REAL VOICES. REAL IMPACT.



A year of change made possible by you

ALONGSIDE



In 2025-26:

We supported

2,916

people across our services.

96%

of the people we supported said they always felt treated with respect.

87%

said they always felt welcome and treated fairly.

WELCOME

FROM OUR CHIEF EXECUTIVE

HELEN BEDSER



Welcome to Alongside's 2025-26 Impact Report. As I reflect on the past year, I am deeply grateful for the kindness, commitment and generosity shown to Alongside.

Every donation, hour volunteered and message of encouragement has helped people facing some of the hardest moments of their lives know they are not alone.

Thanks to your support and belief in what is possible, we have opened new services in Gloucestershire and Dorset, protected vital existing services, and continued to fight for the future of our founding project, the Manvers Street Hostel in Bath. Your support helps us build on our proud history while looking firmly ahead.

This report is shaped by our clients' voices. We are proud that lived experience is represented on our board and among almost half of our staff. Their insight helps us strengthen our services, and client feedback shows support is helping people feel safer, more hopeful and more independent.

The people we support each come to us with their own unique story. They might be experiencing homelessness, with all the challenges that come with that crisis; recovering from addiction; resettling in a new place as a refugee; escaping domestic abuse; leaving prison without a safe home from which to rebuild; or living insecurely as part of a Travelling community.

Whatever their starting point, with your support, we help them find a route to something better.

Thank you to our clients, staff, volunteers, partners and supporters. Together, we will continue to stand alongside people as they take their next steps towards a safer, more secure future.

INTRODUCING ALONGSIDE

Over the last year, we made a significant change: updating our name and brand from Julian House to Alongside.

A dispute with another charity meant we had to make a difficult decision about our name. At the same time, it gave us an opportunity to reflect how much our organisation has grown since adopting the name Julian House in 2008.

Julian House began as the name of our founding project: a night shelter for people rough sleeping in Bath, which is still supporting local people today. We're proud of this legacy; but today we also do much more, as you will see in this report.

Our geographical reach has grown too, from Bath to Basingstoke, Wiltshire to Weymouth, and across Gloucestershire, Somerset and Devon. We wanted a name that reflected the way we work with clients in every place and service.

Alongside captures our approach: walking side by side with our clients; drawing on lived experience; and valuing each person as an individual, with compassion and tailored support.

A new name, but very much the same mission as ever.

Find out more about the change:

www.alongsidecharity.org.uk
/we-are-rebranding



We are proud to work alongside the people we support and our clients tell us that they appreciate the amazing work of our frontline teams.

> I think staff are great and give the best support.

> The kind treatment from the staff always makes us feel that we are like them and no different from them in any way.

> The staff are really nice, and they listen.

> My keyworker is brilliant.



LISTENING AND LEARNING

The people who use our services are experts in their own experiences. Their feedback helps us shape, improve and strengthen the support we provide.

Throughout the year, clients share their views through surveys, advisory groups, client-led activities, management surgeries, volunteer placements and service feedback sessions. This helps ensure that decisions are informed by the people who know our services best.

> I enjoy the client involvement activities and volunteering opportunities.

Clients consistently tell us they value being listened to, treated with respect and supported by staff who take time to understand their individual circumstances.

They have also helped identify areas where we can do better, including improving continuity of support, strengthening move-on services and continuing to invest in accommodation and facilities.

By listening and responding, we can continue improving services for the people who need them most.

92%

of clients said they were satisfied with opportunities to share their views and be involved in their support.



CLIENT FEEDBACK IN ACTION

YOU SAID:
We want more opportunities to share our views and influence decisions.

WE DID:
We strengthened client involvement across Alongside, including regular Client Advisory Group meetings, involving clients in recruitment, improving feedback mechanisms, and ensuring client feedback is reviewed by senior leaders and trustees.

YOU SAID:
We need clearer information and signposting when entering services.

WE DID:
We developed a standard welcome booklet template for accommodation services, ensuring clients receive up-to-date information, local contacts and guidance when they move in.

YOU SAID:
We want easier ways to give feedback or raise concerns.

WE DID:
We revised the complaints and feedback process, introduced a dedicated intranet resource, promoted feedback forms and surveys, and strengthened oversight of complaints and feedback themes.

MOLLY'S STORY

I never imagined I would become a victim of domestic abuse.



MOLLY

I had built a successful career helping others, but abuse can affect anyone, regardless of their background. Over time, my confidence was eroded, I became isolated, and I found myself in a situation that felt impossible to escape.

When I became pregnant with my first child and experienced a violent incident, I knew I had to leave. Making that decision was terrifying. I was frightened about the future and unsure what support would look like. I sought help and was referred to Alongside's refuge service.

From the very beginning, Alongside helped me feel safe. Staff stayed in contact before I arrived, answered my questions and welcomed me when I reached the refuge. For the first time in a long time, I felt able to relax and begin rebuilding my life.

Alongside's support went far beyond providing accommodation. Staff helped me access therapy, connected me with other services, provided practical support and, most importantly, were always there to listen.

They helped me recognise my strength and see that a different future was possible. The support I received played a huge part in my recovery and gave me the foundations to build a safe, healthy life for myself and my children.

Today, I live in a safe home with my partner and two daughters. Looking back, leaving was the hardest decision I ever made, but with Alongside's support, it was also the best thing I have ever done.

Last year, we supported:

155 ADULTS AND 63 CHILDREN

to escape domestic abuse and begin to rebuild their lives.

88%

of clients across our services reported feeling more hopeful about the future, thanks to our support.

JAKE'S STORY



For much of my life, I struggled with addiction, unstable housing and the lasting impact of difficult experiences from my childhood.

For years, I moved between rough sleeping, sofa surfing and temporary places to stay, never feeling settled and rarely believing that things could be different.

By the time I arrived at Alongside's supported housing service, I had already started taking steps towards recovery, but I still needed support to build a more stable future. Alongside helped me with far more than finding somewhere to live. Staff took the time to understand my experiences and worked alongside me as I rebuilt my confidence and independence.

Everyday tasks that many people take for granted, such as managing bills, organising paperwork, speaking to banks and dealing with benefits, often felt overwhelming. Alongside staff helped me tackle these challenges step by step. Their patience, encouragement and practical support helped me develop routines, stay organised and feel more in control of my life.

Over time, I began to believe that a different future was possible. With Alongside's support, I was able to move into my own flat, the first home I have ever had that truly felt like mine. Although the move brought new responsibilities and anxieties, staff helped me prepare for independent living, from setting up bills to creating systems that would help me manage my tenancy successfully.

Today, I have a safe and stable home, my bills are manageable, and I feel more confident about the future. For the first time, I am able to focus on what comes next rather than simply getting through each day. Alongside's support has given me the stability, confidence and belief that lasting change is possible.

Last year, we provided:

90,883

nights of safe accommodation for people who might otherwise have had nowhere safe to stay.

86%

of our clients felt more confident looking after themselves and their living space as a result of our support.

84%

became more confident managing their accommodation and tenancy.

MICHAEL'S STORY

When I came to Alongside, I needed support to rebuild my life after being in prison.



MICHAEL

It wasn't just about having a roof over my head; the practical and emotional support has been critical in helping me back to independence.

Don't get me wrong, there were challenges along the way. I relapsed into drugs briefly, but I was I determined to get back on track. My support worker helped me to manage my cravings, access counselling, stay connected with specialist services and receive emergency food support when I needed it most. Their encouragement helped me regain stability, improve the way I managed my money and continue my recovery journey.

Alongside also helped me reconnect with the things that matter to me. I enjoyed helping to renovate the garden, visiting Radstock Museum and contributing to the recruitment of a new Alongside team member as part of an interview panel.

Today, I am preparing to move into my own rented home in a new area, away from the old people and places which first got me involved with drugs and crime. With Alongside's support, I have been able to take important steps towards a safer, healthier and more independent future.

Last year:

94%

of clients told us they felt satisfied with the support they received in the past year.

88%

said that they felt more confident in staying safe and out of harmful situations, thanks to our support.

KASRIN'S STORY

I was 23 when war broke out in Syria.



KASRIN

As shells fell around our home in Damascus, my husband and I fled with our three children to Jordan, hoping to find safety. Although we gradually rebuilt our lives there, our future remained uncertain.

After eight years as refugees, the UN offered us permanent resettlement in the UK. Moving to South Gloucestershire gave us a fresh start, but settling into a new country brought new challenges, including navigating unfamiliar services, education and employment systems.

Alongside supported us every step of the way. They helped us access healthcare, education and practical financial support, while also helping us build confidence and connections within our new community. Their kindness and guidance made a difficult transition much easier. Alongside's Refugee Resettlement service supports families like mine to establish stability and rebuild their lives in the UK.

Today, I feel safe, settled and hopeful. Thanks to Alongside's support, my family has found the stability and peace we had been searching for.

We supported:

478

refugees to settle into a new life in the last year.

79%

of clients across our services reported that they felt more confident in managing their physical health and accessing health services.

LOOKING AHEAD

Feedback from the people we support also helps us to articulate the challenges we must overcome if we are to make an even greater impact.

Thanks to their insights, we know that too many people are ready to move on from our services, but cannot access suitable, affordable accommodation. This limits independence, generates frustration and distrust in support systems, and means we cannot always support new clients as quickly as we would like.

We welcome the Prime Minister's public commitment to ending rough sleeping, getting 'everyone in' by Christmas and building new social housing so that more people can secure a home of their own. This investment from government is much needed, but, sadly, providing shelter alone will not address the full scope of people's challenges.

Our clients are coming to us with increasingly complex needs, often shaped by trauma, poor mental health, substance use, domestic abuse, and long periods without stable housing.

Supporting people well takes time, trust and joined-up help; yet with charities and public services under huge financial pressure, it is hard to provide the holistic support clients need.

Overcoming these challenges will require sustained investment, stronger partnerships and more housing options, so that every client can receive the right support, at the right time, and move towards a safer, more secure future.



THANK YOU

Because of you, thousands of people facing homelessness, domestic abuse, the transition out of prison and other difficult circumstances could access the support they needed in the last year.

Every donation, every hour volunteered, every pound raised, enabled our specialist teams to stand alongside people as they took steps towards a more secure future.

Public funding enables us to deliver many of our essential services, but it does not cover everything that makes lasting change possible.

Your donations and voluntary time help us go further - giving people the personalised support, time and opportunities they need to rebuild their lives. Thank you for making that possible.

Every person, business, community group and trust that supported Alongside in 2025-26 played a part in changing lives.

We cannot name everyone on this page, but we hope these highlights show the extraordinary generosity, energy and commitment that surrounded our work this year.

£31,000 DONATED

Bath Building Society renewed its partnership with us for a second year. As well as this fabulous financial total, they have gifted **168 volunteer hours,** helping strengthen support for our clients.

£2,608 RAISED

Kane Fulbrook Smith took on the Camino de Santiago trek for the benefit of our refuges, helping women and families access safety, dignity and support.

£1,200 RAISED

Taylor Lewis brought colleagues and partners together through creative fundraising events to help more people receive personalised support.

1,542 MILES RUN

Rob Thurbon, one of our fantastic Refugee Resettlement Support Workers, ran the equivalent distance from Kingswood to Kyiv, raising **£500** to help people build safer futures.

15 YEARS SUPPORT

Charles Hayward completed his fifteenth Bath Half Marathon, bringing his lifetime fundraising total for Alongside to **almost £12,000.**

STAND ALONGSIDE US

There are many ways you can support Alongside's work and help us reach more people in need of support.

VOLUNTEER

We have a wide range of volunteering opportunities to match all lifestyles and interests. Whether you have half a day a week to work in one of our shops, want to get involved directly in our services or have skills to offer our office teams, we would love to hear from you!

Find out more



LEAVE A GIFT IN YOUR WILL

When you leave a gift in your Will to Alongside, you are helping transform the lives of the people we support. Your gift will have an impact that lasts far beyond your lifetime: offering hope to someone in the darkest moments of their own life and helping them take steps towards something better.

Find out more

FUNDRAISE

From bake sales to charity runs, quiz nights to sporting feats - there are endless ways to raise money for Alongside. Whether you're taking on a personal challenge, or fundraising as part of a school, community or business team, you can make a big difference while having fun!



Find out more

SET UP A MONTHLY DONATION

By making a monthly gift, you can help us plan for the future and ensure consistent, high-quality services for the people we support. Our monthly givers are the backbone of our fundraising – thank you so much for considering a regular donation.

Find out more

ALONGSIDE

The Alongside Charity

1 Kelso Place
Upper Bristol Road
Bath
England
BA1 3AU

fundraising@alongsidecharity.org.uk
01225 354650

alongsidecharity.org.uk

Support Us