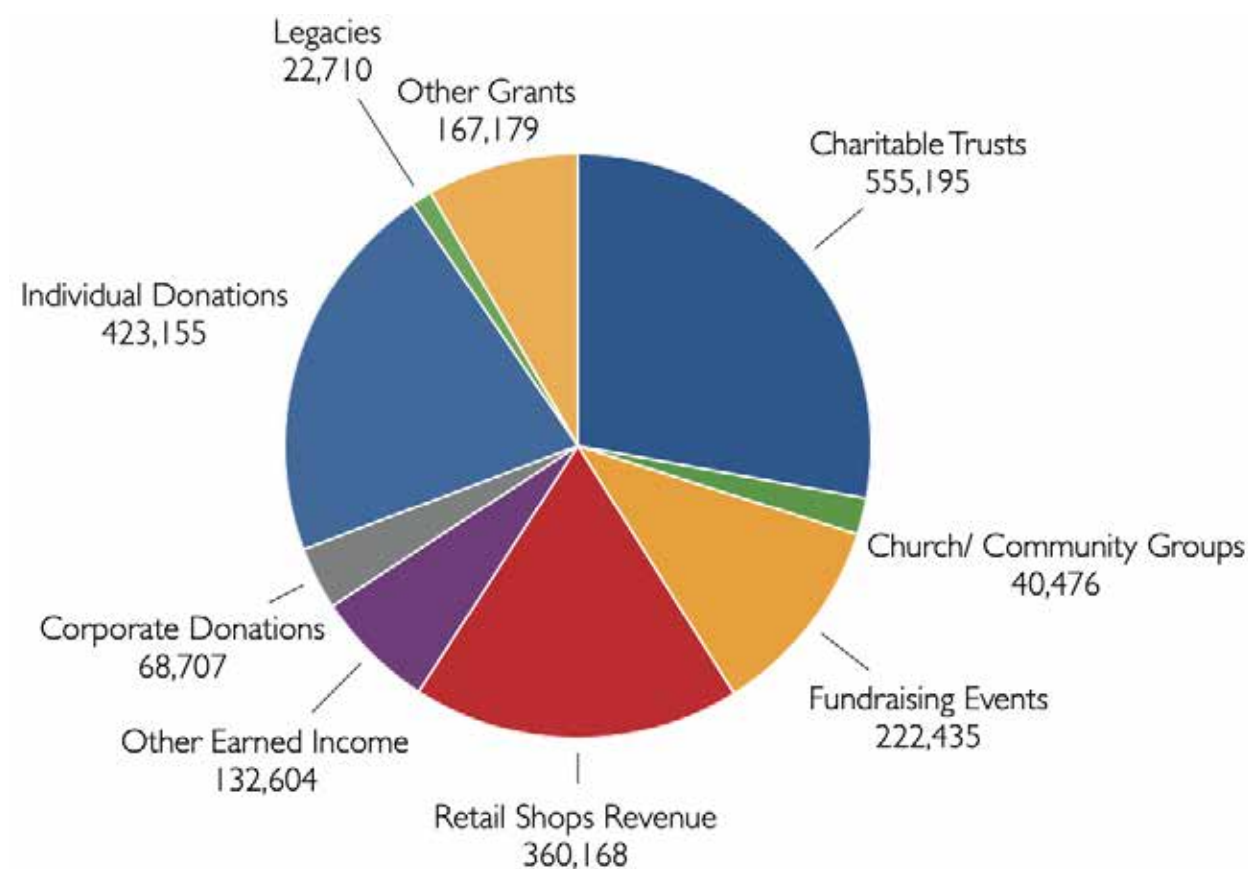
FUNDS (£)

Unrestricted	
General held as fixed assets	2,248,839
General / other	1,142,638
Total unrestricted	3,391,477

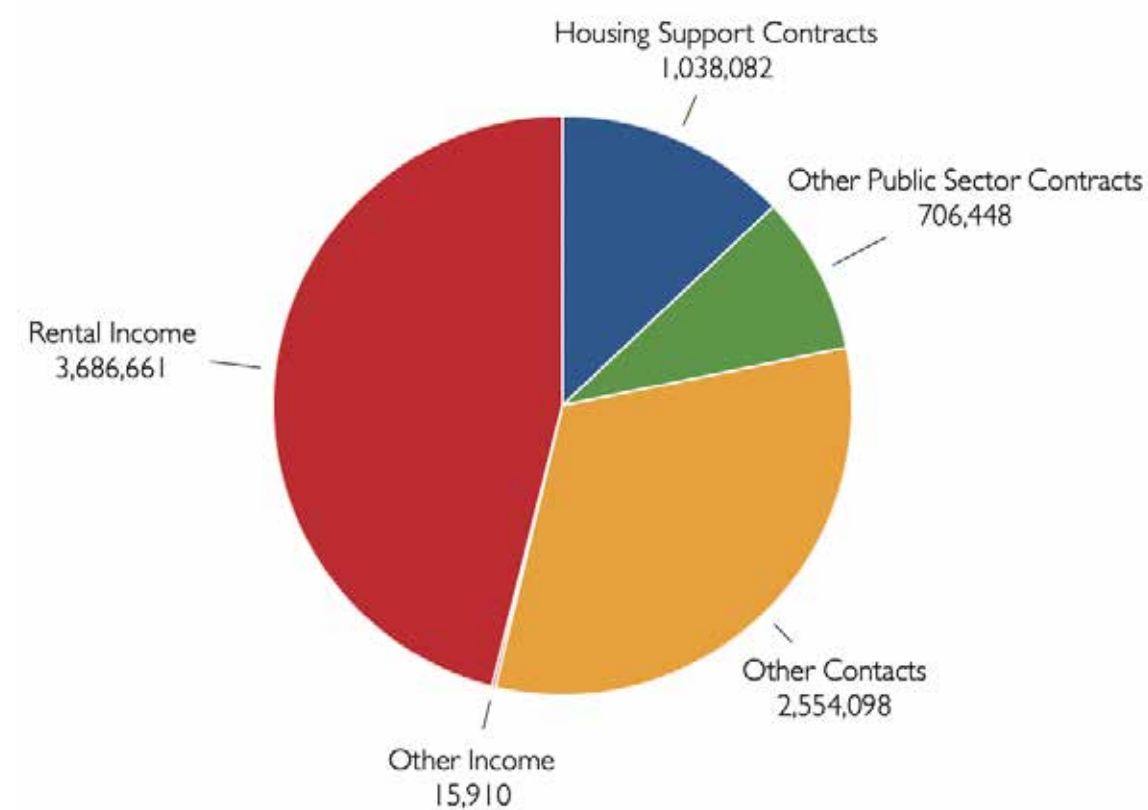
Restricted 215,442

Total funds 3,606,919

VOLUNTARY, ACTIVITIES & RETAIL INCOME (£)



CHARITABLE ACTIVITIES, INVESTMENT & OTHER INCOME (£)



OUR KEY SUPPORTERS

(as at 31st March 2022)

We would like to say thank you to all the individuals and organisations who have supported us this year including those we do not have space to list....

Honorary President

Reverend John Proctor OBE

Patrons

Brigadier Simon Firth CBE

Reverend Joanna Jepson

The Rt Revd June Osborne, Bishop of Llandaff

General the Lord Dannatt GCB CBE MC DL

The Rt Revd Stephen Conway, Bishop of Ely

The Right Revd Nicholas Holtam, Bishop of Salisbury

Trustees

Mr Malcolm Cassells - Chairman

Mr Don Alexander

Mrs Teresa Barsby

Air Vice Marshall (Ret'd) Martin Clark MBA BSc (Eng) Ceng

FIET FRAeS RAF

Mrs Catherine Detain

Reverend Canon David Durston

Mrs Alicia Proctor

Mr Mark Proctor

Mr Phil Ruark-Davis

AMBASSADORS BY AREA

Bristol

Mr Don Alexander – Chair

Mr Robert Bernays OBE DL

Cllr Ian Boulton

Mrs Amanda Deeks OBE

Mr David Penniall MBE BEM

Captain Phil Smith

Mr Andrew Street

Colonel Jane Thompson TD DL PhD

Mr Billy Wilde

Dorset

Colonel Oliver Chamberlain QVRM TD DL

Gloucestershire

Colonel (Ret'd) Ian Harris– Chair

Mr Alex Bomberg

Cllr Neil Hampson

Lt Gen Sir John Kiszely KCB MC

Mr Charles Malet

Mrs Amanda Raybone JP

Maj (Ret'd) Mickey Morrissey

Mr Tony Raybone

Mr Chris Rawlins

Mr Chris Ryland

Lt Colonel Andrew Tabor JP

Hampshire

Mrs Joan Ferrer JP DL – Chair

Colonel Charles Ackroyd TD RD DL

Brigadier David Harrison JP DL

Mr Mark Thistlethwayte

Mr Tim Weale TD LD

Hereford

Mrs Christine Robinson

London and Home Counties

Mrs Lorraine Davis – Chair

Mr Alex Cooper

Mr Rowley Gregg

Mr Richard Winstanley

North of England

Mr David Lawes

Plymouth

Commander Chris Thorpe BSc MIET RN – Chair

Dr Norman Biddle

Colonel Stephen Cox

Commander Charles Crichton OBE MSocSc RN

Mr David FitzGerald

Brigadier Christopher Lunn

Commodore Jamie Miller CBE DL RN

Brigadier Simon Young CBE DL

Wales

Maj Gen (Ret'd) Robert Talbot Rice CBE – Chair

Archdeacon Mones Farah

Lt Colonel Andrew Tuggey CBE DL

Mr Huw Williams

Mr Richard Hill

Mr Richard Williams-Bulkeley

Wiltshire

Commodore Richard Lord CBE MSc RN – Chair

Dr Sophy Antrobus MBE

Mrs Teresa Barsby

Brigadier (Ret'd) Rory Carter

Brigadier (Ret'd) Alister Davis MBE

Mrs Gay Edwards MBE

Lady Ruth Hawley DL

Mrs Sara Jones CBE JP DL

Sir Craig Mackey QPM

The Venerable Stephen Robbins CB

Mr Joseph Scaniglia-Jones

Air Commodore Stephen Sims OBE BSc

Mr Alan Taylor

Mrs Alison Ward

TRUSTS AND PARTNERS

ABF The Soldiers' Charity

Albert Hunt Trust

Alice Ellen Cooper Dean Charitable Foundation

Armed Forces Covenant – Positive Pathways

Arnold Clark Community Fund

Barnwood House Trust

Boeing Defence UK Limited

Community of St Denys

Devon County Council

FareShare South West

Forces Support

Fulmer Charitable Trust

Garfield Weston Foundation

Good Things Foundation

Hampshire and Isle of Wight

Community Foundation

Hampshire, Southampton & Isle of Wight CCG

Laing Family Trust

LiveWest

Llongleigh Foundation

Lovell

Masonic Charitable Foundation

Mrs R.P.Tindall's Charitable Trust

National Benevolent Charity

National Lottery Community Fund

Nationwide Foundation

Pavers Foundation

Plymouth City Council

Provincial Grand Lodge of Hampshire & Isle of Wight

Quartet Community Foundation

Queen Mary's Roehampton Trust

RAF Benevolent Fund

Royal Navy and Royal Marines Charity (RNRMC)

Salesforce Vetsforce

Screwfix Foundation

Stonewater Housing

Tesco (via Groundwork UK)

The Girdlers' Company

The Inchcape Foundation

The Percy Bilton Charity

The Scott (Eredine) Charitable Trust

The Souter Charitable Trust

The Waterloo Foundation (Admiral)

Veterans' Foundation

WCVA

Wiltshire Community Foundation

Wiltshire Council

Partners

Asda Andover

Asda Swansea

Aspire Defence Services

Bear Grylls

Bennett Restaurants Ltd./A McDonald's

Charles Stanley Group

Chemring Countermeasures

Cote & Castle

Cushman & Wakefield

Dan Snow

General Dynamics

Goldman Sachs

Gwrych Castle Conservation Trust

Haines & Smith Opticians

Ibex Insurance

ITV

Marshalls Mercedes

R Moulding & Company

Rebecca Day 360

Red Hat

Richard Madeley

Rose Builders

Stobo Castle

Steele Rose

Tescos Southampton Road

The Atlantic Nomads: James Woolley,

Taylor Winyard and Tom Rose

The Drapers' Hall Company

Tim Peake

Tower of London



If you would like to find out more about Alabaré's work, please get in touch:



enquiries@alabare.co.uk



01722 322882



Get more information on our website:

www.alabare.co.uk

Alabaré Christian Care & Support is a company limited by guarantee. Photographs are not necessarily of clients referred to in this publication and names have been changed to respect the confidentiality of our clients. Models have been used.

Riverside House, 2 Watt Road, Salisbury, SP2 7UD

Registered Charity No. 1006504 Registered in England No. 2604011

