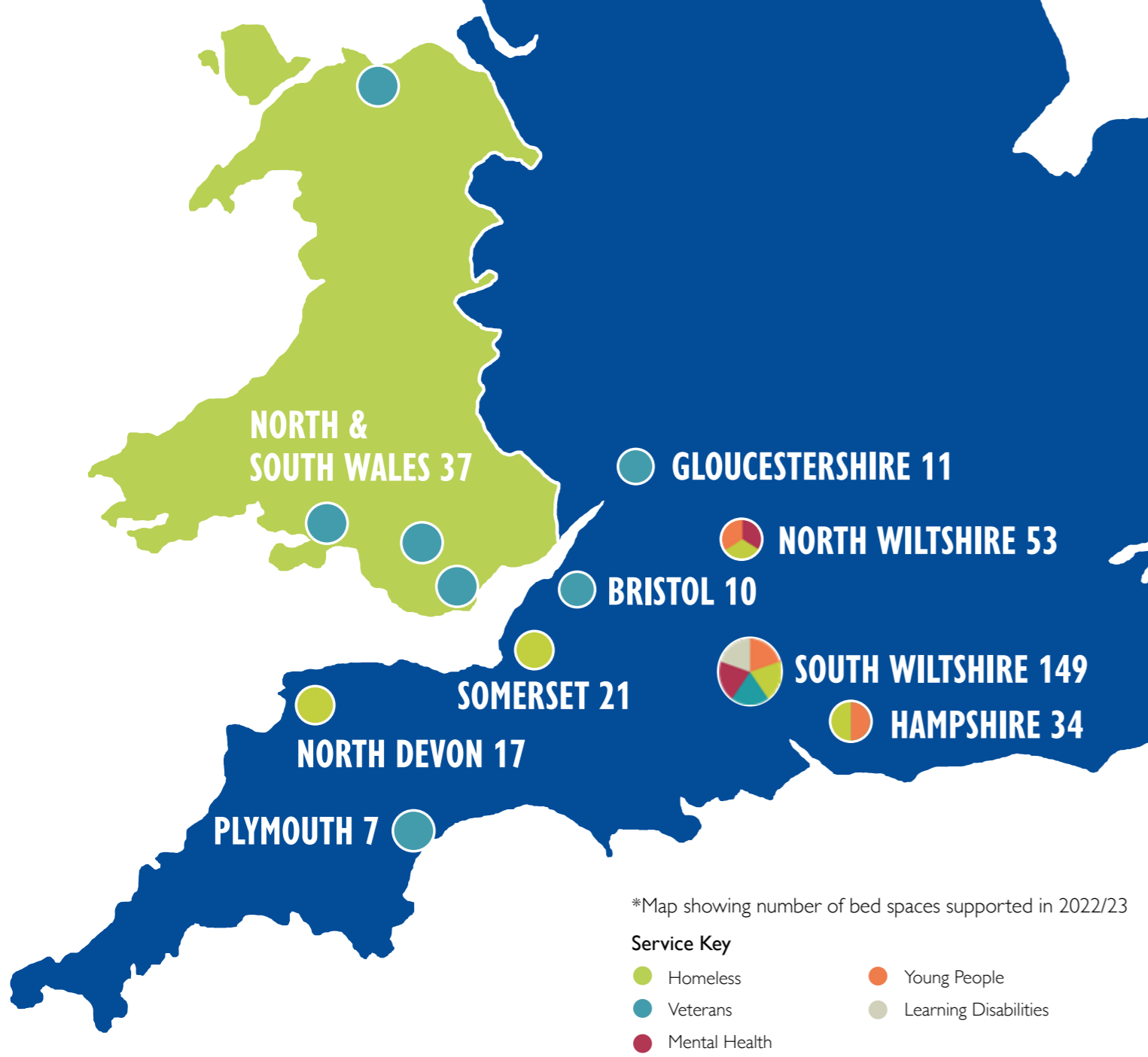


# Alabaré Impact Report

2022-2023

Alabaré

Enabling a fulfilling life



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# WELCOME TO ALABARÉ

Our year has seen some wonderful highlights, most significantly for people across our charity who have reached personal goals and moved on to new futures that they have forged from the support we have been able to give them. In Plymouth, our veteran self-builders have begun moving into some of the properties at Stirling House, following their months of training and help on the construction site. They will be followed by others at our Ludgershall self-build later this year.

Our learning disabled residents in Wiltshire enjoyed going to France this year, which for many was the first chance of a holiday since the challenges of Covid. These experiences build new memories and new bonds throughout our learning disabled community.

We have seen our charity's support for people struggling with their mental health and wellbeing increase. Our Riverside Sanctuary team have been commissioned by the NHS to provide phonenumber support and counselling to people in Wiltshire. We are working in partnership with Rethink and Mind to ensure that support reaches people in need in the wider community as well.

In early 2023, we took over the reins of the long-standing prison art programme, previously run by fellow charity The Burnbake Trust. The new arrangement will mean the continuation of this excellent project which enables people in custody across the UK to take part in artistic pursuits which can be beneficial to their mental health, as well as increasing self-esteem.

We have responded to local needs and worked with our local authority partners to provide additional accommodation for people who have been rough sleeping in the north of Wiltshire.

2022/23 has undoubtedly had its challenges, not least financially. We have been significantly impacted by the rising cost of utilities, interest rates and rents. Our supporters have been incredibly generous and dedicated to continuing to support our charity, for which we are extremely grateful. We have been blessed with support from a number of organisations and funders, but we still ended the year in a deficit position which we must focus our unrelenting efforts on reversing in the year ahead.

This year we also took the decision to formally change our charity name to Alabaré, reflecting how the majority of people have been referring to our charity for many years. We have updated our logo and have been developing a new website which we will launch later this year.

We would like to say a huge thank you to everyone who makes our work possible at Alabaré – all of the individuals, volunteers, staff, churches, schools, community groups, charitable trusts, companies – thank you so much for your gifts of time, your financial support, and for your prayers and belief in our vision. We are so grateful to you all.

Thank you all for your continued support.

**This year we have supported over 2,161 people across our services.**

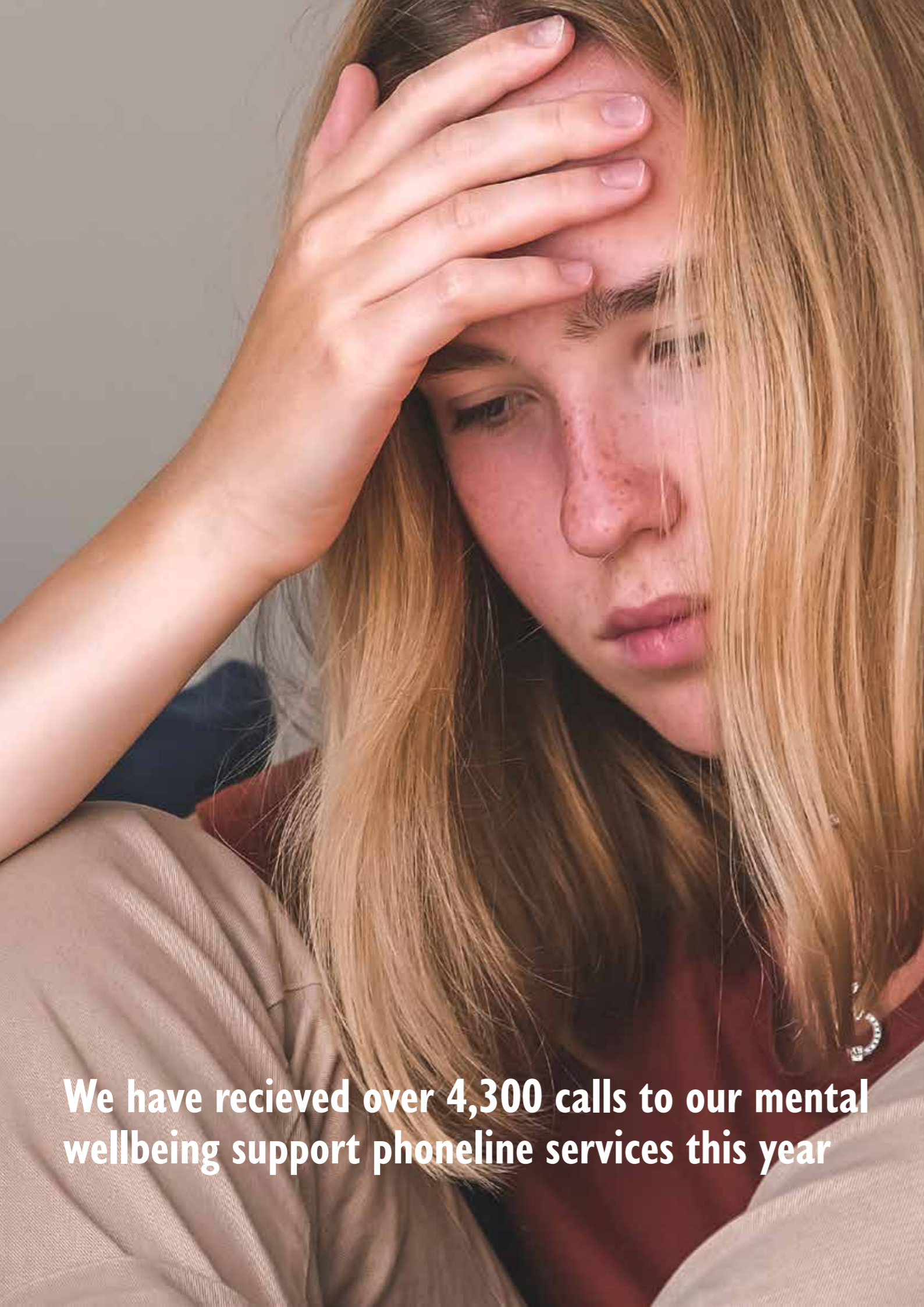


*Andrew Lord*  
**Andrew Lord,**  
Chief Executive



*Malcolm Cassells*  
**Malcolm Cassells,**  
Alabaré Chairman





**We have received over 4,300 calls to our mental wellbeing support phonenumber services this year**

## **BUILDING BRIGHT FUTURES, HOMES AND MINDS**

**In the uncertainty that has impacted many people and organisations over the last couple of years, we want to develop services which meet those changing needs. Founded in 2020, our Riverside Sanctuary mental health and wellbeing service has grown rapidly to support those in our communities whose lives are impacted by mental health struggles.**

**Amy is just one of many people who we are thankful for being able to support...**

Amy came to her first meeting with our mental health team with her mum. She had enjoyed school, and college, but now aged 18, she was struggling with anxiety and feeling isolated. She is autistic and lives with an obsessive-compulsive disorder.

After arriving at our appointment, initially Amy wanted her mum to speak for her, but gradually began to talk for herself, explaining how she was feeling. She is passionate about animals and her family and would like to eventually work in the animal care sector but was feeling anxious about doing things independently. It was agreed that we would meet Amy at her house for our second meeting so she was in a setting where she felt most relaxed.

Amy said that she felt much more positive at our second meeting and happy that she had been heard, understood and not passed to another professional. Together we discussed the situations that make Amy feel anxious and made a list of some of the feelings that she experiences in those situations. By making a visual list, Amy began to see how some of

those feelings triggered others and became a chain reaction. Together, we were able to come up with methods Amy felt she could use to stay calm and distract from her anxiety. So helpful was it, that Amy was happy to take charge of the list and said she would add other strategies to it before we met next.

Our third meet-up was at a local animal centre where Amy was able to hold a guinea pig while we talked through the ideas she had added to the board. Amy was animated but showed no signs of agitation as she talked about how she had used some of the techniques we had come up with the previous week.

She was particularly pleased with the strategies that she said were invisible and had meant she could stick in a situation that previously she would have felt compelled to leave. We talked about some volunteering opportunities that were available at the animal centre, and Amy was excited to find out more, saying that she hoped she would be able to take up one of the places.

We will continue to meet up with Amy, but even after three sessions, Amy and her family say that they can see a positive difference.

**“This team has really helped me in horrid times and I’m really grateful I have found you and can talk to someone”**

Riverside Sanctuary client





## PROVIDING THE SUPPORT THAT HELPS PEOPLE ACHIEVE THEIR GOALS

No two peoples' experiences are the same, and at Alabaré, we ensure that the support each resident receives is personalised to help them overcome their individual challenges to achieve the goals that they are aiming for. When we welcome someone to our homes or services, we take time to understand them and their needs, and together we write a plan that will give them the support they need to move forward. Those support needs will change and develop over the time that a client is with us, and we will flex and revise their plan accordingly. Moving back into independence and managing a tenancy again is a huge moment in anyone's journey, and we are on hand to make sure each resident has suitable accommodation to move into and support to get through that transition. Each will have had the opportunity to go through our tenancy training programme before they leave us, to give them the skills and confidence to manage their new tenancy agreement successfully.

14 young parents and their babies have lived with us over the last year, focusing on building the skills and confidence they need to move on successfully to their own homes. Hayley, aged 17, and her son, Noah, lived with us at our Parent and Baby home in Salisbury. Over the last year Hayley has worked closely with her Alabaré Support Worker to identify and meet the goals that she has. She has also taken up the opportunity to take part in activities with our Boots on the Ground team, which she says she never would have been able to do previously. Hayley has grown in her personal confidence and skills, and was recently successful in securing a new home for her and Noah, which we were able to help her move into. She says,

**"I've loved it here. The mums all talk when the kids go to bed. I will miss that. I've had some amazing opportunities while I've been here. Thank you so much."**

## RICHARD'S STORY

Richard had struggled with drug addiction since his youth after suffering years of physical abuse by his step father. He tried to get clean multiple times over the years, but says he always ended up going back to drugs as a way to forget the pain of his memories. Despite his addictions Richard had a family, but eventually the lifestyle he was leading had such a negative impact on all of them that he ended up sofa-surfing and with nowhere else to go.

One morning Richard says that he woke up and decided to change his life. He booked himself a single ticket and boarded a train going south.

Richard says he immediately felt a sense of calm when he arrived in north Somerset as he felt the sea air on his face. With no family or friends in the area, Richard slept rough on the steps of the Gospel Hall for two weeks before he found out about Alabaré while visiting a local drop in centre.

We contacted Richard to talk through his situation and needs, and he was able to move in the next day. Since then, he has been getting support from the Alabaré Homeless Service Team to overcome his addiction and move forward with his life. He has maintained contact with his family and says that they are delighted with the progress he has made which they hope will mean they can meet up again soon.

**"I feel so lucky to have this chance to sort my life out now. The support I have now is amazing and I am determined to make the most of it and will not go back to my old life. I am looking forward to the future now,"** said Richard.



# OUR PATHWAY OF SUPPORT

We want to help people rebuild their lives and have bright futures, homes and minds. We hope that our support will mean that our clients never have to face the crisis of homelessness again and therefore want to ensure we have given clients access to the range of services and activities that they need.

Across our charity, we have integrated our services so that our clients can link between them – a pathway of support.

Many ex-military residents and young people living with us have joined our Boots on the Ground teams in England and Wales, getting involved in outdoor and volunteering opportunities to help build positive mental and physical wellbeing. Over the last year, we have developed new opportunities for our veterans, including activities such as gardening, walking, forestry, beach cleaning, woodcrafts and much more. Over 135 veterans have been involved, including 55 who live in our local communities.

For those who are interested in finding future employment in the construction industry there can be the chance to join one of our Veterans' Self-Build schemes, receiving work placement training and helping to build homes, one of which they will have the chance to live in. Over the year, six veterans moved into their own homes, and 7 secured employment in the construction or associated industries.

We are offering other opportunities through our Alabaré Academy, providing coaching,

mentoring and training to clients, increasing their confidence and skills including writing CVs and interview techniques. Through our pathway of support we are helping strengthen the resilience of clients and their ability to successfully manage their future independence.

## STEVEN'S STORY

"I was petrified walking on-site. I'd been stuck in my home for a long time unable to function most days, and the prospect of manual labour in my physical condition was the furthest thing from my mind," said Steven, a Royal Navy veteran, who has been part of our Veterans' Self-Build Scheme in Plymouth.

"As I lifted each physical load of bricks, I felt the equivalent emotional load of bricks begin to lighten. Getting on-site and staying on-site (which didn't happen every time!) was a triumph.

**"The support and care I have received goes way above and beyond anything I could possibly have expected. I have made life long friendships, gained confidence and rediscovered elements of myself that I thought were gone forever. I have a home and have a job I couldn't have dreamed of only a few short months ago."**

Steven has recently secured a new job and is moving into his own home that he has helped to build.



**15 veterans have taken part in a Self-Build programme, with 6 moving into their own home and 7 secured employment as a result**





# ENABLING A FULFILLING LIFE

Having time for creativity and new experiences is something we believe in providing for our clients. For some, this is the first time that they have been able to go on trips to the beach, to cook sausages on a campfire or bake a cake. This can have a profound impact and can be a catalyst for important break-throughs in a person's recovery.

Within our Young People's services, we have been providing homes and support to a number of young unaccompanied asylum seekers in Salisbury and Andover. Our team make sure they are connected with the local mosques, ensure they have access to local health services and support them with any appointments they have, including helping them enrol with local colleges. They are learning to speak English, and several enjoyed a residential trip to the New Forest, sharing some experiences they have never had before. These are some of their comments during the trip...

**"I like seeing** [points at binoculars] **the** [mimics birds]. **Here is very good."**

[Nods] **"Yes, yes here very beautiful. I like** [points at binoculars] **and walking."**

**"I feel very, very good!"** [gestures to his chest with big smile.]

[Nods with big smile] **"Yes very good!"**

**Clients at our two Development Centres, at Old Sarum and Barford St Martin, have been able to take part in activities across the year.**

Our garden centre café has been open, with clients helping to make and serve customers delicious cake and light lunches. Both centres have held several events this year, including our annual Christmas Fair and popular family days, where the public are able to come along and enjoy the wonderful crafts made by our clients.



## Last year we supported 64 clients within our Learning Disability Team.

We were grateful to secure funding which enabled learning disabled residents and clients from our Alabaré Home and Community services and Supported Living accommodation to go to Paris for four nights, including a day at Disneyland. The trip was a dream come true for many clients, but also meant encountering new experiences which at times could be a little overwhelming for some as they had to manage queuing and unfamiliar surroundings. Everyone returned to the UK tired and happy at the amazing time that they had had. Opportunities like this are crucial for our clients, providing new experiences and emotions, and the chance to build confidence and meet new people.

**"My legs hurt after walking up the Eiffel Tower,"** said one client, **"but I loved the fast rides at Disneyland!"**





# ALL AROUND WELLBEING

Support for the mental and physical wellbeing of our clients is woven into our help across Alabaré. We know that the majority of people who have found themselves homeless will have trauma related to their experiences, both recent and historic. Having a safe home, with support, means they can rebuild. This year we were privileged to help Julian into his first home in 13 years. He said,

**“For most of the last 13 years I lived on the street. I have moved between Swindon, Plymouth and Calne. I lived with my grandad on and off, who was my rock. Unfortunately I found him dead and this affected me enormously.”**

I really do not think that I would have survived outside for much longer but thankfully, I was offered a room at Unity House in Chippenham. My health was not good because I was living outside in all weathers. Unity House has given me a place of safety and I was so happy to be given this opportunity. When I was on the street, I was not equipped to deal with things, but my Support Worker helped me to get on track.”

I have been offered my own home now. It does not feel real at the moment. I will have a key to my own front door! I look forward to making it my own.”

By working closely with each client we can assess their needs and the type of support that is correct for them. For some, this might be additional specialist support which we can help them secure, and for others this might be taking part in programmes run by Alabaré.

We have continued to develop our mental health support over the course of the year, and have expanded to increase the counselling service we provide. We have increased the opportunities for our clients and residents

to take part in outdoor activities which support their mental and physical wellbeing. Our learning disabled clients were kindly gifted funds to buy a selection of accessible bicycles and have been busy setting up regular rides which they all enjoy.

Across our charity we hold spiritual wellbeing close to our hearts, and benefit from the support of our Chaplaincy team. Our Senior Chaplain, and team of volunteer Chaplains, support our teams and clients in many ways as requested by each individual. This can encompass, but is not limited to, exploring ideas around faith, beliefs and spirituality.



**Over the last year, our chaplaincy team have provided over 2,600 hours of support to people across our charity**





# CELEBRATING FUNDRAISING & RETAIL

Much of the help we offer our clients is only possible thanks to the generous gifts of our wonderful supporters. We see every day the difference that this help makes in people's lives, enabling people to recover from crisis and build bright futures for themselves. Thank you so much to everyone who has made our work possible this year.

We are very grateful for the continued support of a number of charitable trusts and grant-making foundations. Despite intense competition for their grants, we were thankful that many of those have continued to help fund our homes and services which has meant we can continue to offer our accommodation and support to those in need.

Our fantastic fundraisers once again rose to some incredible challenges: walking across red hot coals for us in Chippenham, sleeping outside a castle for us in Plymouth, and next to tanks for us in Wareham, amongst others. In May, we held our first overseas event, when twelve amateur cyclists conquered our Race to the Sun across Gibraltar and in southern Spain. The challenge coincided with our first Alabaré Veterans Heritage team project in Gibraltar, where we took a group of veterans to help restore the historic Lord Airey's Battery on top of the world-famous Mediterranean rock.

Many other supporters have completed their own events for us. Our sincere thanks go to each person, church, school, business and community group who has gifted us their time, prayers, supplies and money this year.

Our shops have had a busy year as well. In Salisbury we moved premises, opening a bright new shop across the road from our previous shop in Catherine Street. The new shop has proved popular with our staff and customers alike, giving us the opportunity to display new donated items and let customers know about how they are helping to make our support possible.

In Amesbury, our shop has been reconfigured to make it fit for the years ahead and a pleasure for customers. In Wilton, our creative retail team have held several events and regularly host weekly community groups such as our Knit and Natter. Each Alabaré shop plays an active part in the community and each helps out those who are struggling, in need of emergency supplies, as well as welcoming those who just want a friendly chat.

We sadly said goodbye to our customers and retail team in Lyndhurst this year. Our small premises there had made it impossible to open during the need for social distancing, and despite some passionate local support, we had to decide to end our lease in the town.

Thank you to everyone who donates to our stores, and to all our loyal customers – you are each helping to make the vital support we provide in our homes and service possible.



**“ I first came to Gibraltar in 1998 as a young 17 year old on HMS Cornwall and I am now back in Gibraltar as a 41 year old and it's given me that bit of closure from my own battles and demons. It has allowed me to rediscover my own personality with a group of veterans again”** Veteran





# CELEBRATING OUR TEAMS

Our teams are the beating heart of Alabaré. Their dedication, compassion and spirit in delivering the care and support that allows our clients to thrive is our charity's greatest asset. We are truly thankful to all our incredible team members for the gifts that they bring to Alabaré.

At the end of the year to 31st March 2023 we had a paid staff team of 283 and over 170 volunteers. Last year, 23 members of the Alabaré team gained national qualifications as part of our workplace training.

**Our volunteers have generously donated over 21,000 hours of their time, providing valuable support in our administration, fundraising, and finance teams as well as in our front line service.**

Across our region, our team of volunteer Ambassadors have helped us reach new audiences, letting more people know about the vital support we offer. In Plymouth, our Ambassadors helped arrange our BIG Sleep at Pentillie Castle, our first BIG Sleep in the Plymouth area. Many of them slept out too, raising funds for our veterans support in the region. In Bristol, our Ambassadors have been busy attending Armed Forces Day and similar

events for us, as well as helping to arrange and take part in fundraising in the area.

In London, we were delighted to host a lunch at the Worshipful Company of Drapers' Hall thanks to our team of Ambassadors in the city. The event gave us the opportunity to meet many influential people who we hope will help us bring Alabaré's support to even more people who need us over the coming years. In Wiltshire we benefitted from a fascinating evening with local adventurer in 'An evening with Jo Bradshaw' which was arranged and hosted by our Ambassadors.

Our teams in Gloucester, Hampshire and Wales have all been working hard for us, bringing new people and new possibilities to Alabaré over the year. Our sincere thanks to you all, along with all our Trustees, Patrons and volunteers at Alabaré, who each play an integral role in ensuring Alabaré is living out our vision of a society where everyone has the opportunity to live a fulfilling life.

## Honorary President

Reverend John Proctor OBE

## Patrons

Brigadier Simon Firth CBE

Reverend Joanna Jepson

General the Lord Dannatt GCB CBE MC DL

The Right Revd Stephen Lake, 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

Mr Phillip Reynolds

Mrs Alicia Proctor

Mr Mark Proctor

Reverend Canon Vernon White

\*As at 31/03/2023

# THANK YOU TO OUR AMBASSADORS as at 31/03/2023

## AMBASSADORS BY AREA

### Bristol

Mr Billy Wilde – Chair

Mr Don Alexander

Mr Robert Bernays OBE DL

Cllr Ian Boulton

Mr David Penniell MBE BEM

Captain Phil Smith

Mr Andrew Street

Colonel Jane Thompson TD DL PhD

### Dorset

Colonel Oliver Chamberlain QVRM TD DL

### Gloucestershire

Colonel (Ret'd) Ian Harris – Chair

Cllr Neil Hampson

Mr Courtenay Harris

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 Edward Firth

Ms Fiorina Fortunato

Mr Richard Winstanley

### North of England

Mr David Lawes

### Plymouth

Commander Chris Thorpe BSc MIET RN – Chair

Dr Norman Biddle

Lt Commander Paul Burton

Colonel Stephen Cox

Mr David FitzGerald

Lt Commander Nicky Hibbert

Brigadier Christopher Lunn

Commodore Jamie Miller CBE DL RN

Brigadier Simon Young CBE DL

### Wales

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

Reverend Fran Croxon-Hall

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

Mrs Gay Edwards MBE

Sir Charles Hobhouse

Lady Ruth Hawley DL

Mrs Sara Jones CBE JP DL

Sir Craig Mackey QPM

The Venerable Stephen Robbins CB

Mr Joseph Scaniglia-Jones

Mr Alan Taylor

Mrs Alison Ward

### AND IN MEMORY OF...

Commander Charles Crichton OBE MSocSc RN

The Ven Martyn Gough QHC



# OUR ACCOUNTS

## INCOME RESOURCES (£)

### Generated funds

|                          |           |
|--------------------------|-----------|
| Donations and legacies   | 1,162,237 |
| Other trading activities | 612,563   |
| Investment income        | 8,542     |
| Charitable activities    | 9,410,459 |

**Total income** **11,193,801**

## RESOURCES EXPENDED (£)

|                               |            |
|-------------------------------|------------|
| Cost of generating funds      | 932,021    |
| Cost of charitable activities | 10,532,349 |

**Total expenditure** **11,464,370**

**Net income/(expenditure)** **(270,569)**

## EXTRACT FROM BALANCE SHEET (£)

|                              |             |
|------------------------------|-------------|
| Fixed assets                 | 5,188,119   |
| Net current assets           | 735,553     |
| Creditors more than one year | (2,587,322) |

**Net assets** **3,336,350**

## FUNDS (£)

### Unrestricted

|                              |           |
|------------------------------|-----------|
| General held as fixed assets | 2,318,494 |
| General/other                | 548,679   |
| Total unrestricted           | 2,867,173 |
| Restricted                   | 469,177   |

**Total funds** **3,336,350**

# THANK YOU TO OUR FUNDERS

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 ...

ABF The Soldiers' Charity  
Admiral Insurance Group  
Albert Hunt Trust  
Allied Rapid Reaction Corps  
Armed Forces Covenant Fund Trust  
Asda  
Apsley Precision Engineering  
B&Q  
Baily Thomas Charitable Trust  
Benefact Trust  
Chemring Countermeasures  
Community of St Denys  
Devon Community Foundation  
Devon County Council  
Friends of Gibraltar Heritage Society  
Fulmer Charitable Trust  
GambleAware  
Garfield Weston Foundation  
Gibraltar Heritage Trust  
Gloucestershire Community Foundation  
Greenwich Hospital  
Gwrych Castle  
Hampshire County Council  
Hampshire, Southampton & IoW Clinical Commissioning Group  
Ibex Insurance  
J & M Britton Charitable Trust  
John Laing Charitable Trust  
JP Marland Charitable Trust  
LiveWest  
Lovell Homes  
Marks and Spencer  
Marshall Mercedes  
Masonic Charitable Foundation  
Minim World Ltd

Mrs R P Tindall Charitable Trust  
National Benevolent Charity  
National Lottery Community Fund  
Nebulus Trust  
Neighbourly  
Pentillie Castle  
Plymouth City Council  
Queen Mary Roehampton Trust  
RAF Valley  
Rebecca Day 360  
Regional Lions Clubs  
Regional Rotary Clubs  
Royal Gloucestershire Hussars Yeomanry Association  
Royal Navy & Royal Marines Charity  
Salisbury Chamber of Commerce  
Salisbury City Almshouse & Welfare Charity  
Salisbury Diocesan Forces Welfare Fund  
Scott (Eredine) Charitable Trust  
Screwfix Foundation  
Souter Charitable Trust  
St James' Place  
St Thomas & St Edmund Fricker  
Steele Rose  
Stonewater  
TARMAC  
Tesco  
Tim Peake  
The Aall Foundation  
The Drapers' Hall Company  
The Inchcape Foundation  
The Nick Jenkins Foundation  
The Not Forgotten  
Torrige District Council  
UK Plumbing Supplies  
Veterans' Foundation  
Waitrose  
WCVA  
Wilson's Solicitors  
Wiltshire Area Boards  
Wiltshire Community Foundation  
Wiltshire Council

**And all the schools, churches, community groups and businesses who have helped us over the last year.**

The extract above, from the consolidated financial statements of Alabaré, may not contain sufficient information to allow a full understanding of the financial affairs of the charity. A full set of accounts may be obtained by writing to Nick Dalton, Financial Controller, Alabaré, Riverside House, 2 Watt Road, Salisbury SP2 7UD.





To find out more about Alabaré's work, please get in touch:



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



01722 322882



[alabare.co.uk](http://alabare.co.uk)

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

