

Impact Report 2022 - 2023

"Julian House put me back on my feet and helped me to have a decent life again."



Every year brings its own challenges and the last 12 months certainly proved that, but at Julian House, we pride ourselves on being flexible and able to adapt to changing circumstances. Nevertheless, increased demand for our services, rapidly rising costs, and a very tough employment market, have caused us added pressure.

The numbers supported by our homeless outreach teams were up by almost 22% on the previous year. While our staff are skilled at moving people away from this damaging and dangerous existence on the streets, the flow of others falling through society's safety net shows no sign of abating.

Regarding cost-of-living pressures, much of the discussion is around utilities, but of course, the impact is much broader. Food, transport, and the services required to keep our projects running – are all costing the charity, our clients, employees, and volunteers much more.

A large part of our work involves delivering service contracts on behalf of local authorities – many of these were retendered. The fact that all were retained is a terrific vote of confidence in the quality and outcomes of the services we provide.

Julian House enjoys a good breadth of support from across the communities where we operate – support which we have needed more than ever during the last 12 months. However even here the wider impact of world events and cost of living pressures have caused people to be more reticent about participating in fundraising events. One useful positive is the increased popularity of our charity shops, which continue to make a valuable contribution to our work..

To everyone who supports us and advocates on our behalf, huge thanks from everyone at Julian House and particularly our clients. Not just changing lives – often saving lives.

*Helen Bedser
Chief Executive*

768

Vulnerable individuals supported on the street by our outreach teams. Of whom the successful move on rate was...

86%

107

Individuals accommodated at Julian House's main direct access hostel

78

Adults and children stayed in our domestic abuse refuges

Children supported by our domestic abuse advice and advocacy service

132

172

People on probation supported through our prison resettlement services - to avoid homelessness and re-offending. Of whom the non re-offending rate was...

86%



10

Individuals given intensive support in our specialist Autism service

The number of individuals accommodated and supported across Julian House's other supported housing projects was...

348

84

People accessed employment programmes at our bike workshop social enterprises - to develop their confidence, work skills and progress towards employment

825

Secondhand bikes were refurbished in our bike workshops by clients, volunteers and staff



"I've been at the Julian House refuge for five months and I'm now ready to move on. I'm happy, smiling, and interacting with life. I'm joining a choir and I'm thinking about work and about what the children need."



309

Refugees were supported to rebuild their lives in the UK, through our resettlement and integration services

186

Individuals were supported by our Gypsy, traveller and boater outreach team

The number of engagements made with our rough sleeper outreach services was...

2,559

62,189

Bed nights provided across Julian House's various projects during the year

221

2,049

People supported through our homeless hospital discharge service – ensuring that medically well homeless patients were not discharged onto the street

Individuals supported across all of Julian House's services over the last 12 months



94% of clients were very satisfied/satisfied with the support they received from Julian House staff.