

# Impact Report 2018/19



Enabling a fulfilling life



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## Message from our Chief Executive

The last year has been a pivotal one for our charity. All around Alabaré vulnerable lives have been changed thanks to the passion and dedication of our inspirational staff and volunteers.

Together they have supported 1950 people to overcome crisis, find new confidence, achieve ambitions, and build fulfilling lives. The stories of Graham and Poppy are just two examples of the journeys our residents have made.

Our story at Alabaré began 28 years ago, when Reverend John Proctor and his wife Alicia were moved to take one homeless man, Bob, into their home. Together with the Alabaré Christian Community they founded our charity Alabaré and the rest as they say is history! Under John's



direction, Alabaré has gone on to transform the lives of many thousands of vulnerable people. This April John stepped down as Chairman and has taken up a new role as Honorary President.

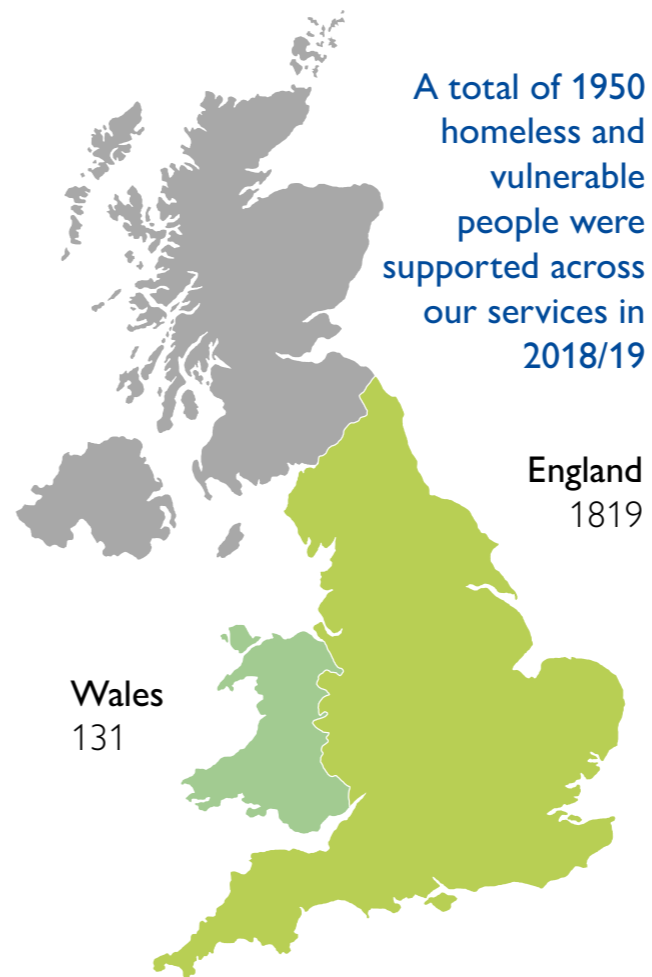
Organisationally, we have continued to develop our services, and you can read about how we are making sure we provide the widest ranging support in the rest of this report.

We recognise there is much still to do. Our Trustees have approved a new 5 year plan which states "By 2023 we will have: built capacity across our services to support up to 3,000 service users a year, including management of 550 bed spaces. To do this we aspire to increase our turnover to a minimum of £15m per year."

These are bold ambitions, but ones we are passionate about achieving. But we can't do it alone; we rely on, and are hugely grateful for, the support of our paid staff, volunteers, partner agencies, churches, community groups, corporate and individual donors.

Thank you so much for your continued support.

Andrew Lord  
Chief Executive



## A word from our Chairman



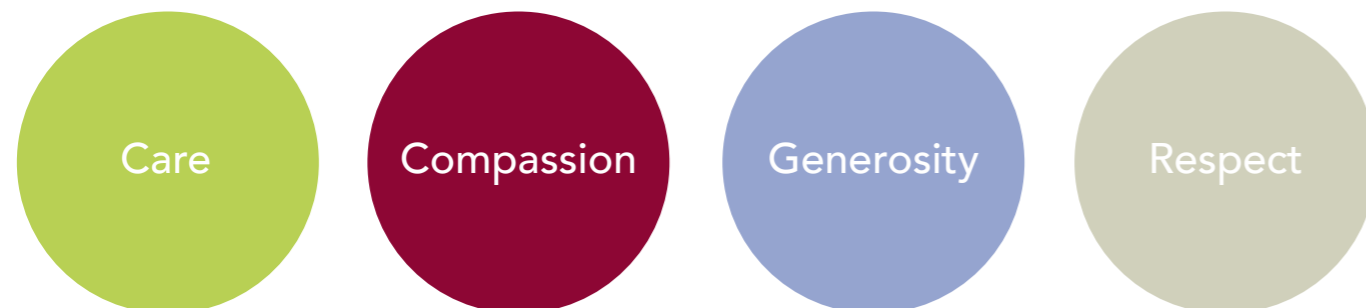
Interim Chairman Richard Holman and Vice-Chairman Phil Ruark-Davis

*“I have been associated with Alabaré for approaching two decades and this has been a humbling experience as I have met staff and volunteers. The work we do combines quality with care and when I visit our homes and services this shines through.*

*Therefore as I commit to the role of interim Chairman, it is with a sense of pride in the organisation. It is important to me we build on past achievements and maintain the level of caring for which we are known.”*

Richard Holman

Alabaré interim Chairman, April 2019



## Our Vision

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

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 skills
- Care, compassion and respect – listening to their needs and aspirations
- Support - in overcoming the barriers they face in transforming their lives



# DELIVERING EXCELLENT SERVICES

TO FOCUS ON OUR SERVICE  
USERS' NEEDS, TO BUILD  
AND SUSTAIN SERVICES  
THAT ARE A BEACON FOR  
THE SECTOR, ACHIEVING  
OUTCOMES CONSISTENT  
WITH OUR MISSION AND  
MEETING THE CHALLENGES  
OF OUR SERVICE USERS'  
SUPPORT JOURNEY



DELIVERING  
EXCELLENT SERVICES:

OUR WORK WITH  
THE HOMELESS

## Our Year... Homelessness Services

The last year has seen us reconfigure our services supporting homeless adults. We have fully integrated our new services in Chippenham to offer a Wiltshire countywide service for homeless people including rough sleepers.

Over the winter we were able to offer emergency beds in the north and south of the county for rough sleepers as part of the Government's Severe Weather Emergency Provision (SWEP), and throughout the rest of the year through the No Second Night Out scheme. Both of these initiatives mean that we have been able to give people living in crisis a bed and support, while the local authority identifies the best option for that client's ongoing housing support.

Our support in Salisbury has been reconfigured over the course of the year, resulting in a greater diversity of housing options for our clients. At Alabaré Place we continue to provide support for our residents who have the most intensive needs.

This flexibility allowed us to respond quickly and effectively to the emergency rehousing of Salisbury residents affected by the year's second nerve agent emergency. Our staff teams worked around the clock to prepare several homes and arrange accompanying support for ten vulnerable people needing to be rehoused at less than 48 hours notice. We are proud that our excellent relationship with Wiltshire Council and members of the Salisbury community, meant that we were able to step up and help in this national emergency situation.



In Bideford we opened our new property, Sylvester House, which is now home to 7 people at any one time who would otherwise be homeless and living in crisis.

I am very grateful to all our paid and voluntary staff, partners and supporters who collectively make all of this possible.

Thank you,

Sue Gumbleton  
Operations Manager

## Homelessness: The Facts

Every night we can provide a safe bed and support for at least 144 homeless people through our 20 homes, plus Drop In and crisis support services

### The Crisis

Last year we supported 341 homeless and vulnerable people

189 came into our services last year, with the rest having lived with us for more than one reporting year. All of these people had been homeless, and over 80% had slept rough.

### Mental Health

68% of the homeless adults in our services stated they had issues with their mental health

Mental ill health is increasing, and ranges from anxiety and depression, to personality disorder and psychosis. 37% of our clients have been diagnosed with a mental health disorder.

### Wellbeing

69% of homeless adults moving into our services stated they needed help with their wellbeing

Wellbeing can cover physical, emotional and mental ill health. Often these can occur together, resulting in our clients frequently facing multiple challenges.

### Demographics

76% of our clients are male  
26% are aged 21-30

The 'average' homeless person is male, is aged between 26-32, and has been homeless for 37 months. One in every 200 people in Britain is sleeping on the streets or in temporary accommodation (Shelter, Nov 2018)

### Financial Problems

79% of homeless people moving into our homes stated that they were in debt

Most of these debts are due to broken tenancies. Which often occur when other problems mount up and people become overwhelmed.

### Substance Misuse

71% of homeless adults moving into our services stated they had substance abuse problems

Many have had issues with substance misuse for a number of years. Alcohol misuse is high, and we find that over 40% have used cannabis, heroin or illegal highs.

## More than just a Home

We are committed to providing support to our residents that will ensure the cycle of homelessness is broken once and for all. Some residents have entrenched behaviours and fears, which it takes time and understanding to break down.

Our focus is on building each person's confidence and self-esteem and helping them to learn the skills that they need for successful independent lives.

We are hugely grateful to the volunteers and other organisations who donate their time, skills and compassion to make this possible.

This year we have continued to work closely with the charity DentaId, who have visited both our Unity House and Alabaré Place hostels, in Chippenham and Salisbury respectively. Our residents and Drop In clients have all had the opportunity to receive free dental health check-ups, and treatment where it has been required.

"I've not seen a dentist for 15 years because I couldn't afford it when I was working and when I became homeless I had too many other things to worry about. Last year I ended up in hospital with an infected tooth but it was still giving me trouble," said one Unity House resident. We are grateful for the support of Chippenham Town Council who have helped fund this initiative.

Seven Ivy Hairdressers in Salisbury have continued their fantastic support of our residents this year. The opportunity to have a professional haircut means a huge amount to our clients, and provides a big boost of confidence.



*"I've not seen a dentist for 15 years because I couldn't afford it... when I became homeless I had too many other things to worry about."*

Jane, Unity House resident

# 110

rough sleepers were provided with emergency shelter through No Second Night Out

# 1051

hot meals have been served at our Drop In Centre

## Moving on to Independence

Peter had a good career working in horticulture as well as a happy family life, however a tragic set of events had a major impact on his wellbeing.

The loss of three family members in a short space of time seriously affected Peter as well as his marriage. The breakdown ultimately led to Peter leaving the family home as he struggled to cope.

In the short term, Peter stayed on a friend's sofa for a couple of weeks but this was only ever going to be a stop gap solution. His sense of pride meant he did not want to be a burden but with nowhere else to turn, Peter was forced to sleep rough and ended up living in a tent in a local woodland. Isolated and marginalised from the rest of society, Peter found himself in a desperate situation and eventually sought help from local authorities.

Peter was put in touch with Alabaré and we were able to provide him with accommodation at one of our specialist projects for people affected by homelessness. He is now settled, engaging with staff and gets along well with his fellow residents, providing advice and guidance to his peers. Peter says he is incredibly thankful for the support he has received, and is looking forward to a more positive future.



**74%**  
of our residents move successfully into independent living

**58%**  
of our residents stated their mental health had improved whilst living in our services

**14%**  
of our residents secured long term paid work

*“The staff have been brilliant here, helping me with everything you could ever want. I love living here but I am focussed on going forward.”*

Peter, resident



Our Drop In Centre provides hot meal to clients throughout the year.

**51%**  
of our residents stated their physical health had improved whilst living in our services

**81%**  
of residents reduced debt and maximised income whilst with us

### Providing safety throughout the winter

Our winter provision service continues to provide a safe platform for residents to receive practical help to keep them safe, warm and dry throughout the winter months, and space to focus on their future. Our staff are highly trained with specialisms in addiction, dual diagnosis, counselling and Cognitive Behaviour Therapy.

We work with each client to understand their specific needs and the support they will need to receive in order to move on to successful independent lives. We come alongside them to help them identify their future accommodation options, and this is a focus from the point that they join the service.

*“The winter provision is a blessing and without it I would be on the streets everyday. Instead I have a warm bed, hot meal and shower which makes you feel more human and connected with the real world. It has saved me from destruction.”* Baz, client



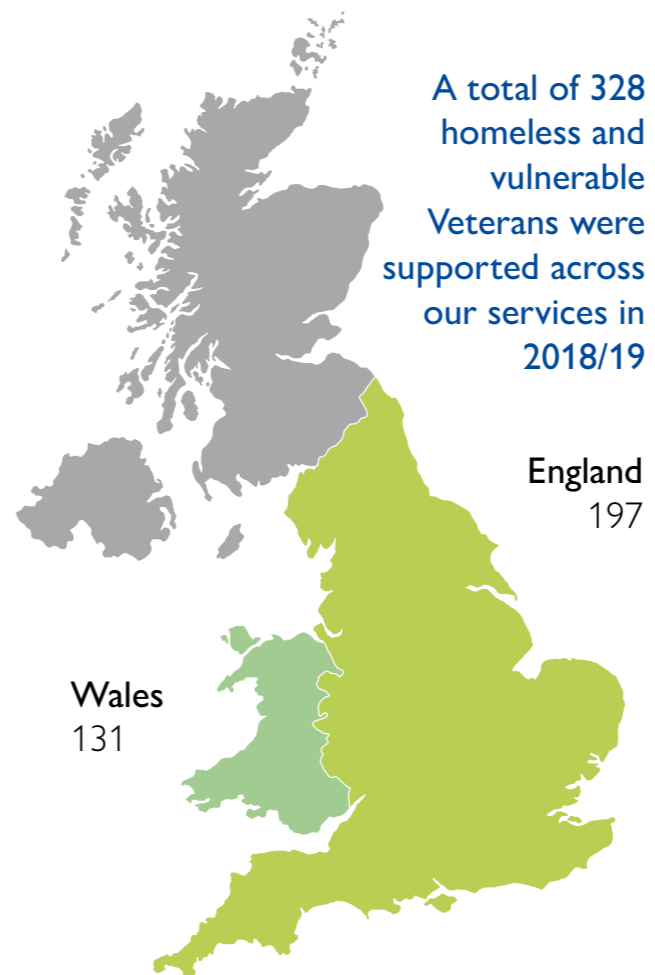
**DELIVERING  
EXCELLENT SERVICES:**

**OUR WORK WITH  
VETERANS**

## Our Year... Veterans services

Our Homes for Veterans are the most geographically diverse services that we provide at Alabaré, stretching from Plymouth to Gosport, through Gloucestershire and across North and South Wales.

This year we have worked closely with our partner agencies and other Veterans charities to make sure that we are reaching all Veterans who are in need. We often see that Veterans are proud and extremely resourceful and sometimes don't seek help, preferring to live in tents under the radar of traditional homeless services. The Royal British Legion, however, estimated that there are 13,000 homeless Veterans each year.



When Veterans reach our services they are keen to make the most of the support we can offer and actively want to move forward in their lives.

In our homes there have been many personal successes, as residents have worked hard to overcome the problems they faced and move on to bright futures. Many have got involved in volunteering, and some have signed up to test themselves through events such as the Cumbrian Challenge endurance competition.

This year we have been preparing for the opening of the new OurEnterprise Veterans Campus in Wilton, near Salisbury, which will soon become home to 44 Veterans. We expect that residents will have a wide range of needs, from high, to those able to live independently. Our Wiltshire Homes for Veterans team will be based on site, and supporting Veterans through individual support plans.

I am hugely grateful to the Military and Charitable Trusts, churches, corporates, community groups and individuals who help fund us and our incredible team of staff and volunteers for making all this possible.

*A Williams*

Anne Williams  
Operations Manager



## Veteran Homelessness: The Facts

Every night we can provide a bed and support to at least 115 homeless or vulnerable Veterans across 23 homes in the south, south west and Wales.

### The Crisis

328 Veterans were supported through our Homes for Veterans

All of the Veterans living in our homes have been homeless, many having spent months or years sleeping in tents, rough on the streets, sofa surfing or living in squats.

### Military Service (inc reservists)

75% Army  
12% Royal Air Force  
13% Royal Navy / Royal Marines

Homeless Veterans come with their own set of challenges in that they tend to be resilient with a deep sense of pride that can make it difficult for them to accept support.

### Mental Health

41% of our Veterans stated they had issues with their mental health

Many Veterans can be reluctant to declare any mental ill health due to a residual stigma attached to this. Those who do, report issues of anxiety, depression and PTSD amongst others.

### Demographics

24% of Veterans describe themselves as WIS. 26% have mobility issues

WIS is a term used by the Military for those who have been wounded, injured or sick as a result of their service. 56% of all Veterans stated they needed support with their physical health.

### Operational Tours

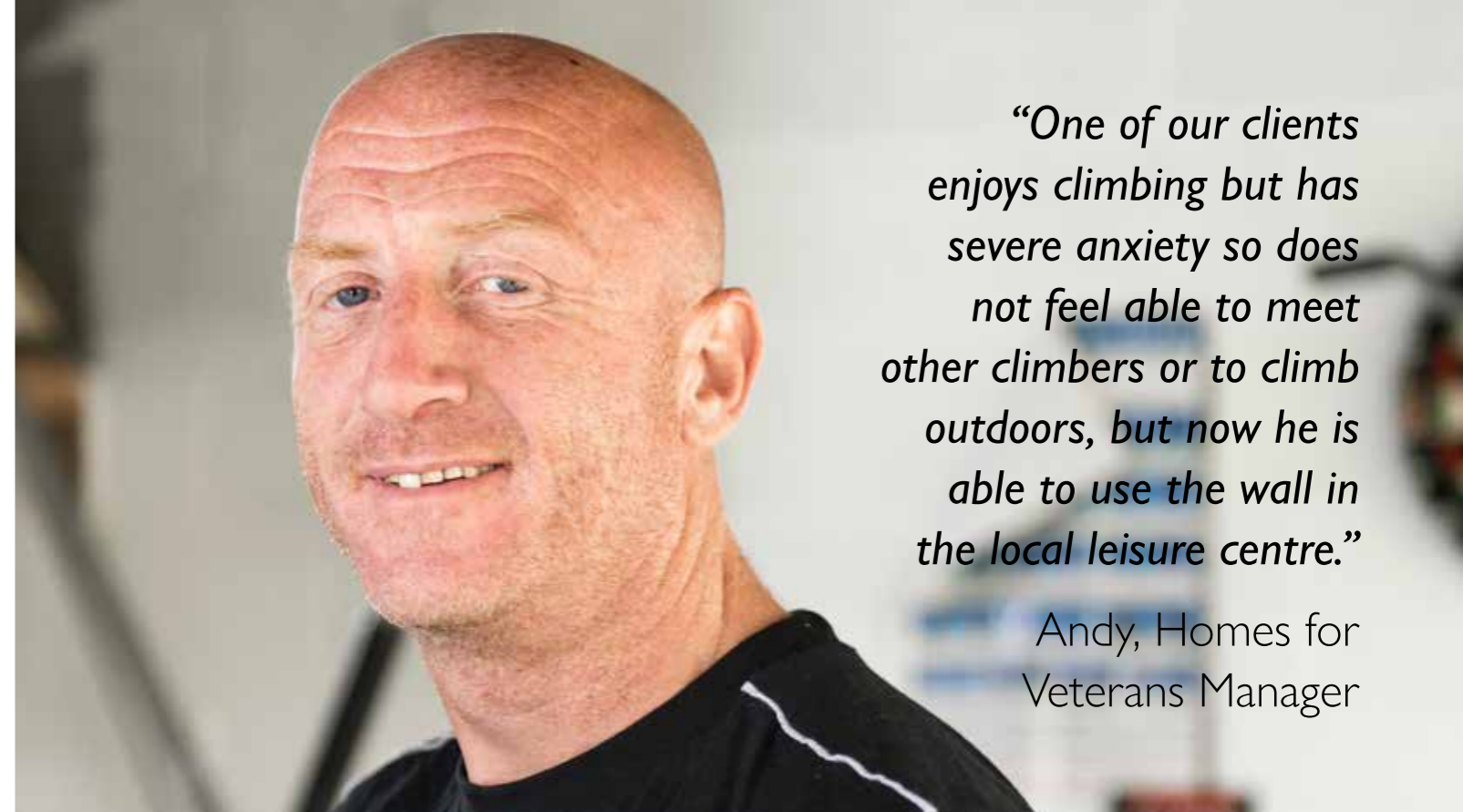
52% served for more than 4 years  
24% Northern Ireland  
26% Afghanistan 16% Balkans  
7% Falklands 7% First Gulf Conflict

In coming out of the Services, many Veterans need support to adjust to civilian life and thinking. Residents benefit from the model of Veterans helping Veterans through this time.

### Substance Misuse

34% of Veterans declared that they needed support for issues with drugs and/or alcohol

Key to this support is Veterans declaring the need; whilst many have issues, particularly around alcohol, only a small number accept they have an issue.



*“One of our clients enjoys climbing but has severe anxiety so does not feel able to meet other climbers or to climb outdoors, but now he is able to use the wall in the local leisure centre.”*

Andy, Homes for Veterans Manager

## More than just a Home

**Our service continues to provide a safe platform for Veterans to focus on their future and get equipped with the necessary skills and support to move onto independent living and fulfilling lives.**

Enabling independent living as part of a community is critical to the success of supporting our Veterans to move on.

Alongside keyworker sessions, our teams support residents to become embedded in their community by increasing their social interaction through volunteering, employment and becoming active citizens.

Thanks to the skills and understanding they gain through these activities, and combined with the safety they report feeling from having a home and support, our Veterans are able to move forward positively with their relationships. Many residents are able to rebuild links with family, children and friends.

Whilst living with us they have their lives enriched with many other opportunities such as art, music, sports and skills training.

Studies have shown that fitness ranks as highly important to many serving personnel, and this often does not cease as a Veteran leaves the Forces. Our teams encourage health and fitness as a way to improve physical and mental wellbeing, and we provide each of our resident Veterans with a membership of their local gym.

This year we have been able to offer outreach support to older Veterans in our region who are suffering from social isolation. We can give them help and advice, enabling them to maintain good health and wellbeing so they can continue to live in their own homes for as long as they choose.

This year, we have joined with Community Self Build Agency, a collaboration which will see our Veterans have new opportunities to learn trades and even build their own home.

# 83% OF OUR VETERANS STATED THEIR PHYSICAL HEALTH HAD IMPROVED WHILST LIVING IN OUR SERVICES

Graham joined the Army aged just 17 years old and served with distinction across the globe as a communications operative. However his life took a dramatic and tragic turn on one particular tour. Graham witnessed a close friend commit suicide and this traumatic event led to him leaving the Forces.

After living in Germany for a short time, Graham returned to the UK where he began working as an engineer. However Graham struggled to cope with his experiences and turned to alcohol as a way of dealing with his issues.

Unfortunately Graham's issues meant that he lost his accommodation and was faced with the prospect of becoming homeless. Thankfully Graham became aware of Alabaré and he was able to move in to one of our dedicated Homes for Veterans.

With our specialist help and support services, Graham has been able to address his addiction issues and now has a much more positive outlook on life. He has been able to get back in to full-time employment and has since moved on to a flat through the local council. We are still able to support Graham as he settles into this new stage of his life.

## 26%

of our Veterans continue to receive outreach support from our teams

## 77%

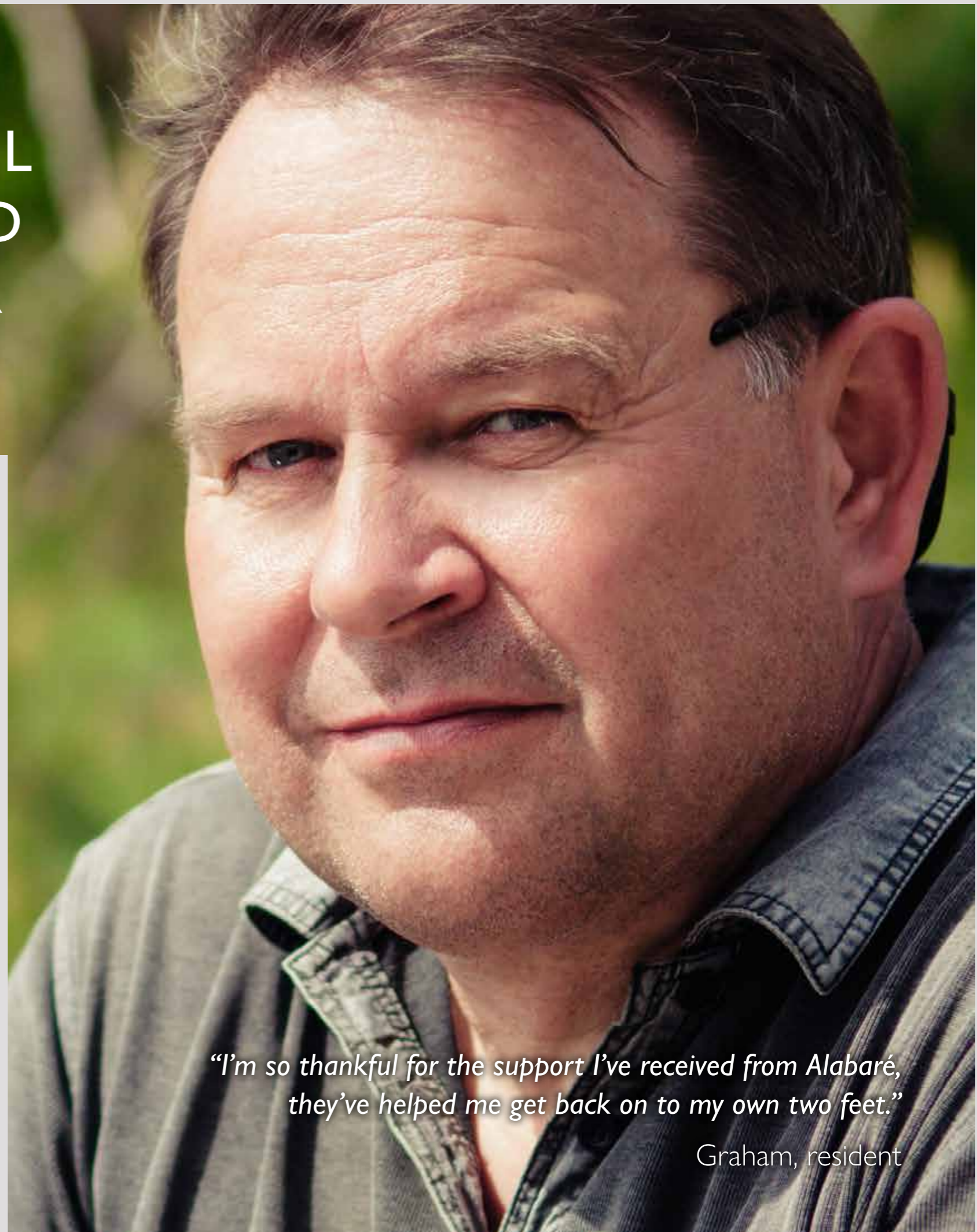
of our Veterans stated their mental health had improved whilst living in our services

## 46%

of our Veterans engaged positively in leisure and community based activities

*"I'm so thankful for the support I've received from Alabaré, they've helped me get back on to my own two feet."*

Graham, resident



## Our Year... Young People's services

The last year of Young People's services has been a time of growth and development. We now offer 76 beds across Wiltshire, the Test Valley and Hampshire and have several new members of staff adding to our diverse, professional team.

Our properties are a mixture of Alabaré owned, Social Housing owned and rented from private landlords. But no matter where they are, the properties are of a high standard and the service offered is the same.

Young people's services offer the opportunity for young people to grow and develop and gain skills for life. This is a time when they can pick themselves up and turn themselves around. Our team are currently working on re-modelling our tenancy training, ensuring that when young people move into the community they have all the skills they need.



DELIVERING  
EXCELLENT SERVICES:

OUR WORK WITH  
YOUNG PEOPLE



A young person's journey starts with a settling in period when we learn about their strengths and use these to develop skills that will enable them to transition into independence and sustain their own tenancy.

All young people will leave us with an up to date CV and having completed their tenancy training course. We ensure young people have resilience to cope with what life can bring up, making sure they can pick themselves up and continue on their journey, realising each set back is a learning experience.

The services delivered continue to get excellent feedback from commissioning bodies and our statistics reflect the positive outcomes for our young people.

Thank you to a great team.

A handwritten signature in blue ink that reads "Vanessa Bedford".

Vanessa Bedford  
Operations Manager - Young People

## Youth Homelessness: The Facts

Every night we can provide a bed and support to 78 young people including those leaving care, through our 12 homes and Drop In Centre

### The Crisis

We supported 797 young people through our accommodation and Drop In services

A large number of these utilised our Andover Foyer Drop In Centre, seeking support with debt, sexual health, substance abuse or housing, as they were homeless or vulnerably housed.

### Mental Health

49% of our young people reported they had concerns about their mental health

Key mental health issues were depression and anxiety, however, self-harming and suicidal thoughts are not uncommon. Around 6% of our young people have overdosed previously.

### Family relationships

60% of young people not from Care, came to us following a family breakdown

Family arguments, divorce or poor relationships was the cause of homelessness for the majority of our young people. Trusting adults is then a huge barrier for them to overcome.

### Demographics

169 young people lived with us. Their average age was 18 years 3 months

A further 10 adults and 10 babies stayed in our Parent & Baby home. 37 young people came to us from Care. 48% were female, and 8% refused to disclose gender.

### Substance Misuse

20% of young people reported they had issues with drugs or alcohol

However 75% of our young people binge drink, drink unhealthily or use recreational drugs and until working with us, did not identify this as an issue.

*“Since living here I have completed my A-Levels at Andover College. And I’ve just found out I’ve got a place at Uni! I am very excited. Living here has helped me so much.”*

Amy, resident



Music Shed at the Andover Foyer

## More than just a Home

Music is known to be excellent therapy and for many young people is a way they are able to express their emotions, and begin to explore the sense of loss, rejection or hurt they have experienced.

In our Andover Foyer creative musical workshops are extremely positive in getting young people to engage with staff. This last year a number have gone on to develop further focus and interest in music.

This year we opened a new music shed at our Andover Foyer. The new shed is already providing a great space for our young people to spend time, and explore their musical talents. Innovations such as the music shed mean that we can continue to give our young people the creative opportunities they richly benefit from. Our thanks to the Rotary Club of Andover for their generous support of this project.

We have young people who have no experience of outdoor activities and so a 3 day trip to North Wales was much more than a hike up Snowdon. The young people were responsible for planning all aspects of the excursion, developing leadership skills as they planned the route, and peer motivation as they shared their experiences with staff, funders and others within the projects on their return.

*“It was challenging, both the ascent and descent in bad weather, but exhilarating – I’ve never done anything like that.”*

Chloe, Snowdon trip participant





## Moving on to Independence

Poppy was referred to our Young People's Leaving Care accommodation in North Wiltshire when her relationship with her foster family broke down. She was very resentful when she arrived as she felt she had been moved away from all her friends.

'When I first moved in I was scared because I didn't know much about being independent, I didn't know anyone either which made it worse. I didn't know how to cook properly and it was weird because I was used to having an adult around all the time, doing things for me.'

'Now I am able to cook, I have made some really good friends and I am used to not having an adult around all the time. I am able to book my own appointments (doctors, dentist etc.) and I don't rely on anyone to take me places, I have learned to get to places by myself.'

# 100%

OF OUR YOUNG RESIDENTS HAVE ENGAGED WITH AN EMPLOYABILITY COACH

Poppy took up an apprenticeship with a local retail company, and took part in tenancy training sessions with the Alabaré team. Her confidence grew significantly and she started to talk positively about the future.

When Poppy's training finished sadly the company had no vacancies at their local branch, and so Poppy took up the opportunity to work with our Employability Coach, and worked on her CV, securing several interviews. When a job arose unexpectedly at the shop she had served her apprenticeship at, Poppy jumped at the opportunity and was quickly offered the job. After only 2 months in post she was promoted to the position of Team Leader.

Poppy is currently bidding for a home to move on to, and says she is excited to see what the future holds.



# 46%

OF OUR YOUNG PEOPLE REPORTED THEY HAD REDUCED OR CEASED THEIR SELF-HARMING

*"Now I am able to cook, I have made some really good friends and I am used to not having an adult around all the time."*

Poppy, resident

# 45%

of our young people reported they were able to manage their mental health better whilst with us

# 83

young people have engaged in volunteering

# 132

young people have engaged in training or education whilst with us

## Our Year... Learning Disability services

It has been a busy year within our two services for adults with learning disabilities. In our Supported Living homes we now have 10 properties that are home to up to 37 people, and, in our Home & Community domiciliary care service, we have supported 45 adults with learning disabilities who live in their own homes.

The long-term support that we provide in our Supported Living homes gives stability and resilience to our residents, who we encourage and support to live as independently as they can. Many of our current residents have lived with us for a number of years, and are confidently living busy lives full of opportunity and diversity.

Within our homes we have two that together form our Emmaus Community. From these our residents come together to explore spirituality and faith. Over the last year, the community have continued to develop their Faith Saturday programme, including four days that are set aside each year to explore themes linked to their Christian faith and the Bible.



I am grateful to our volunteer chaplains, who work with our teams and Senior Chaplain, to lead this programme.

Our clients like to be active and have lots of fun! This year our walking group has met every Thursday, and we have also held regular coffee mornings and barbecues throughout the summer. Our larger days out have included visits to Longleat and activities such as water skiing, and of course, we have held our legendary annual party!

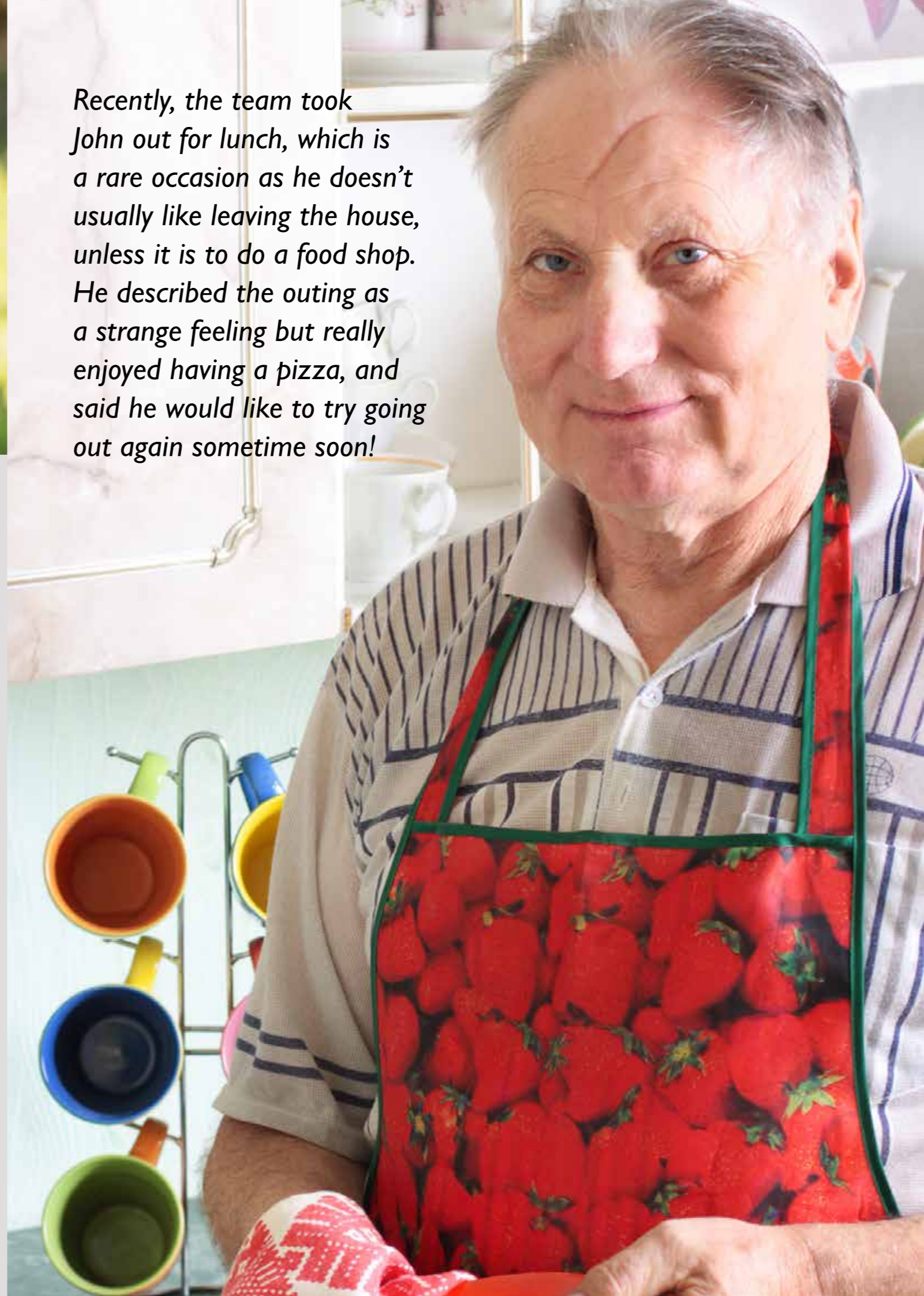
Many of our clients and residents have achieved personal successes this year. Our teams and volunteers run activity groups, and we link closely with our Development Centres and other day activity providers. We are also proud to support a number of residents to take up work-experience in the local community. In this way we can help our residents pursue their aspirations and achieve their personal goals.

It is a privilege to have supported so many people in the past year, and I am grateful for the dedication of our staff and volunteers in making this possible.

Georgina Vickers  
Operations Manager

DELIVERING  
EXCELLENT SERVICES:

OUR WORK WITH  
ADULTS WITH  
LEARNING DISABILITIES



*Recently, the team took John out for lunch, which is a rare occasion as he doesn't usually like leaving the house, unless it is to do a food shop. He described the outing as a strange feeling but really enjoyed having a pizza, and said he would like to try going out again sometime soon!*

## Home & Community

John is an elderly gentleman who lives with Paranoid Schizophrenia, Type 2 Diabetes and Seasonal Affective Disorder. For many years he had been living off ready meals, with his digestive system struggling to cope.

On a weekly basis we now help John to prepare a menu and shopping list, and we support him to go shopping. John says the menu is 'very good' and he is enjoying a more balanced diet. He also doesn't waste so much food nor eat so many unhealthy snacks.

John now enjoys cooking and cooks regularly with support. He still loves his fish and chips on a Friday but doesn't have it as frequently as he did. Since he has received support from Alabaré, John said it's made him feel much more positive – he finds it reassuring that he has enough food for the week and he really enjoys the social interaction during our visits. The team have also helped John understand and manage correspondence and check he has enough medication.

Recently, the team took John out for lunch, which is a rare occasion as he doesn't usually like leaving the house, unless it is to do a food shop. He described the outing as a strange feeling but really enjoyed having a pizza, and said he would like to try going out again sometime soon.

# 45

people are supported through our Home & Community service

# 35

people live in our Supported Living homes

# 7

of our residents are in paid employment

# 14

of our residents engage in voluntary work

## Our year.... Development Centres

**Our two Development Centres near Salisbury provide a person-centred and welcoming approach to adults with a learning disability, physical disability and/or mental health issues.**

Over the last year we have offered clients the opportunity to take part in activities including Pottery, Horticulture, Cooking, Crafts and IT, with each designed to be undertaken by all those who wish to participate, regardless of their skills level.

The centres are run by a passionate team of staff and volunteers, who are focussed on meeting the needs of our individual clients and supporting them to reach their personal goals. Clients can choose to take part in NOCN qualifications at both Barford St Martin and Old Sarum but people also attend for the social aspect of the centres and undertaking an activity is not compulsory.

This year we have developed the IT department to ensure that those with limited physical ability are able to use the equipment. One young man who has cerebral palsy is now able to use the computer with the aid of an adapted desk and keyboard. This has boosted his confidence and both his family and staff have seen an amazing improvement in his communication skills since starting at the centre.

Our Old Sarum Development Centre is also a Garden Centre and last year began offering cream teas for customers. This year we would like to develop this into a fully functioning training kitchen and community café.

Our team at Barford St. Martin are delivering an ever-increasing programme of activities, and are developing new initiatives for clients to get involved with the community.

I would like to thank the dedicated staff and volunteer team for all their hard work.



Vanessa Bedford  
Operations Manager

DELIVERING  
EXCELLENT SERVICES:

TRAINING AND  
DEVELOPMENT CENTRES





## Meaningful Activities

Our two Development Centres at Barford St Martin and Old Sarum are firm favourites amongst clients, team members and visitors alike, for their beautiful settings and their happy, creative atmosphere.

We are extremely aware that everyone likes to feel independent, but sometimes we could all do with an extra bit of help. Getting to and from our Development Centres can be overwhelming for clients with anxiety or other forms of mental ill-health, and our minibus is an asset that makes such a difference to those who could not otherwise manage the journey. Our minibus is kindly funded by a grant from The Wiltshire Community Foundation.

Clients at the centres are able to select up to two activities a day, with most choosing to develop a personal project, skill or qualification in one or two areas. Our staff and volunteer teams focus on building the confidence and interpersonal skills of our clients, and fundamentally making sure everyone is having an enjoyable day!

All of our activities have aspects built into them that will help clients gain skills to help them in their independent lives. Some aspire to do paid or voluntary work in the wider community, and we can help them prepare for this.

Our garden centre at Old Sarum Development Centre is open to the public, and we support clients to gain customer service experience. Also based at the centre is our Grounds Maintenance team, who tend private gardens and manage business landscaping. Team members gain invaluable experience in meeting customers and working in the community.

# 82

people attend our Development Centres. 74 have a learning disability and 19 a mental health diagnosis

# 1657

hours of formal tutoring were delivered by our team

# 290

horticulture sessions were provided to clients

# 292

pottery sessions were provided to clients



At Barford Development Centre, our clients have been creating some fantastic pottery and woodwork gifts, which they then sell at their own Summer and Christmas fayres. The team also take part in wider community craft and village fun days.

Both centres are looking to create further opportunities for clients in the coming year, with a training kitchen and community café proposed for Old Sarum, and a new weekly organic food stall at Barford.

*“I go to Pottery classes every week at Barford Development Centre. I have made lots of different things including plates, vases and even a lemon juicer - we sell these at the Centre or I can give them to my friends and family.”*

Barford Development Centre client



# LIVING OUR VALUES

TO REFLECT AND  
CELEBRATE OUR ETHOS  
AND VALUES AND OUR  
CHRISTIAN MISSION AND  
IDENTITY, EMBRACING ALL  
THOSE WHO NEED OUR  
SUPPORT WITH OPEN ARMS  
TO MEET OUR ASPIRATION  
THAT NO-ONE SHOULD BE  
TURNED AWAY

## Christian Chaplaincy: Spirituality and Support

At Alabaré we are blessed to have a network of Voluntary Christian Chaplains. They offer support to all within Alabaré clients, volunteers and staff.

They build relationships of trust with staff and clients. Their primary purpose is to listen and to offer pastoral and spiritual care, and they make regular visits to homes, shops and services.

Frequently Chaplains get to work alongside clients through an activity. This is most successful when a client asks to do something that corresponds to a skill the chaplain has eg baking, gardening, craft, music. For it is during the activity that conversations begin. Conversations that help to change the course of someone's journey whilst at Alabaré.

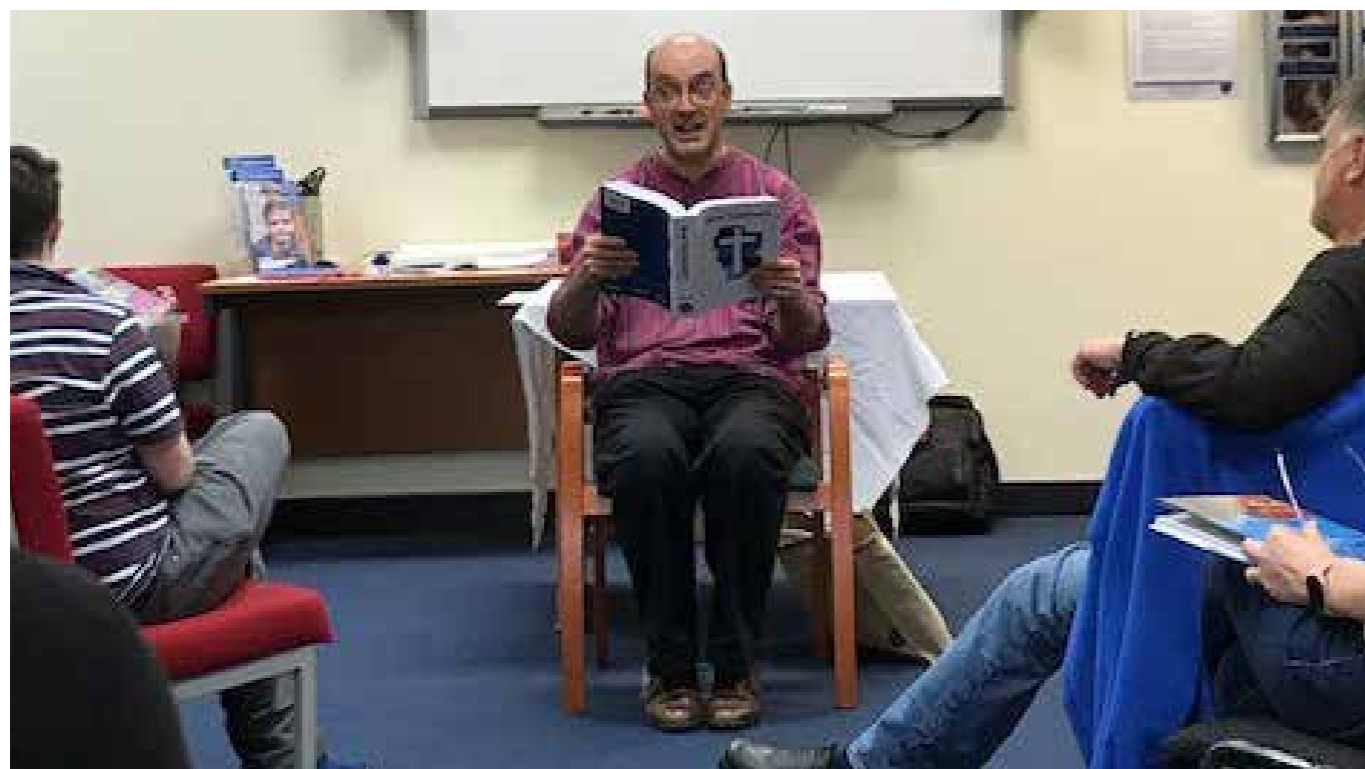
The Chaplains will always offer to pray for the person they are supporting. If they are of another faith, then we will support them to nurture their beliefs.

*"Two years ago, after my very thorough selection process, Keith, our Senior Chaplain, suggested two or three areas that might prove a good match for me. I prayerfully considered these for a week or two and felt that Barford was my match. We then both went to the Development Centre and met with Sarah Collis, the Manager, and spent time talking to and having lunch with clients who were there on that day. This confirmed to me that I would undertake Chaplaincy at Barford.*

*There are about 25 clients aged from their 20s to 60s, some of whom are Alabaré residents, some living at home and some funding their own place because of the huge benefits they feel they gain..*

*These benefits come from the very heart of the extraordinarily caring, creative and client-responsive small staff team led with determination and warmth by Sarah. This team with their various talents and abilities is also helped by the very committed volunteers who come and give their time so willingly and consistently to help in practical ways that support our clients."*

Linda, volunteer chaplain



27

volunteer Christian Chaplains provide support to our clients across England and Wales

9

are ordained, one is in training, 17 are lay preachers or in local ministry

50%

more Church communities have engaged with us this year



We were delighted when residents of our Parent and Baby home were warmly welcomed to Teddy Prayers and picnic at St George's Church near Marlborough. This built on many months of the church collecting goods for them, and after visits from both the Senior Chaplain and Church Engagement Officer.

After an invitation to discuss our work in Bideford, Devon, the Baptist Church is beginning this year to build a relationship with Charis House. Members of Alabaré staff have attended services at the church, with the Senior Chaplain being invited to preach, and we are thrilled that a member of the congregation has now agreed to be a volunteer chaplain.

And in Chippenham, local churches of different denominations are supporting our services in many ways. As part of this valued partnership, Unity House's 10th Anniversary celebration in July 2019 will take place in Station Hill Baptist Church, with people being invited from schools, churches and other community groups.

Alabaré's Church Liaison Team is working hard to build links across our services and the community to strengthen support for our homes and to support churches as they reach out to help vulnerable people.

## Creative Links with Local Churches

**2018 saw an increased amount of support from churches across the South West, through prayer, offers of volunteering and donations of money, food and goods.**

There have also been many invitations to speak and preach during church services, which we have been delighted to be able to accept.

In several areas strong links are being formed between a church and a local project.



# VALUE OUR PEOPLE

TO RECRUIT, RETAIN, DEVELOP AND REWARD THE BEST PEOPLE FOR FULL-TIME, PART-TIME AND VOLUNTEER ROLES TO TAKE ALABARÉ FORWARD, TO LIVE OUR VALUES AND PRACTISE OUR PRINCIPLES

## Training and development....

**Our ability to successfully support our residents and clients and help them achieve fulfilling lives, is thanks to the skills, dedication and passion of our 270 wonderful staff and 273 volunteers.**

### Valuing our staff

We believe in investing in the ongoing professional development and wellbeing of our team members.

This year our staff have completed training ranging from accredited one-day courses, to professional Level 5 Apprenticeships. All team members complete our compulsory training ensuring standards and compliance requirements are consistently met across our charity.

As well as providing structured support through our internal supervision structure, we give our paid and voluntary staff access to the Mindful Employer Plus scheme which focuses on the mental well-being of each person.

### Valuing our volunteers

Volunteers are the lifeblood of our work here at Alabaré.

We are fortunate that last year, an average of 264 people gifted their time, passion and expertise to us every month. Collectively they gave us the equivalent of £205,527 in social cost volunteering. That is a huge amount, and we are incredibly grateful to each and every one of them.

Our volunteers are vital members of the team, often making it possible for us to deliver activities or open shops when we would not otherwise be able to. In our homes, volunteers have helped us teach residents about cooking,

gone on days out, assisted with job searching, and accompanied residents to meetings to name but a few of the wide range of roles they take up for us.

Throughout the year we have worked hard to recruit new volunteers, including expanding the places and ways that we are advertising. We have introduced a new training pack to help new volunteers quickly feel part of the Alabaré family and understand our key policies. Alongside this we also offer other training appropriate to the specific role they are undertaking.

Chaplaincy is a service at Alabaré almost entirely made up of volunteers, with 31 volunteer chaplains visiting our teams and clients across the charity last year. The team has come from a wide variety of backgrounds and denominations, but each as passionate about helping to achieve our mission as the next.

We are proud that a number of our volunteers have worked with us for many years. Others have gone on to new careers thanks to the skills they gained with us. Thank you to all our volunteers, in all their roles across Alabaré – we really could not do this without you.



*“I am lucky to have two wonderful creative volunteers helping me. Their support makes a real difference. They are both creative and good at supporting the clients with their pottery and good at talking to the clients but also very good at facilitating conversations between the clients.”*

Alabaré Centre Manager

**25,033 HOURS  
GIFTED BY OUR  
VOLUNTEERS**



# 100% SERVICE USERS HAVE ACCESS TO EMPLOYABILITY TRAINING

## Valuing our clients

Training and development are embedded across our charity. We have a dedicated Training & Development Manager who is committed to ensuring that our residents and clients are able to leave us with a clear pathway into employment or further training.

Currently we have two additional Employability Coaches working specifically with our young people. It is their role to ensure our young people are employment ready, including helping them to develop the interpersonal skills necessary to not only join the work place, but to stay there.

Lack of CV and qualifications can result in minimal employment opportunities. We support clients to write their CVs and to take our NOCN accredited training courses to increase the opportunities available to them.

We are working with as many training providers and employment partnerships

as possible to provide a wide range of employment and training options to residents and clients.

This year, we have had individuals who have qualified in property maintenance, retail, bricklaying and Military Preparation College. We recently supported a resident to secure a place at Wiltshire College to study Performing Arts, where he plans to develop his skills as a comedian.

In Wales, thanks to funding from The Big Lottery, we are working with our Veteran residents to create two start up social enterprises. We hope to pilot the first of these, Field Kitchen, later in 2019 in Conwy, North Wales. This will be a mobile street food outlet, which can attend events across the region, and will be staffed by Veterans, building transferable skills in catering, hospitality and business.

# 69%

of our young people have completed a CV with support

# 29

people have engaged in traineeship or apprenticeship

# 33%

of Veterans have taken part in volunteering or training



# FOCUS ON FINANCES

TO BUILD A RESILIENT, VIABLE ORGANISATION THAT MAKES FINANCIALLY SOUND DECISIONS AND IS BUSINESS-MINDED IN ITS DECISION-MAKING ABOUT INVESTING FOR GROWTH AND SUSTAINABILITY AND ALIVE TO COMMERCIAL REALITIES

## Profit and Loss

### Income resources (£)

<b>Generated funds</b>	
Voluntary income	1,412,329
Other trading activities	608,851
Investment income	2,281
<b>Charitable activities</b>	<b>6,317,777</b>
<b>Total Income</b>	<b>8,314,238</b>

### Resources expended (£)

Cost of generating funds	1,135,448
Cost of charitable activities	7,650,753
<b>Total Expended</b>	<b>8,786,201</b>
<b>Net income/(expenditure)</b>	<b>(444,963)</b>

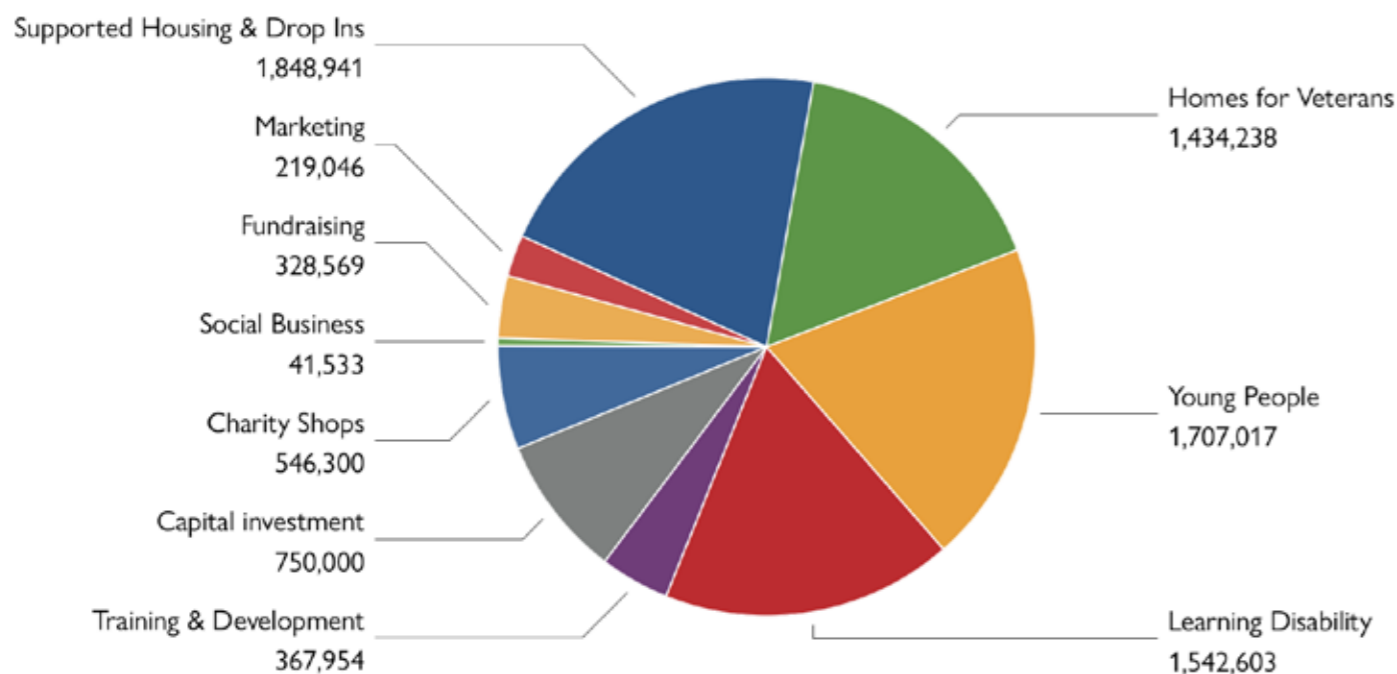
### Extract from balance sheet (£)

Fixed Assets	5,532,875
Net Current Assets	476,844
Creditors more than one year	(2,940,728)
<b>Net Assets</b>	<b>3,068,991</b>

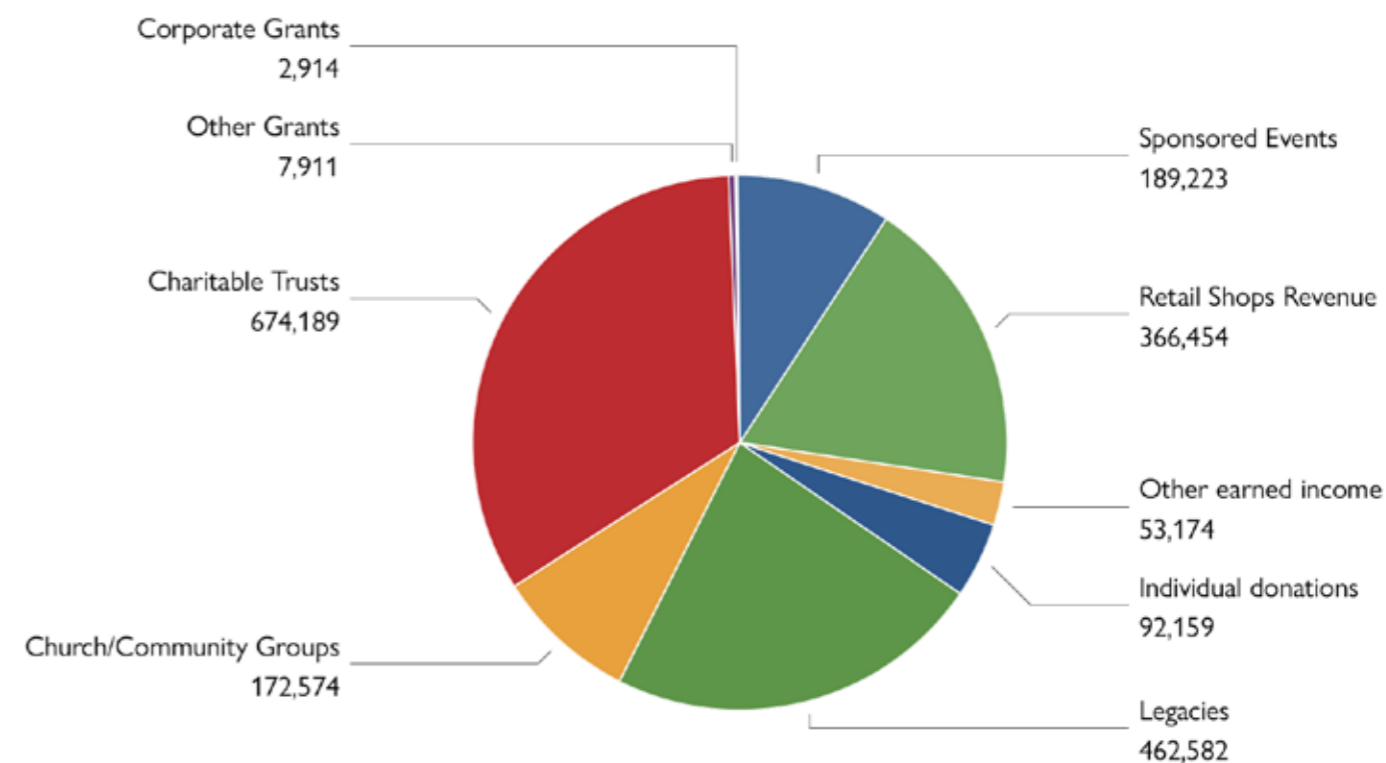
### Funds (£)

<b>Unrestricted</b>	
General held as fixed assets	2,434,091
General / other	493,067
<b>Total Unrestricted</b>	<b>2,927,158</b>
Restricted	141,833
<b>Total Funds</b>	<b>3,068,991</b>

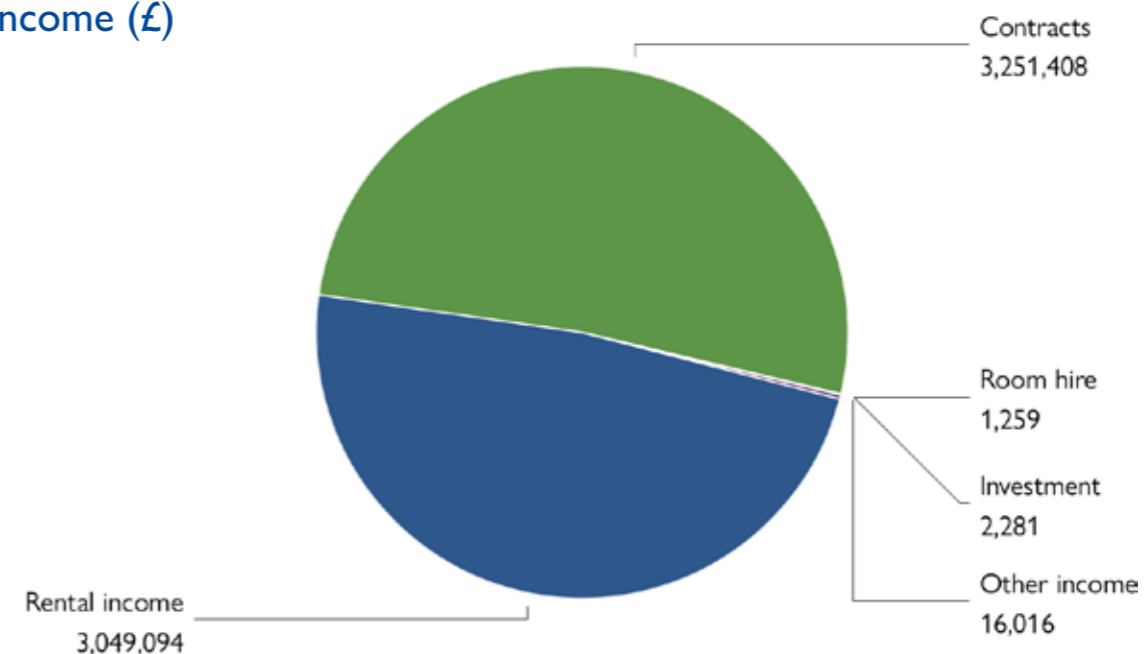
### Expenditure (£)



### Voluntary, Activities & Retail Income (£)



### Charitable Activities, Investment & Other Income (£)





## Fundraising and Events

**Our fundraising year has been a memorable one, with many highlights. Our wonderful supporters and donors have once again shown how passionate they are about changing the lives of vulnerable and homeless people in our communities. It is thanks to their dedication and efforts that we have been able to support 1950 people this year.**

In November over 100 brave supporters signed up to skydive for us at Old Sarum airfield near Salisbury to mark the 100 anniversary of the end of WW1. A number of our skydivers jumped in memory of a family member who took part in the war or subsequent conflict. Their incredible efforts raised over £53,000 to help vulnerable Veterans today through our Homes for Veterans initiative.

Many community groups, churches and schools have helped us this year, and have welcomed us to come and talk to their members about the difference that our charity makes. We hugely value these opportunities, and love developing new initiatives with them, such as our school's fundraising with St Andrew's C of E Primary, or our Welcome Boxes with the Chalke Valley Benefice.

Over 600 people gathered in Gloucester Cathedral with us in October for a joint event with ABF - The Soldiers' Charity. The event thanked the Veterans of Gloucestershire for their service. We were honoured to be joined by speaker General Mike Jackson GCB, CBE, DSO, DL and BBC war correspondent Kate Adie CBE, DL. Gloucester Salutes incorporated music, poetry and reflection into an uplifting, and moving tribute to the incredible contribution made by our Armed Forces personnel.

Our sincere thanks to Anthony and Amanda Raybone and our Gloucestershire Ambassadors for making this event possible.

Our Hampshire, Plymouth and Wiltshire Ambassador teams have each put on events for us over the year as well, both raising funds towards our work, and awareness of the issues facing our clients. We are very grateful to them for their generosity and passion in making these events happen, and to all those who came along to take part, watch or support these occasions.



## Fundraising Events

Our corporate supporters have gone above and beyond to help us this year. Each of our events has been made possible thanks to sponsorship, logistical expertise or volunteers from our corporate and community supporters. In particular we have been blessed this year the teams at Nationwide in Salisbury, Longleat and Serve On who have repeatedly stepped up to support our fundraising events, and we are very grateful to them.

A number of Charitable Trusts, Foundations, Military charities and partners have made vital donations to us this year, making it possible for us to run homes and services which do not receive any statutory funding. Veterans in need of support are often in contact with some of our Military partners as well, and so we work closely together to make sure that each Veteran receives the most appropriate support they need.

Trusts and Foundations have enabled us to provide supported accommodation for Veterans plus a minibus and gardening equipment to enable horticulture courses for individuals with learning disabilities. They have funded volunteers to work alongside vulnerable people, projects such as provision of dentists and gym access; transport for those who are homeless to re-engage with family members or work placements and for emergency food or clothing. Critically for us, Trusts have continued to pay towards the ongoing support, housing and core costs of Alabaré. A further list of our funders is listed at the back of this report.

Many other amazing supporters have made personal contributions to us this year, including everyone who have donated to one of our appeals, taken part in our Glow Runs or Big Sleep events, shared our messages on social media or bought items in our shops. We are especially grateful to all those who have left us a special gift in their Will, and the families of those who have gifted us donations bequeathed at the funerals of loved ones. Thank you so much to all of you. You really are changing the lives of vulnerable people in our care.



## Retail



**Our retail teams have worked hard this year to overcome the economic challenges facing all our high streets.**

Our emporiums in Amesbury, Lyndhurst, Salisbury and Wilton have each developed new offerings, and worked alongside our warehouse manager to make sure we have a full and varied range of goods for sale in each shop.

We are fortunate to receive donated goods in all our areas, something we are entirely reliant on. Thank you to everyone who donates to us.

Additionally we also able to provide a house clearance service, with the items obtained then distributed across our homes and services as well as being sold in our shops.

By asking donors to gift aid their donations wherever possible, we are working hard to maximise the impact of everyone's generous gifts.

A number of our shops have held special events across the year, including a series of vintage themed days at our Wilton Emporium. In September over 150 vintage motorbikes joined us for our annual bike show which was very popular with visitors.

Thank you to all our customers and everyone who donates to our shops - your support is helping to fund our life changing homes and services - thank you!





WORKING  
TOGETHER,  
ACHIEVING  
MORE

## Our Key Supporters

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....

### Patrons

Right Reverend Declan Lang, Bishop of Clifton  
Right Reverend Stephen Conway, Bishop of Ely  
Right Reverend Nicholas Holtam, Bishop of Salisbury  
Lord Tom King of Bridgwater PC CH  
General The Lord Dannatt GCB CBE MC DL  
Brigadier Simon Firth CBE

### Trustees

Reverend John Proctor OBE (Chairman - retired March 2019)  
Mr Richard Holman (Interim Chairman - appointed April 2019)  
Mr Don Alexander  
Mr Malcolm Cassells  
Air Vice Marshall Martin Clark MBA BSc (Eng) CEng FIET FRAeS RAF  
Reverend Canon David Durston  
Mr John Hunter  
Mr David Lawes  
Mrs Alicia Proctor  
Mrs Christine Robinson  
Mr Phil Ruark-Davis

### Ambassadors (as at 31st March 2019)

#### Bristol

Dr Timothy Chambers OBE JP FRCP  
Mr Andrew Street

#### Dorset

Colonel Oliver Chamberlain QVRM TD DL

#### Gloucestershire

Colonel Ian Harris (Ret'd)  
Mr Robert Bernays, Vice Lord Lt of Gloucestershire  
Cllr Neil Hampson  
Mrs Jane Jennings  
Lieutenant General Sir John Kiszely KCB MC  
Mr Martin Lattimer  
Major Charles Malet (Ret'd)  
Mrs Amanda Raybone

Mr Anthony Raybone  
Mr Chris Ryland  
Lieutenant Colonel Andrew Tabor

#### Hampshire & IOW

Colonel Charles Ackroyd TD RD DL  
Mrs Joan Ferrer JP DL  
Brigadier David Harrison JP DL  
Captain Mike Matthews RN  
Commander Keith Redford RN Retired

#### Plymouth

Commander Chris Thorpe BSc MIET RN  
Commander Charles W Crichton OBE RN  
Brigadier Christopher Lunn  
Brigadier Simon Young MBE OBE CBE

#### Wales

Mr Huw Williams

#### Wiltshire

Commodore Richard Lord CBE MSc  
Mr Mark Allen  
Mrs Teresa Barsby  
Mr David Bartlett  
Mr Rory Carter  
Brigadier (Ret'd) Alister Timewell Davis MBE  
Mrs Gay Edwards  
Mrs Sophy Gardner  
Mrs Yvonne Harris  
Lady Ruth Hawley DL  
Mrs Sara Jones CBE JP DL  
Commodore Jamie Miller CBE RN NRHQ (WWE) HMS Flying Fox  
Sir Francis Richards  
The Venerable Stephen Robbins CB  
Mr Alan Taylor  
Mrs Elizabeth Webbe

## Funders and partners

ABF The Soldiers' Charity  
Aged Veterans Fund, Armed Forces Covenant  
Mark Allen  
Allied Rapid Reaction Corps  
America International Group UK Ltd  
Armed Forces Covenant  
Big Lottery Fund  
Church Welfare Association  
Chippenham Lions Club  
Chippenham Town Council  
Community of St Deny's  
Combat Stress  
DentaId  
Simon Gibson Charitable Trust  
Grand Council of Royal & Select Masters of  
England & Wales & its Districts & Council  
Overseas, District of Somerset & Wiltshire  
Greenwich Hospital  
Hampshire County Council  
Hampshire & Isle of Wight Community Foundation

Haslar Masonic Lodge  
HM Naval Base Devonport  
Kings Chapel Gibraltar  
Lloyds Bank  
Lodge Eliasde Derham no 586  
Longleat Enterprises  
Nationwide  
OurEnterprise  
Police Crime Commissioner  
RAF Benevolent Fund  
Rotary International  
Royal Artillery, Larkhill  
Royal Navy & Royal Marines Charity  
SA1 Solutions  
Salisbury Buddhist Group  
Salisbury Cathedral  
Salisbury Catholic Outreach SCORE  
Salisbury City Almshouse & Welfare Charities  
Salisbury Council  
Santander Foundation  
Sea & Police Cadets  
St James' Place Charitable Foundation

St Thomas' Church, Salisbury  
St Thomas & St Edmund Fricker Trust  
Stonehenge Visitors Centre  
Tesco  
The Chapel Nightclub, Salisbury  
The College of Matrons  
The Gunter Charitable Trust  
The High Sheriff of Wiltshire  
The High Sheriff of Gloucestershire  
The Not Forgotten Association  
The Rifles Berkshire & Wiltshire Museum  
The Royal British Legion  
The Scott (Eredine) Charitable Trust  
The Valentine Charitable Trust  
Trinity House  
Veterans Gateway  
Veterans' Foundation  
VOTWO Ltd  
Walking with the Wounded  
Wiltshire Council



### With thanks to our founder and Chairman Reverend John Proctor OBE

John Proctor has dedicated his life to giving help to those who are homeless and vulnerable. His personal crusade is to help individuals to return to an independent and productive life, often reunited with family and friends. The effect on those helped is life changing and thus his influence is widespread.

John has been Chairman since founding our charity in 1991. In 1992 we purchased our first home in Salisbury, Barnabas House, and since then have grown to become a regional charity operating in the South West of England and Wales, helping thousands of people every year.

We are all very grateful to John for his vision and dedication over the 28 years and wish him well in his retirement. John takes up the position of Honorary President at Alabaré.



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



[enquiries@alabare.co.uk](mailto:enquiries@alabare.co.uk)



01722 322882



Get more information on our website:  
[www.alabare.co.uk](http://www.alabare.co.uk)

Alabaré Christian Care Centres is a company limited by guarantee trading as Alabaré Christian Care & Support. 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

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