

Alabaré Impact Report

2024-2025



Enabling a fulfilling life

Welcome to Alabaré

SERVICE KEY 2024-25

- HOMELESS
- VETERANS
- YOUNG PEOPLE
- LEARNING DISABILITIES
- MENTAL HEALTH
- VETERANS SELF-BUILD



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Learn more about our services and the people we support every day -



Andrew Lord MBE
- Chief Executive

This year, Alabaré has made significant progress despite ongoing financial pressures across the charity sector. In 2024/25, we supported 3,272 individuals - a 12.3% increase on the previous year. Each of these lives represents a story of hope, dignity, and transformation.

We strengthened our Executive Team with key appointments, including a new Finance Director, and restructured several departments to improve efficiency. Thanks to the exceptional efforts of our Fundraising Team and strong financial management, we achieved a break-even position.

Governance has also been enhanced with the appointment of new Trustees, bringing vital skills and experience to the Board. Two new committees - covering fundraising, marketing and retail; and nominations and governance have been established, and our Trustee recruitment process has been improved. We are committed to increasing diversity, particularly the representation of women on our Board. In 2025, we will appoint a new Chair as Malcolm Cassells steps down after nearly 17 years of service.

Our mission to transform lives through action continues to drive our work. We've expanded our mental health services across Bath, Wiltshire, and North Somerset. Our housing services have maintained record occupancy and we have introduced new wellbeing programmes across the South West and Wales.

We've also deepened our role as trusted partners, building transparent, compassionate relationships with communities, stakeholders, and funders. These partnerships are central to our impact and sustainability.

Financial growth has enabled us to diversify income and invest in innovative programmes such as Veterans' Self-Build, Boots on the Ground, the Burnbake Prison Art Project, and the many activities at our Development Centres.

Looking ahead, we are excited about the future. With continued support from individuals, partners, commissioners, and grant-makers, we will grow our services, strengthen our finances, and increase our impact. Together, we can continue building resilient communities and transforming lives with hope.

Andrew Lord
Chief Executive

Malcolm Cassells
Chairman

Our Story So Far

2024-2025

Our Mission



Good quality accommodation – a safe home until clients can move on independently



Professional support and advice – offering choice and explaining consequences



Training in life skills – empowering them towards fulfilling their needs and aspirations



Support to overcome the barriers they face in order to transform their lives

Our Purpose

- Homelessness
- Mental Health
- Learning Disabilities
- Veterans
- Young People

3,272

People supported in 2024-2025



12.3%

People supported compared to 2023-2024



275

Team members support our clients



181,037

Support hours delivered



361

Bedspaces in our homes

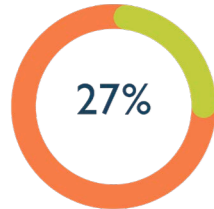


Restoring hope and rebuilding futures for people who are homeless

1,282 support interactions with our homeless services



52 residents moved onto independent housing



1,024 rough sleepers engaged with our 'Somewhere Safe to Go' drop-in service.



17 clients got involved in training or skills development



Over the year, our homeless services have supported 192 individuals across our supported accommodation, which has included welcoming 71 new residents.

Our service provides safe, suitable accommodation alongside tailored support for vulnerable people, with an integrated approach, that addresses the complex challenges our clients face. We help them work towards recovery and independence. By considering each person's individual circumstances, we can tackle the root causes of homelessness rather than focus solely on isolated issues. This holistic model ensures we meet immediate needs while also supporting them with long-term, sustainable positive change. Our work empowers individuals to regain stability, improve their wellbeing, and build the foundations for a more secure and independent future. Every person's journey is unique, and our approach reflects this by delivering compassionate and comprehensive support to those who need it most.

Joe's Story

With a childhood marked by instability and trauma, having been in care since the age of six, Joe first joined Alabaré as a young care leaver.

At 17, he was placed in private shared housing - only to be made homeless again when the landlord reclaimed the property. "With no support," he recalled. "I didn't have a clue what to do."

Over the next 12 years, Joe began a cycle of unstable housing, surviving on the support of friends, living on the streets or going from one relationship to the next. "I didn't know whether to pack or unpack my bags," he said. "There was nowhere to call home."

Though he always worked, a relationship breakdown left him locked out of his home and spiralling into job loss and heavy drinking.

Joe's turning point came when he joined the Alabaré homeless service. "They had an understanding about my background," he shared. "Like a book—they already had the chapters." For over a year, he lived in our supported housing, gradually gaining the stability and trust he had lacked throughout his life.

"Like a book, they already had the chapters. They've been there for me a lot. Now, I know the steps and I'm getting them done."

Here he began to rebuild - physically, mentally, and emotionally. He credits the team for giving him tools and time: "They helped with budgeting. I'm smarter now. I've confronted my drinking and I am working on that but having someone to listen helped me open up - that's what helped me."

Now with his own flat, Joe is cautiously optimistic, moving slowly to avoid falling into old patterns. "Not everyone who is homeless is a druggie or alcoholic. Some just have a spin up in life," Joe adds.

Alabaré's consistent presence, understanding, and support allowed Joe to rebuild a life once fractured by systemic failure and personal loss.



"It is a lifeline at the end of the day, I do not know where I would be without it, it's much appreciated."

Tim
- Entrenched rough sleeper

Our Somewhere Safe To Go drop-in service provided 663 showers to rough sleepers, enabling us to distribute 86 sleeping bags and 188 items of clothing whilst our laundry facilities were used 515 times.

Joe
- Alabaré Homeless Service

Listen to Joe in his own words -



SCAN ME

Standing side by side with veterans who are homeless

84 veterans moved on after an average stay of 5.6 months



21 veterans secured employment



21 veterans engaged in volunteering activities



26 veterans received support for complex mental health needs



Over the year, Alabaré has supported 158 veterans through our supported housing services across England and Wales. It is estimated that there are over 3,500 homeless veterans in the UK. Last year, we received 350 referrals for our veteran services, an increased demand of 122% on our service.

Our Homes for Veterans programme delivers a tailored pathway of support that addresses individual needs in areas such as physical and mental health, financial wellbeing, and employment readiness. In addition to this holistic support, we collaborate closely with each veteran to help them secure stable, lasting accommodation, enabling a successful transition to independent living, which therefore, reduces the risk of future homelessness as they rebuild their lives with confidence and hope.

“With the support and new friends I’ve been distracted from the things that can work against me.”

Chris
- Alabaré Boots on the Ground

Our Boots on the Ground team ran over 200 sessions engaging with 55 veterans to improve mental wellbeing and promote a healthy active lifestyle.

Bryn’s Story

When Bryn first came to Alabaré, he was at his lowest point. A veteran who had served in the RAF Regiment for 14 years, Bryn found himself homeless after a breakdown in his relationship.

After leaving his home, he sofa-surfed until that door also closed, whereupon his situation spiralled after his savings went quickly on hotel accommodation leaving him sleeping rough under a bridge in the middle of winter.

His experience of rough sleeping was traumatic: freezing temperatures, no shelter, no food, and a constant sense of fear and isolation. Bryn describes that time as the darkest period of his life. Despite being a proud man, he found himself overlooked and dismissed when he sought local authority help.

Things began to turn around when his daughter connected him with Op FORTITUDE and then, ultimately, Alabaré Homes for Veterans. Things started to move quickly and within a week, Bryn was offered a room at one of our homes in south Wales. Walking into a safe, warm room, was a major turning point, providing space to breathe, reflect, and begin again.

“I found myself laying there, just having a chat with God. For some that’s not praying. But for me that’s just what prayer is.”

Since then, Bryn’s transformation has been remarkable. He’s now sober after years of alcohol dependency and has regained weight and built confidence. He’s reconnected with family and is slowly working on rebuilding trust with his children.

With access to the right benefits, he’s attended courses and started to plan a return to work. Surrounded by people who “get it,” he’s regained a sense of belonging that had been missing for years.

Bryn now talks about the future with hope. His focus is on rebuilding his life, staying sober, and being the dad and grandfather he wants to be. Alabaré didn’t just offer him a bed - we offered him a fresh start.

Bryn
- Alabaré Homes for Veterans

Listen to Bryn in his own words -



Creating a stable pathway for young people

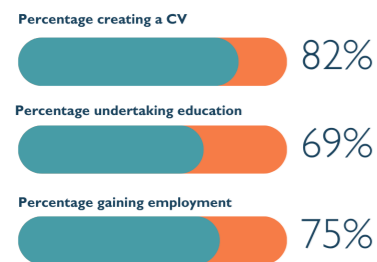
88% report positive wellbeing after joining wellbeing sessions



22% moved onto independent housing

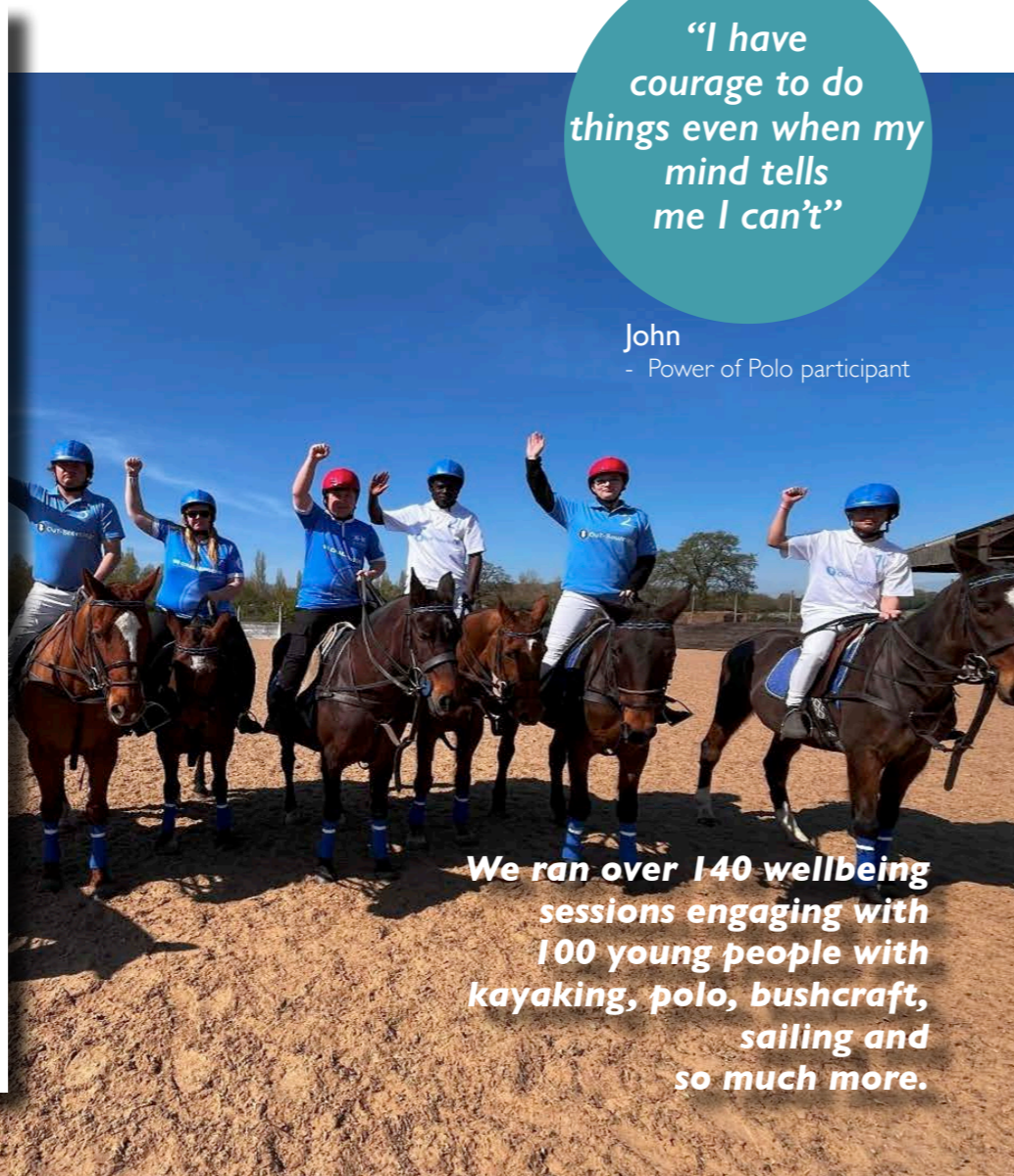


Young People Education & Employment



"I have courage to do things even when my mind tells me I can't"

John
- Power of Polo participant



We ran over 140 wellbeing sessions engaging with 100 young people with kayaking, polo, bushcraft, sailing and so much more.

Kiah's Story

When Kiah arrived at Alabaré just after her 18th birthday, she had already endured years of housing instability and emotional trauma. Forced from her mother's home at the age of 15, she bounced between friends, partners, and family members, never truly safe or feeling settled. But her move into supported accommodation marked a turning point in her life.

"They put a roof over my head for a start," Kiah shared. "The support from the staff was amazing. I had so many questions about living independently, and they answered every single one."

Kiah's transformation over the 11 months she spent living with us is striking. Initially reserved and anxious, she described herself as a "hermit" who avoided interaction, even with residents she knew from school. "I didn't speak to anyone. I'd come down to talk to staff and go straight back to my room." Slowly, through consistent support and organised social events, Kiah began to open up, "Which helps with my anxiety and introvertness."

"Without Alabaré, I'd still be in the same position I was a few years ago. It's nice that charities like this exist, now I have my own home, just me, myself, and I."



Beyond emotional growth, Kiah developed practical life skills that many take for granted. Staff supported her with applications for benefits and helped her navigate the complexities of adulthood, from budgeting to getting a job. When issues with her estranged mother and police resurfaced, staff remained a pillar of support, helping her maintain emotional and physical boundaries.

Today, Kiah lives independently in her own home, holding down a job in retail. "I could be in a worse position, and I'm not," she said. "I've got my own place, I've got support, I've got a job."

Over the year, we provided safe, stable housing to 110 young people, offering more than just a place to stay, but a foundation for growth, healing, and independence. Our homes are designed to be supportive environments where young people can recover from trauma, manage mental or physical health needs, and begin building their futures.

Through over 45,000 hours of tailored support, we've helped 69 young people develop employability skills, and welcomed 45 new residents this year alone - 65% of whom engaged in our employability sessions for the first time. Additionally, 100 young people participated in our dedicated Young People Wellbeing Programme, further underscoring the comprehensive, person-centred care approach that we provide.

Kiah
- Alabaré Young People Service

Listen to Kiah in her own words -



From crisis to stability - support for those struggling with their mental health

959 people visited Riverside Sanctuary



609 counselling sessions were delivered by ACMH



Hope House Survey Responses

Would recommend to friend or family member in need.



Rated support received as "excellent".



Rated accommodation as 'Excellent'.



90% rated the mental health support they received as excellent.



We supported 1,179 people on our telephone support line, for anyone aged 16+ living in Wiltshire, seeking mental health support or struggling to manage their mental wellbeing.*

Sarah's Story

Sarah arrived at Hope House following a suicide attempt whereupon she had been placed in a coma for several weeks and was given a three per cent chance of survival. A high-achieving professional, she had spent her life being in control but when her marriage ended abruptly, coupled with feelings of friends and family betrayals, it triggered a complete emotional breakdown.

Sarah was used to meeting life's challenges with determination and independence. But this time was different. She described feeling like "the walls had caved in," with no clear way out.

Hope House offered Sarah the safety and stability she urgently needed. In those early days, the focus was simply on helping her rest, rebuild a sense of trust, and to feel safe. But what became just as important was what happened around her within the shared spaces and quiet conversations of everyday life.

She quickly realised the power of being with others who had lived experience. "It was being alongside others who really understood, who just got it," she says.



"It just felt like supporting arms around me constantly. It didn't matter whether it was, six o'clock in the morning or 10 o'clock at night if I wanted to reach out to somebody."

Shared experiences helped create a turning point. Sarah describes moments when a glance or small comment reminded her that she wasn't alone. While without pressure to explain Sarah found something she hadn't found elsewhere: belonging; growing alongside others, witnessing resilience and rediscovering her own.

Slowly, the desire to keep going grew stronger than the urge to disappear. Living independently again, Sarah continues to battle having recently been declared bankrupt she is instead turning her attention to moving to a career in mental health in the construction industry she knows well by becoming a mental health champion of her own.

Over the year Alabaré Mental Health Services have supported over 2,700 individuals, while Hope House, our Chippenham Crisis Home, has supported 183 guests through NHS referrals.

We are committed to supporting individuals toward better mental health through a range of person-centred, recovery-focused services across Wiltshire. Our approach is grounded in empathy, empowerment, and peer-led support, helping individuals build resilience to take positive steps forward. From the calm and inclusive setting of Salisbury's Riverside Sanctuary - open every day of the year - to the personalised assistance provided through our Access Community Mental Health service, we offer flexible, responsive care that meets people where they are. For those facing acute challenges, Hope House provides short-term residential support in a safe and therapeutic environment. Together, these services form a lifeline for many, offering not just support, but genuine hope for a brighter future.

*In partnership with Access Community Mental Health

Sarah
- Alabaré Mental Health Service

Listen to Sarah in her own words -



SCAN ME

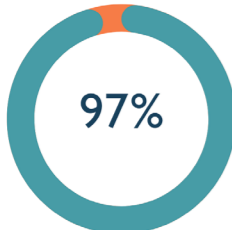
Empowering independent, joyful lives - adults with learning disabilities

Client survey responses

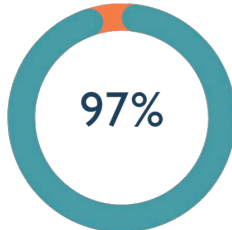
I am happy with the care and support I receive



I am fully involved in my care support plan



Staff help me find ways to do what matters to me



On a typical week our Development Centres run over 70 client activities.

Over 4,080 hours of support are delivered by our teams at Barford Development Centre

Over the last year we have supported 47 residents, providing almost 80,000 hours of supported care.

At the heart of our work is a deep respect for the lives, histories, and aspirations of those we support. When two long-term residents at one of our supported living homes shared their wish to celebrate their deep and enduring friendship, our team responded with compassion and care. Recognising the importance of this enduring friendship, we worked with the individuals, their families, and wider community to create a joyful and inclusive 'Friendship Party' complete with music, food and thoughtfully chosen decorations reflecting the unique story of their connection. This celebration not only honoured their journey but also demonstrated our belief in person-centred support to uplift, empower, and celebrate the people we care for.

Jack's Story

Jack, a young man with learning difficulties, moved into Alabaré's supported accommodation just over four years ago. Since then, he has built a strong house community, and a life filled with both independence and joy.

Jack, 27, lives in a house with two other men. He has his own double bedroom, decorated with his belongings and posters of his favourite wrestling stars. He describes feeling happy in the house, enjoying gaming, music, and especially cooking — his favourite meal is fish cakes with chips and peas.

Alabaré staff have been crucial in helping Jack gain confidence and daily structure. With their support, Jack cleans his room on Wednesdays, then goes shopping with a carer who helps him make healthy choices. These tasks have helped Jack grow in independence while feeling supported.

A highlight of Jack's week is his placement at the Alabaré Old Sarum Development Centre, where he does gardening, computer work, and cooking. He enjoys making woodworking joints and has made several friends. Jack takes pride in his progress and



Jack
- Alabaré Learning Disabilities Service



recently completed travel training, allowing him to use public transport more confidently.

Jack knows all the staff members by name and trusts them to help when needed. Jack feels they listen and respond with kindness.

Friendship and laughter are central to Jack's happiness. He speaks fondly of his housemates and friends, especially Ben and Thomas, who "make him laugh." His passion for wrestling is another source of joy — he watches it regularly, keeps up with the latest updates, and dreams of becoming a wrestler one day and maybe seeing the WWE championship live.

Alabaré's supported environment has given Jack a safe, happy home where he feels heard, supported, and increasingly independent. With clear routines, meaningful activities, and trusted relationships, Jack is building a fulfilling life — one step at a time.

Valuing our people

Volunteer activities generated an estimated economic value of £403,218



Volunteers contributed over 21,000 hours of their time



11 volunteer chaplains support clients and staff across Alabaré



Our 230 volunteers are more than just helpers, they are colleagues, listeners, builders, and beacons of hope. Our volunteer ambassadors, chaplains, gardeners, peer support workers, administrators, fundraisers, and retail assistants each bring something unique, but they share a common purpose: to serve others with compassion and dignity.

Using the MeasureUp framework* for regular volunteering, we are proud to report that our volunteers generated significant social value this year, which is valued at £403,218 in economic value and £414,000 in wellbeing value, giving a combined total social value of £817,218.

“It’s about being there, without judgment. Sometimes that’s all someone needs to feel human again,”

Sally - Alabaré Somewhere Safe to Go service

* measure-up.org/

Demonstrating social impact

Our Veterans’ Self-Build Scheme supports veterans who have been homeless and provides a pathway into a career in the construction industry while building a house to call home, in partnership with local construction companies.

When we calculate the impact that we are creating as a charity we refer to a term known as social value.

What is Social Value?

Social value refers to the broader benefits a project creates for individuals and communities beyond just economic or financial returns. In this case social value includes improved wellbeing, reduced reliance on public services such as the NHS or the benefits system, increased employment opportunities, and stronger community ties.

By helping formerly homeless veterans gain stability, skills, and meaningful employment, the project generates long-term positive outcomes.



“Going back into the military would have been good in the short term. But here I’ll gain skills and have a stable place to call home in the future.”

Eli - Alabaré Veterans’ Self-Build Scheme

Social value per veteran completing VSBS = approx. £85,000



For example, the £515,820 in social value calculated for the Ludgershall project cohorts reflects not just the houses built, but the transformation in the veterans’ lives, including improved mental health, reduced homelessness, and increased future earnings.

The return on investment (ROI) of 4.29 means that for every £1 invested in the scheme, £4.29 of social value is created, highlighting the significant impact of supporting veterans through this innovative housing and skill-building initiative.

Learn more about our services and those we support every day -



Income generation



Fundraising is absolutely vital to everything we do at Alabaré. Without it, we simply couldn't reach those in crisis - whether that's veterans rebuilding their lives, young people finding a fresh start, or individuals overcoming homelessness and poor mental health. Every pound raised helps us offer safe homes, support, and hope for the future.

We're backed by an amazing mix of individuals, groups, organisations and charitable trusts, and we are so grateful to every single one. Whether you take part in a sponsored sleep out, run a marathon, host a coffee morning, sponsor a room, give generously and regularly or help fund a project through a grant, you are changing lives.

Last year, we hosted several events for corporate sponsors including a film night and talks about our work. Adventurous souls took part in the "Eighty for 80" D-Day Skydive to mark 80 years since D-Day and we continued with our iconic Big Sleeps in England and Wales while thousands of people faithfully gave regularly to our appeals throughout the year. Our charity shops add another layer, offering not just income but real-world experience for those we support.

We're incredibly grateful to the Office for Veterans' Affairs (OVA) and the Armed Forces Covenant Fund Trust for supporting us to refurbish energy-efficient homes in England and Wales, as well as providing vital ongoing funding to ensure our veterans have warm, safe places to call home.

We also deeply value the support from the Army Benevolent Fund, The Veterans Foundation, and many other funders all recognised within this report, whose grants have been instrumental in expanding outdoor wellbeing programmes, creating new opportunities for veterans to build their own homes, enable vulnerable young people to feel safe and supported to make positive choices and our learning disability residents have lifetime adventures overseas. Alabaré continues to rebuild confidence and resilience through meaningful activities, reshaping lives and creating homes for the future.

Together with these funders, Alabaré can deliver life-changing services that truly empower veterans on their journey to recovery.

Every gift - big or small - matters more than ever. Your generosity helps us stay strong, keep showing up, and continue walking alongside people in need. Thank you for helping us break the cycle of homelessness, we can't do it without your support.

Trusts, Grants & Funders

We would like to thank all of the organisations, schools, churches and community groups who have supported us this year.

Army Benevolent Fund
Armed Forces Covenant Fund Trust
Aldo Trust
Arnold Clarke Community Fund
Benefact Trust
Centre Point
Clarion Housing
Community of St Denys
Conwy County Borough Council
Energise Me
Fine & Country
Fricker Charity
Fulmer Charitable Trust
Glos. Community Nurses Foundation
Gloucester Community Foundation
Gosling Foundation
Hampshire County Council
Hampshire OPCC
Ian McPherson Charitable Trust
J&M Britton
John Laing Trust
Live West
Lovells
MCF
MDRT
Mrs RPTindall's Charitable Trust
National Benevolent Charity
Neighbourly
PGL Devonshire
Plymouth Council
Royal Navy Royal Marines Charity
Salisbury City Amshouse & Welfare
Scott (Eredine) Charitable Trust
Screwfix
Simply Health

St James's Place
Stonewater
Test Valley Councillors' Grant
The Drapers
The Girdlers
The Longs Trust
Veterans' Foundation
Wenzel's the Baker's Charity Foundation
Wiltshire County Council
Wiltshire Community Foundation

**View Impact Report
webpage for further case
studies and financial data.**



SCAN ME

"It's more than just a programme - it's a family. Through the support of their outstanding staff, I have gained a better understanding of myself and my potential.

Without Alabaré, I would be lost, struggling in an uncertain world."

Jim

- Alabaré Boots on the Ground



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



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