

# IMPACT REPORT

2024-25

The stories behind the headlines



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# Welcome

**This year,  
we've  
supported  
more people  
than ever.**

This is a reflection of both our team's dedication and the growing challenges in society.

Rough sleeping is at its highest in a decade, prisons are overcrowded, and early release policies are failing. Domestic abuse remains the country's

most prevalent crime, with police responding to a call every 30 seconds.

**Behind these statistics are real people. This report shares the human stories behind the homelessness and housing crises, highlighting those who are struggling and the vital support we provide.**

But this is just a snapshot: our teams are working across a far wider range of services than we can cover here.

We're not only focused on the present, we're also planning for the future. Our strategy aims to adapt to a world that often feels increasingly hostile to those who are at risk and isolated.



Despite the challenges, we remain hopeful. Our experience shows that people care and want to help. With the continued support of our partners, volunteers, and community, we are committed to reaching those behind the headlines and making a lasting difference.



# About us

## Julian House offers people in crisis a route to something better.

Our clients come to us with a range of experiences and trauma behind them. Our job is to help them get back on track and take the next steps towards independence and security.

We recognise there are many routes to homelessness and social exclusion, so we deliver services which support people wherever they are in their journey – some of which you can read about in this report.

With almost half of our team having first-hand experience of the challenges our clients face, we know that there is no one-size-fits-all or quick-fix solution.

Our person-centred and trauma-informed approach means that every client gets the support they need to take positive steps forward in their life – what ever their start point - whatever their destination.

## In 2024/25, as a result of our support:

**80%**

of our clients  
felt happier

**79%**

felt more secure

**72%**

felt more  
independent

**71%**

felt more  
confident

**68%**

felt more able to cope  
with challenges

Total number of clients supported

**2,740**

400 more than last year

Total number of bed nights

**96,816**

11,000 more than last year

## There are many paths to homelessness





# Taking the first step off the streets

**'Rough sleeping in England rises for third year in a row'.**

February 2025

Official government snapshot figures show that the number of people rough sleeping across the South West rose by 8% in 2024.

Our hostel was full, with a waiting list, all year, running at 115% capacity – with all 20 pods filled and sit-up beds consistently in use to offer a few more people a bed each night.

That's why we are determined to secure the future of this vital service when the lease on our current site on Manvers Street ends in 2026. We are working with Bath & North East Somerset Council to find an alternative site and confirm long-term funding for this life-saving provision – and hope to be able to provide a positive update to our supporters soon.

Manvers street hostel operating at

**115%**  
capacity

**53**  
positive move-ons  
- 13% improvement  
from last year

**130**  
clients supported – 12 more  
than last year



Hamish arrived at the hostel on a freezing December night, visibly weak, malnourished, and struggling with his mental health. Although the hostel was full, staff offered him a 'sit-up' bed in the communal area under the Severe Weather Emergency Protocol (SWEP).

When SWEP ended, rather than turning him away, the team moved Hamish into the 'staff pod'; his own room where he could begin to recover.

Hamish had previously lived in a caravan on a local site, which he had abandoned after it became uninhabitable.

Determined to help him regain his independence, the team advocated with the housing association to allow him to keep his plot. They supported him in clearing the site, paying off arrears, and making it liveable again.

Working closely with our Gypsy, Roma, Traveller and Boater outreach team, they secured support from the local community on-site, bought Hamish a new caravan and coordinated with adult social care to ensure he had long-term support when he moved back into his own home.

When the team dropped Hamish and his loyal dog, Winnie, at their new home, it was an emotional moment for everyone; marking the end of one journey and the hopeful beginning of another.

# Seeking a fresh start after prison

**'Prison population climbs to six-month high despite early-release scheme'** March 2025

In 2024/25 the government introduced an emergency early release scheme for low-risk offenders to relieve overcrowding. While necessary, releasing individuals without stable housing or support puts them at immediate risk of homelessness and ultimately, re-offending.

Homelessness is a key cause of re-offending, straining an already broken system. We believe a safe home is the first step to real change.

Our services provide stability and support for prison leavers, helping them move toward employment, independence, and lasting recovery.

For Service Manager Pixie, the need to support prison leavers is clear.



**“It's not about giving people a second chance – some of these people never had a chance in the first place,**

she explains.

Leaving prison could be an opportunity for them to connect with society in a positive way, but the first night that somebody leaves prison they are 50% more likely to re-offend if they do

not have stable housing to return to.

That's why providing housing for those at risk of homelessness is vital.

But accommodation is only the start. The team help clients to overcome historic trauma, build new communities away from their old, negative relationships, and move past previous bad decisions to reach safety and long-term independence.

Pixie knows that this work is essential for rehabilitation and the success of the criminal justice system. “If we can support people to end the negative cycle of offending, being released, re-offending and then going back inside, we can benefit the prison service but ultimately, it will benefit the country as a whole.”

**311**  
prison leavers in supported accommodation – 66% increase in people supported from previous year

**85%**  
did not re-offend whilst staying with us

**87**  
people supported in prison with housing advice

# Finding safety in our refuges

**'Domestic  
abuse  
experts to be  
embedded in  
999 control  
rooms'**

September 2024

Police in the UK respond to a domestic violence incident every 30 seconds; making it their most frequent call-out.

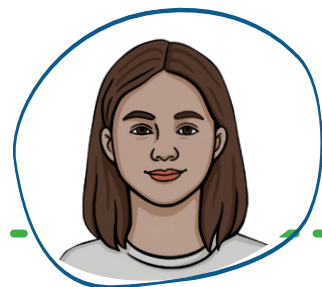
The individuals in our domestic abuse refuges have often left behind everything they know; homes, relationships - and long-standing routines, to escape abuse. Victims may have endured physical, emotional, sexual, financial abuse, or coercive control.

But the moment of leaving is often the most dangerous. Abusers may escalate their behaviour when they sense their control is slipping, making this a time of heightened risk.

Our domestic abuse teams understand these risks and the emotional complexity of leaving an abuser. They know that choosing to leave is never a simple decision.

**219**  
clients supported – 58 more  
than last year

Our refuges offer more than just safety. They provide tailored support, helping victims regain control, rebuild confidence, and begin to create the future they choose for themselves and their families. With the right care, victims become survivors, equipped to move forward with strength and hope.



Nayani, 11, arrived at our refuge with her mother and younger siblings after fleeing emotional and physical abuse from her father and grandfather.

They had already moved through two UK cities seeking safety. When they arrived, Nayani and her siblings were withdrawn, avoiding eye contact and conversation. Nayani struggled with depression, disassociation, and low self-esteem due to the familial abuse and bullying at previous schools.

Our specialist children's support worker (CIDVA) began weekly one-to-one sessions with Nayani, helping her process her emotions and past trauma. The CIDVA also supported her mother in enrolling her in after-school cricket and tennis clubs, where she is now making friends.

After six weeks in the refuge, Nayani has begun to thrive. She now speaks confidently with the team and is enjoying her new school. Her confidence is growing, and she is looking forward to starting secondary school soon.

**71**  
children

**148**  
adults

**130**

clients supported to positive  
move-on

# Building a new life as a refugee

**'Ukrainian  
refugees  
at risk of  
homelessness  
and  
exploitation  
in UK, report  
finds'** July 2024

Since 2022, Julian House has partnered with South Gloucestershire Council to deliver the Homes for Ukraine scheme, helping refugees fleeing war find safety, stability, and a fresh start in the South West.

As the war continues, many Ukrainians still face challenges like insecure housing, job barriers, and lack of support – leaving them at risk to exploitation.

Our work goes beyond simply finding accommodation. Through dedicated resettlement support, our local team offers guidance, advocacy, and a lifeline to those navigating their new, unknown environment.

This work is critical in preventing homelessness and safeguarding refugees' wellbeing. In a climate of uncertainty, Julian House stands as a trusted presence, helping ensure that sanctuary in the UK does not come at the cost of safety or dignity.



Rob, a Refugee Support Worker from our team in South Gloucestershire, will always go the extra mile to support his clients.

In fact, he's taken on the challenge of running the equivalent distance between Kingswood and Kyiv in order to raise funds for and awareness of the work he and his colleagues do in the Resettlement Team – mainly with Ukrainian, Syrian and Afghan refugees, but also from elsewhere.

"It's a long way but with every step, I'll help support people fleeing conflict and crisis as they rebuild their lives

**189**  
clients supported

**239**  
client engagement  
activities delivered

**5**

children supported to  
settle into school

in safety and dignity, from translation services to vital English lessons and support for women with children," Rob says.

In his role, Rob helps clients arriving in the UK with whatever they need – from finding and setting up a home, to accessing education and training, navigating the job market and finding schools for their children.

Over time, the people he and the rest of the team support develop their independence and can manage their new lives with confidence. That's the destination that they're all striving to reach.



# Living off-grid with dignity

**'Gypsy, Roma and Travellers suffer persistent discrimination in UK'** *May 2023*

Prejudice against travelling communities has sadly become one of the last socially accepted forms of discrimination in England. Julian House is determined to challenge this head-on.

These communities face ongoing barriers to education, healthcare, and employment, often leading to isolation and risk of abuse and neglect.

At Julian House, our dedicated outreach team actively works to break down these barriers. Winding their way through the waterways and travelling sites of Bath & North East Somerset and Wiltshire, they connect with people who are too often excluded from the support and rights that most of us take for granted.

**176**

clients supported – 36 more than last year

**83**

clients referred to receive support for winter and fuel costs

**131**

clients with chronic illness or disability supported

**70**

clients supported with benefits claims

**11**

cultural awareness training sessions delivered

By building trust and offering practical help, we empower at risk people in these communities to navigate the challenges they face, helping them overcome the obstacles standing in their way and maintain a safe, secure home; wherever they are.



David, a New Traveller with complex health needs, struggled to access medical support due to feelings of poor self-worth; fears of being judged, of facing up to how unwell he really was, and of needles; and being too ill to actually get to a GP, as he couldn't comfortably walk for more than a few paces.

He needed someone he could trust to coordinate all aspects of his healthcare.

Our support worker, who has personal experience of being part of the travelling community herself, helped him attend regular GP, nurse, and hospital appointments

to monitor his serious heart condition.

She also built a relationship with the medical centre, which now contacts her directly with updates for David, who often lacks phone credit and internet access.

Thanks to this consistent support, David's heart is improving, and he now confidently attends appointments and undergoes procedures like blood tests, which he once feared. His health and confidence are growing, and with ongoing support, he is learning to manage his wellbeing and stay engaged with care services.

## Leave a legacy of hope

Include a gift to Julian House in your Will and become part of a compassionate community creating lasting change.



A gift of **just 1%** from your Will can make **100% difference** to individuals as they rebuild their lives.

We've partnered with Octopus Legacy to offer a **free Will-writing service**, with expert guidance to ensure your wishes are met. There's no obligation to leave a gift to Julian House, but if you do, your kindness could be the lifeline that helps someone move forward with hope.

Find out more at [julianhouse.org.uk/legacy](https://julianhouse.org.uk/legacy)

If you'd like more information or wish to discuss your legacy plans with us, please contact [legacies@julianhouse.org.uk](mailto:legacies@julianhouse.org.uk).



 **Julian House**



# New services for 2025

We've been proud to open two new services to date in 2025, which are beginning to make a difference for at risk people across Gloucestershire and Dorset.

## Gloucestershire Outreach

We have a long history of delivering outreach to rough sleepers, with well-established services in Bath, Basingstoke, Exeter and Dorset.

Now, we have taken that experience into Gloucestershire, providing support for people who are rough sleeping both in the county's urban centres of Gloucester and Cheltenham, and in its rural communities where help can often feel far away.

Rough sleeping can be less visible in rural areas, but that doesn't make it any less dangerous for the people experiencing it. Our team will

strive to reach those people who have been lost to public view or are unable to access vital support services.

Karen, Regional Manager with responsibility for our Gloucestershire Outreach service, says, "It's been great getting to know new areas and the clients who need some support to get their lives back on track. Outreach is different every day, but with a brilliant local team and partners across the county, we're starting to make headway for clients who have been stuck for a while."

**'Charity takes over support for rough sleepers'**

January 2025



**'Women's housing project offers specialist help'**

May 2025

## Dorset Haven

In 2024, 680 women in England were recorded to be rough sleeping on a single night in autumn. That's just 15% of the total number of rough sleepers recorded that night – but the true scale of women's rough sleeping is likely much higher.

Sleeping on the streets is particularly dangerous for women, so many stay alert in public spaces overnight, sleep in cars, or stay in dangerous relationships in order to keep a roof over their head.

That's why we were proud to open The Haven in partnership with Dorset Council in June 2025,

offering trauma-informed, gender-sensitive support to women recovering from rough sleeping. Many have been sleeping rough for many years, and this will be their first time engaging with accommodation-based support.

Team Leader at The Haven, Shelby, says, "I'm proud to lead an all-women team here to provide 24-hour support for women who have been through real trauma. This a beautiful home where they can begin to heal from their experiences of homelessness, rebuild trust in the support systems set up to help them, and blossom into the person they want to be."



# Thank you

We couldn't do this without our commissioners, funders, donors, corporate partners or volunteers. Thank you to everyone who has supported Julian House over 2024/25.

## Commissioners

We continue to partner with local and national commissioners to deliver much-needed services in communities across the South West:

- Basingstoke & Deane Borough Council
- Bath & Northeast Somerset Council
- Bristol City Council
- DHI - Developing Health & Independence
- Dorset Council
- Exeter City Council
- HCRG Care Group
- Homes England
- Ministry of Housing, Communities and Local Government
- HM Prison & Probation Service
- Royal Devon & Exeter Hospital
- Somerset Council
- South Gloucestershire Council
- The Housing Network
- Turning Point
- Weston College
- Wiltshire Council

## Corporate partners

- Achieve Breakthrough
- Batten's Solicitors
- Executive Jet Support Ltd
- Law & Lease
- Moderandum
- Redcliffe Homes
- The Devon and Cornwall Building Forum
- Searcys
- Steve Vick International Ltd



## Trusts and Foundations

- B&Q Foundation
- B A Hope Foundation
- Batten's Charitable Trust
- Brewster Maude Trust
- David Fogwill Charitable Trust
- Devon Community Foundation
- Dr L.H.A. Pilkington Charitable Trust
- Exeter Chiefs Foundation
- Garfield Weston Foundation
- G F Eyre Charitable Trust
- Julius Silman Charitable Trust
- Ken Biggs Charitable Trust
- Lakefell Family Trust
- LandAid in partnership with StreetSmart
- Leach 14th Trust
- Odin Charitable Trust
- Peter Storrs Trust
- Quartet Community Foundation and Farleigh Plain Fund
- Scobell Charitable Trust
- Screwfix Foundation
- Somerset Community Foundation
- Souter Charitable Trust
- Sovereign Network Group
- Taunton Women's Aid
- T L Trust
- The 29th May 1961 Charitable Trust
- The Brownsword Charitable Foundation
- The DPO Centre Charity and Community Fund
- The Emmaus (Wessex) Trust
- The Mary Homfray Charitable Trust
- The Monkswold Trust
- The Roper Family Trust
- Tony and Audrey Watson Charitable Trust
- XCZ Trust

## Our ambassador

We would like to extend our sincere thanks to Dominic West for his support as our ambassador.

Your efforts in helping us share the message of the vital work we do with people at risk have been invaluable. By raising awareness, you help us reach more people in need and strengthen our ability to continue to provide life-changing support for our clients.



I think the shock of that [the scale of the issue] and seeing what great work Julian House does, made me want to do something to help if I can.



**Dominic West**  
Actor and Julian House Ambassador





## IMPACT REPORT 2024-25

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Support us



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