

for
the

record

The Julian Support Annual Report

julian
support

2024-2025

Supporting people across Norfolk &
Suffolk to improve their mental health
and wellbeing.



WELCOME FROM RACHEL

I have a long association with Julian Support, having previously worked for the organisation for 23 years. I joined the Board of Trustees in early 2024 and took up the post of Chair later that year, when David's term came to an end.

A priority for me in this first year as Chair was to strengthen the skills of the Board by recruiting two new trustees, Helen and Diane, and we are already seeing the benefits of having them around the table.

Undoubtedly the biggest challenge this year has been the re-procurement of our Suffolk services and the shifting timelines around this work. Much has changed in the health and social care landscape since our Suffolk contracts began in 2012, with continued financial and capacity pressures on both statutory and VCSE sectors.

The new service specifications provided a valuable opportunity for us to reflect on our purpose and direction. We are committed to a model of support which is truly empowering and aligns with our organisational values.

Our reflections resulted in the decision not to bid for the Suffolk Supported Living services at this time. This was a difficult decision and will inevitably change the shape of the charity in the coming months.

We are proud of our achievements in Suffolk, and I want to thank our fabulous group of staff, without whom this wouldn't have been possible.

Julian Support remains healthy, and I am confident we will continue to focus on what we do well and seize opportunities as they arise.

I would like to thank David McNeil outgoing chair, our strong and skilled leadership team, every staff member and our Trustees for their continued compassion, commitment and professionalism.

I am proud to be the Chair of Trustees of a Charity that has such a profound impact on people's lives.

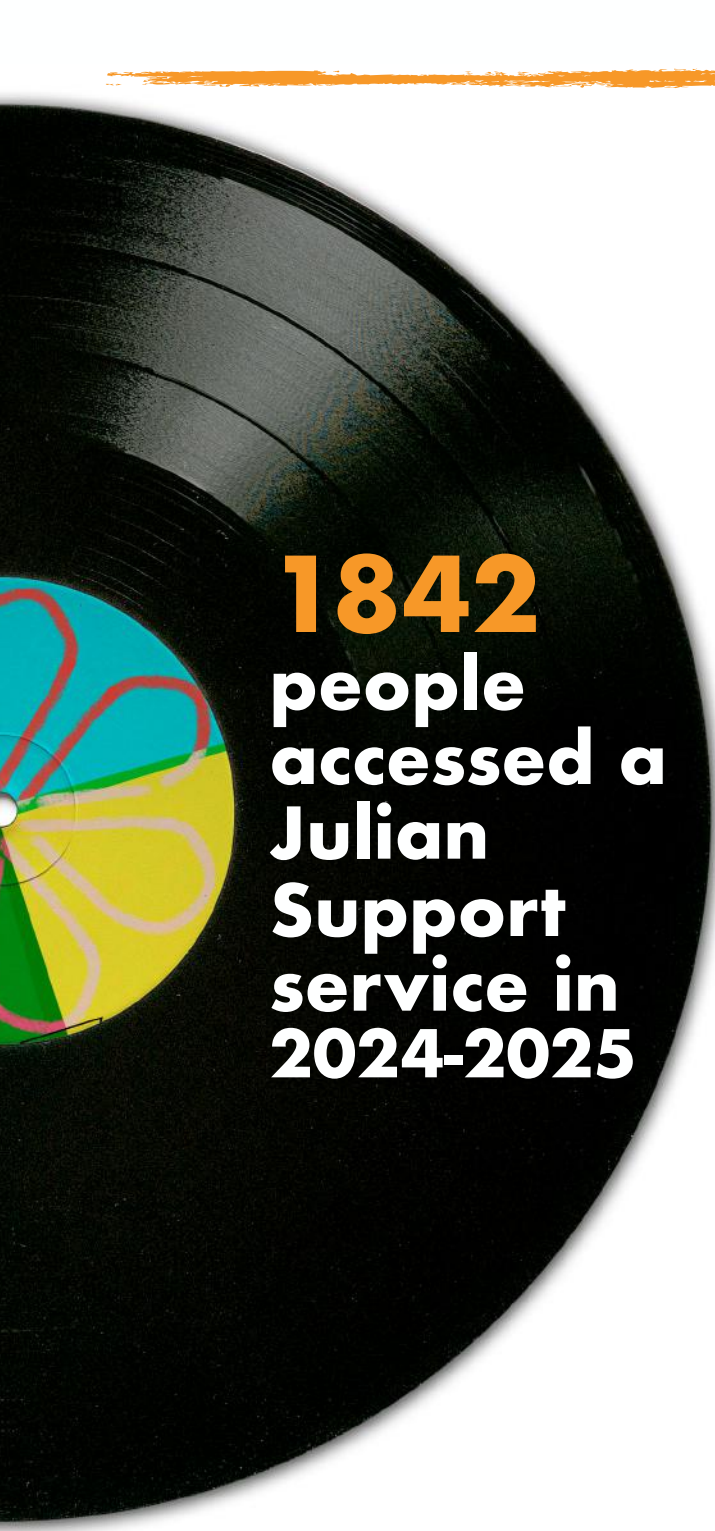
Rachel Omori, Chair

PRESENTING

LP

Our
Services

360° SOUND



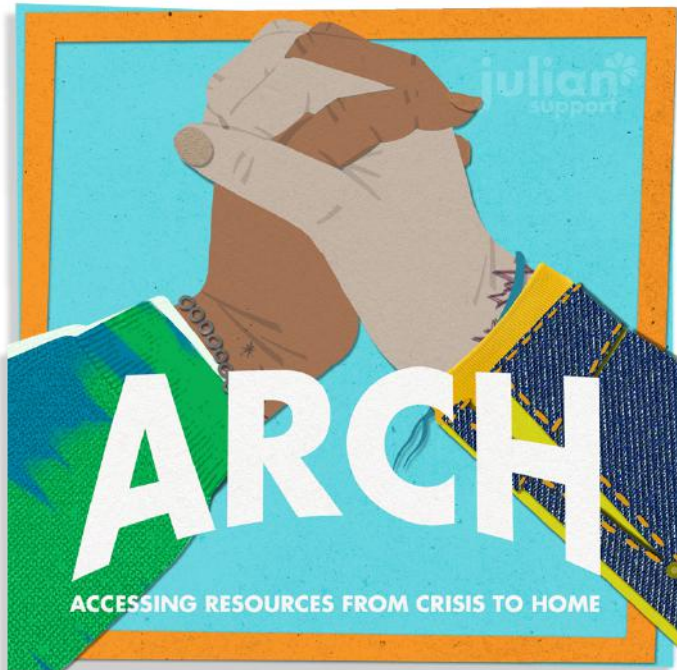
1842
people
accessed a
Julian
Support
service in
2024-2025

IT'S WHAT WE DO

The people we support face significant challenges in their lives, every day. Many have experienced trauma, some have developed coping strategies, like self-harm and substance use to help them manage.

People often tell us that they have found it difficult to get access to the type of support that is right for them and that, as a result, they have lost hope.

At Julian Support we focus on building a trusted, quality relationship; we listen and seek to understand what is important, we ask about goals and aspirations and make a plan that always allows the person to be at the centre of any decisions made.



The ARCH team have continued to support people at the point of a mental health crisis, to either prevent the need for a hospital admission or support following a recent hospital discharge.

2024/25 has been the first full year of the service expansion across the county. The team have worked hard to build strong relationships with mental health teams, even expanding to specialist teams such as the older persons team, to make sure that the service is available to everyone who needs it.

A particular highlight of the year has been the development of a service video, sharing the story of Sophie and her journey with the ARCH service.

ARCH

client satisfaction score





The Liaison and Diversion team have continued to provide support to people who have been in custody across Norfolk and Suffolk.

The team have supported people to be able to access and use mental health resources, increase engagement with their local community and social networks, which has increased their confidence and self-esteem.

The team have supported people to have more stability in their finances and housing whilst ensuring fair and accessible access to legal support. Feedback from people using the service has increased, which has allowed the service to continually develop with 95% of people stating that they strongly agreed or agreed that the support they received from the service had been helpful to them.



The Through the Gate team has continued to provide support to people preparing for release from HMP Norwich, to live in Norfolk or Suffolk. The Through the Gate Service provides support in HMP Norwich, prior to release, and upon release to help a person resettle in the community.

The team have successfully supported people to obtain stable housing, register with vital services, access community networks and links and provide ongoing emotional support. In 2024/25 we successfully recruited and welcomed another worker to the team which meant we could increase capacity to support more people.

Alongside their Liaison and Diversion colleagues, the team have also spent this year developing their Team Charter.

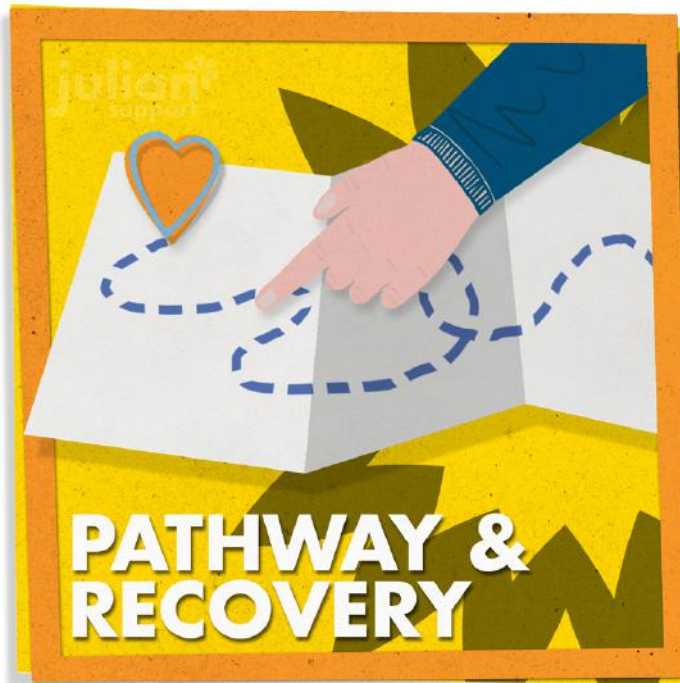


The 24hr Supported Housing Services in West Ipswich and West Suffolk have continued to provide round-the-clock support, helping people develop independence and prepare for community living. In West Suffolk, we piloted a flexible short-stay bed and worked with the people we support to develop social activities within the service, enhancing engagement and wellbeing. West Ipswich welcomed its first student placements, strengthening ties with the community and enhancing learning and development opportunities. Across both services, support ranged from tenancy and finance management to daily living, medication, self-care, and social connection. Our focus on personalised, consistent support has helped people build confidence, resilience, and practical skills while trialling innovative approaches.



The D2A service in West Suffolk provides two dedicated beds with 24-hour support for people stepping down from acute hospital care or as an alternative to hospital admission. The service helps ensure safe discharge, reduces readmission rates, and frees up acute beds for those in critical need.

In 2024/25, 34 people accessed the service, with an average placement of 13 days. Feedback from the people we support has been overwhelmingly positive, highlighting the compassionate, patient-focused support provided. People report improved wellbeing, reengagement with hobbies and practical support for recovery. The D2A service demonstrates effective, short-term support, positive outcomes and provides invaluable support for NSFT's crisis and discharge pathways.



The Pathway & Recovery Teams (PRTs) operate in West Ipswich and West Suffolk, delivering flexible support in low-level supported housing and people's own homes, as well as running local groups and activities. Despite the pressures of contract uncertainty, teams have continued to show resilience and commitment. Staff strengthened partnership working with mental health social work colleagues, supporting people with complex needs including substance use, self-neglect and hoarding. Move-on outcomes have remained positive, with successful transitions to independent living. Staff have also maintained focus on shared values through their Team Charter, sustaining professionalism and support for one another. Across both geographical areas PRTs play a vital role in promoting wellbeing and independence.

"Julian Support was so much more than I thought I would get and I have been around the loop many times but feel this time around my life may permanently **change for the better".**

Person supported by
West Suffolk PRT

Sophie's Story



VIDEO



“To be treated with kindness, respect and empathy is what has been the absolute difference. I now know when things get tough, I don’t have to give up, **I can stay in my home with their support, with my cat with the hope that I don’t have to give up on everything”**



STEREO

In It Together



Value In Community



**“Community
matters”**

MORE THAN JUST SERVICES

Third spaces (a social surrounding separate from home and work) are an essential part of people’s lives. They offer people an opportunity to connect, socialise and express themselves.

We have a rich history of supporting people to access their preferred space and it is important to us to show up in those spaces and be a part of the communities that we support.



OPEN SPACE

We have continued to run Open Space sessions in Ipswich, Haverhill and Bury St Edmunds, in partnership with Suffolk Libraries.

These welcoming groups remain popular, with Ipswich sessions often attracting 25–30 people each week and Bury St Edmunds regularly drawing 18–20. Haverhill sessions are smaller but continue to offer valuable connection and support.

Open Space is co-produced, with attendees helping plan and increasingly lead activities — from art workshops, quizzes and games to themed talks and local history presentations. The groups provide a safe, inclusive space where people come not to focus on their difficulties, but to share positive, social experiences.

Open Space continues to reduce isolation, build confidence and play a vital role in local communities.

ASPIRE 2

Delivered in conjunction with the Black Belt Academy, ASPIRE 2 continued to assist women to build on their assertiveness and confidence.

In its third year, the group moved to its new home at Pilling Park Community Centre. To improve accessibility and help remove barriers, we made a simple FAQ brochure detailing how to get to the venue and what to expect on arrival.

Each session begins with a short reflection time, with people sharing something they felt grateful for that week, helping to set a positive and supportive tone.

Participants said they appreciated the informality of the group and enjoyed the light physical exercise element. ASPIRE 2 2024 was a well-attended, welcoming group and participant feedback was overwhelmingly positive being described as a safe space where people felt comfortable contributing to discussions.





NORWICH PRIDE

We have been regular participants at Norwich Pride over the years as a stall holder, hosting our 'take a seat make a friend' ball pit and joining the march through the city centre.

In July 2024 we joined the march alongside our doggy mascot Mabel! We also purchased digital advertising space in Chapelfield Gardens, in our efforts to reach out to different groups within our community.

Attending PRIDE is just one way we show active allyship with the LGBTQIA+ community.

BE KIND TO YOUR 'ELF

December '24 saw the launch of our 'Be Kind To Your 'Elf' festive guide.

The guide included a selection of handy self-care tips to help people with their mental health and wellbeing during the festive season.

We were proud to appear as part of The Forum, Norwich' seasonal campaign which meant our free, online resource was made available to the 180,000 people that visited.

It was a fantastic opportunity for us to raise awareness of the great work we do!



COLOUR to CALM

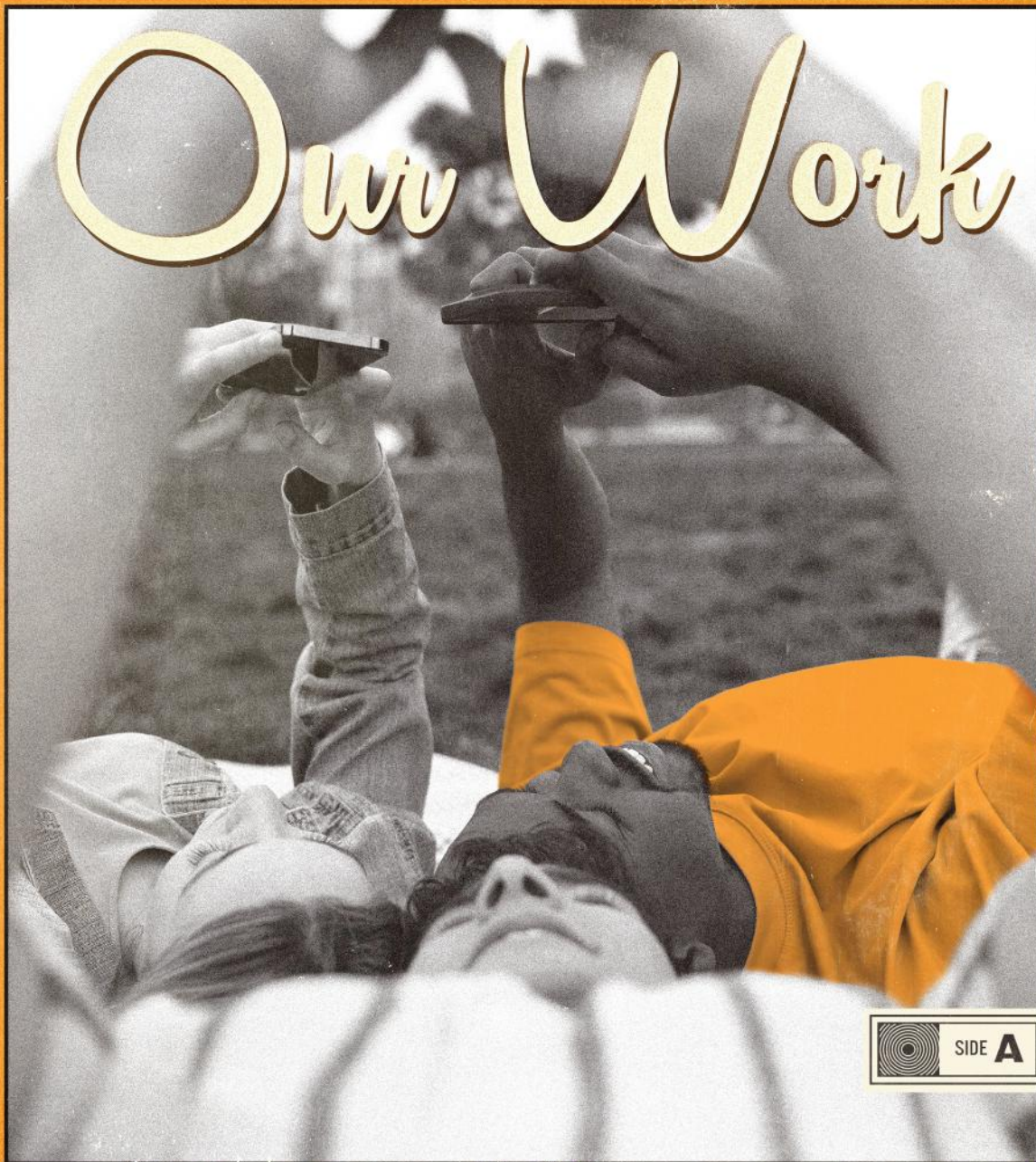
Following the successful introduction as part of our festive “Be Kind To Your ‘Elf” guide, we decided to make a brand new version of ‘Colour To Calm’ available year-round. This free wellbeing resource is available for anyone to download direct from juliansupport.org.

The simple activity of colouring has been found to help relax your mind, improve focus and reduce anxiety and stress. It can also be a great communication tool or ice breaker.




julian[®]
support

Our Work



SIDE **A**



**"Your time
& **patience**
with me
helped me
feel so much
better. I
couldn't
have done it
without
you."**

* Person supported
in D2A in West
Suffolk 24

AT A GLANCE

1,842 people accessed a Julian Support service:

- 📍 482 people received intensive support in their home to prevent a hospital admission
- 📍 1,148 people had access to support to prevent re-arrest, thereby diverting them from the criminal justice system
- 📍 45 people were supported in high level supported housing
- 📍 133 people were supported in the community
- 📍 34 people were supported whilst in high level support short-stay beds

Underneath the numbers are deeply personal stories and we want to take this opportunity to acknowledge each person's journey and say 'thank you' for sharing them with us.

Of course, the impact extends beyond these individuals to include their families, friends, carers and communities.

Never underestimate the difference support for one person can make.

HI-FI





**“They
made me
feel valued
and have
some
worth.
They kept
me **alive.**”**

WHAT PEOPLE ARE SAYING ABOUT OUR SERVICES

“I would like to say that I really appreciated Julian Supports help during this difficult time in my life. Especially the court support that they provided me. This was one of the worst days of my life and I really needed the emotional well-being support that was provided.”

Person in receipt of L&D service

“Thank you for your brilliant work, she literally got the outcome she identified in our first meeting. Very positive outcome.”

*Social Worker, Ipswich South Mental Health Social Work
Team to WIPRT*

“OMG I don’t know what I would’ve done without you! For everything, I am so lucky to work with you, through it all! You’re amazing, never forget that!! Thank you – truly.”

Thank you card from person supported by West Suffolk PRT

“I just wanted to take a moment to thank you for your unwavering support. We truly appreciate all your efforts in caring for our patients—your dedication does not go unnoticed. Keep up the great work!”

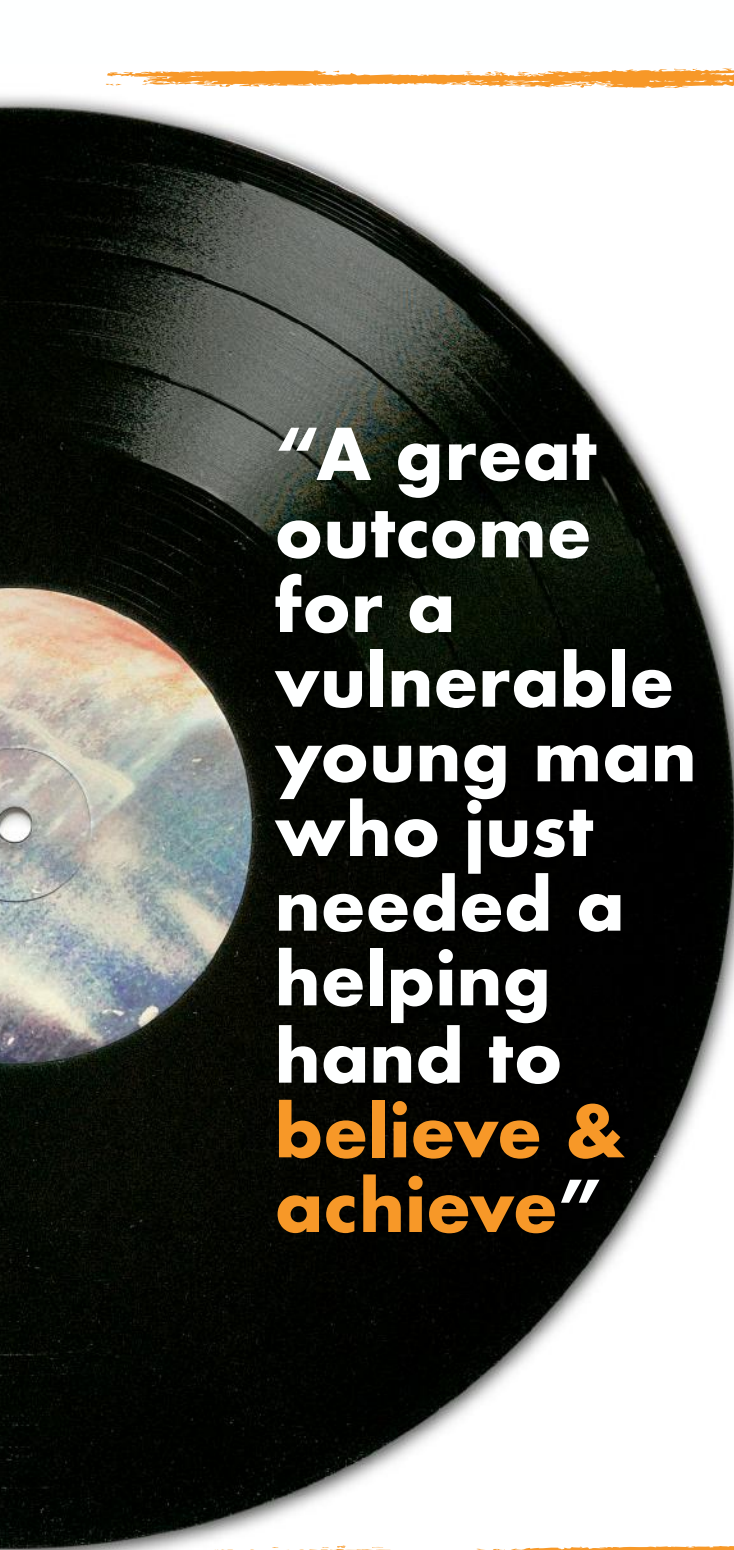
Consultant General Adult Psychiatrist, West Norfolk CMHT

*names changed for confidentiality

IMPORT

Sam's Story

45



"A great outcome for a vulnerable young man who just needed a helping hand to believe & achieve"

I first visited Sam in HMP Norwich. We talked through what he would like to see for his future and what he would like to achieve.

On his release, Sam was allocated temporary accommodation, which gave us time to work on accessing something more permanent for him. I supported Sam to apply for Personal Independent Payment using his words, as he struggled with reading and writing. I also supported him to re-register with his GP.

I provided emotional support throughout our time working together. I supported him to cope with the pressures of his living situation; he suffers from PTS from previous trauma.

Sam couldn't access housing through the council, so I supported him to apply for private rented accommodation. He was successful in securing a private one-bedroom flat, which he stated was good, as having his own space helped him to cope.

From that point, Sam was able to gain courage and confidence and went on to apply and secure a part-time cleaning job. This then led to him achieving a permanent, full-time position.

Sam said he really appreciated my support, particularly the emotional support, as there were times when he felt anxious and unable to focus on what he needed to do next. Sam's probation office relayed to me how much Sam had appreciated my support and that he was full of praise for our service.


A great outcome for a vulnerable young man who just needed a helping hand to believe and achieve.

◀ EXTENDED PLAY ▶

Investing In



Our People



**“ The
training
was
enjoyable
and I have
learnt new
skills to
use in my
role”**

STAFF DEVELOPMENT

Every year we review our staff development plans. This year we undertook this work in tandem with a review of our approach to practice. The aim was to see whether there were any developments, at a national level, that would further enhance our practice and if so, how we would implement any changes.

COACHING

The use of coaching techniques to help people make changes in their lives caught our eye.

To explore this more we worked with the Chartered Institute of Personnel & Development to design our Introduction to Coaching course which we ran as a pilot for a group of staff in July 2024. It was successfully completed with positive feedback.

As a result of this work, we have now included coaching as one of our methods for supporting people and will take the inclusion of this new element forward into the final review of our approach in 2025.

ESTABLISHING OUR NEW

TEAM

Ch^aRtEr^s

◀ EXTENDED PLAY ▶



**The first
Team
Charter
was so
successful
it was
adopted
across all
service
teams.**

GO TEAM!

In 2024 we saw the completion of all our Team Charters.

A Team Charter is a document created by each of our teams that acts as a blueprint to outline a set of goals and practices for the team and how members will work together to achieve them.

The initiative began in West Ipswich and was so successful it was adopted across the organisation.

The Charters have supported the growth of our high performing teams and enabled us to better understand how we can achieve psychological safety at work. They have been a great example of collaborative working and are regularly reflected on in team meetings and have also been embedded in local recruitment.

Examples of some of the features of our Charters include:

- 📍 Recognise each person's unique strengths
- 📍 Play your part in creating an environment of psychological safety where everyone feels comfortable being themselves and asking for help
- 📍 Share ideas, take the responsibility to propose ideas relating to team improvement and best practice
- 📍 Be team spirited, a role model and act upon the obligation to help out others

ORIGINAL
SOUNDTRACK
RECORDING

WORK PLACE WELL BEING

A vintage computer monitor with a grey bezel and a small 'support' logo on the bottom left. The screen displays a pixelated, low-resolution image of the Earth, showing continents in green and oceans in blue. In front of the monitor is a white computer keyboard and a white mouse. The entire scene is set against a light blue, textured background that resembles crumpled paper.

"It is time to prioritise mental health in the workplace"



**Did you
know,
mental
ill-health
is the top
cause of
long term
absence
from
work.**

*Data courtesy
of CIPD

WELL, WELL, WELL

2024's theme for World Mental Health Day was

**“it is time to prioritise mental health
in the workplace”**

This is something that we always strive to do and we continue to make our Wellbeing Strategy a priority.

Managing our wellbeing is so important and whilst it can be hard to find time when life is so busy, it is essential to do so.

These are just some of the activities, benefits and initiatives that we have been pleased to offer in 2024/25:

- 📍 An Employee Assistance Programme – a set of wellbeing tools to help people improve their physical and mental health
- 📍 Wellbeing budgets - for local team events; fruit baskets
- 📍 Menopause café – a place for real conversations around the issues of perimenopause & menopause
- 📍 Tailored counselling sessions
- 📍 An all-teams wellbeing day – a day of relaxation and reflection for the whole organisation
- 📍 Flexible working
- 📍 Flu vaccinations & Eye tests



insight

DYNAMIC



**"...it
helped me
to feel
connected
whilst I
was on
maternity
leave"**

READ ALL ABOUT IT!

2024 saw the launch of inSight, the brand new internal publication for Julian Support staff. The magazine enables us to share organisational news, keep everyone informed and come together to celebrate our achievements.

Putting out the magazine has improved communication and transparency across the organisation leading to a greater sense of community.

Initially trialed as a quarterly release, its success meant we have now shifted to bi-monthly issues starting in January 2025.



LITTLE
THINGS
MAKING A
BIG
DIFFERENCE



little Big
and Fun



little
things
making a
BIG
difference

FROM SMALL SEEDS

The staff-led initiative, the Hardship Fund underwent a name change becoming the Little BIG Fund. The fund has gone from strength to strength and is increasingly important in today's climate. We wanted to make sure it has a clear visual identity of its own and an approachable name that encapsulates the larger impact we can make by taking care of the small things for the people we support.

Our staff accessed the fund 85 times during the year. Most related to the provision of a food parcel, many being received during the winter months. The fund also provided 12 mobile phones and SIM cards, clothing for 5 people and assisted with 4 people to move on. One person, recently out of hospital, had boiler issues, had little money and their PIP had been stopped. The fund was able to provide a duvet, cutlery, a small heater and a food parcel.

Another person had intimated a desire to work in publishing. Her worker suggested the Writers' & Artists Yearbook, for inspiration and ideas around publishers and genres. The fund was accessed and fully funded the purchase of the publication.

The Little Big Fund also provided money for plants and equipment for a gardening group in Bury.

A worker caught a client's imagination by introducing them to cookery. The fund paid for ingredients while our worker assisted them with food storage and how to follow a recipe. Both then thoroughly enjoyed a lasagne and chicken curry. Sounds delicious!

julian
support

THE NUMBERS

MANUAL PROGRAM
COMP WRITE

RAD DEG GRAD

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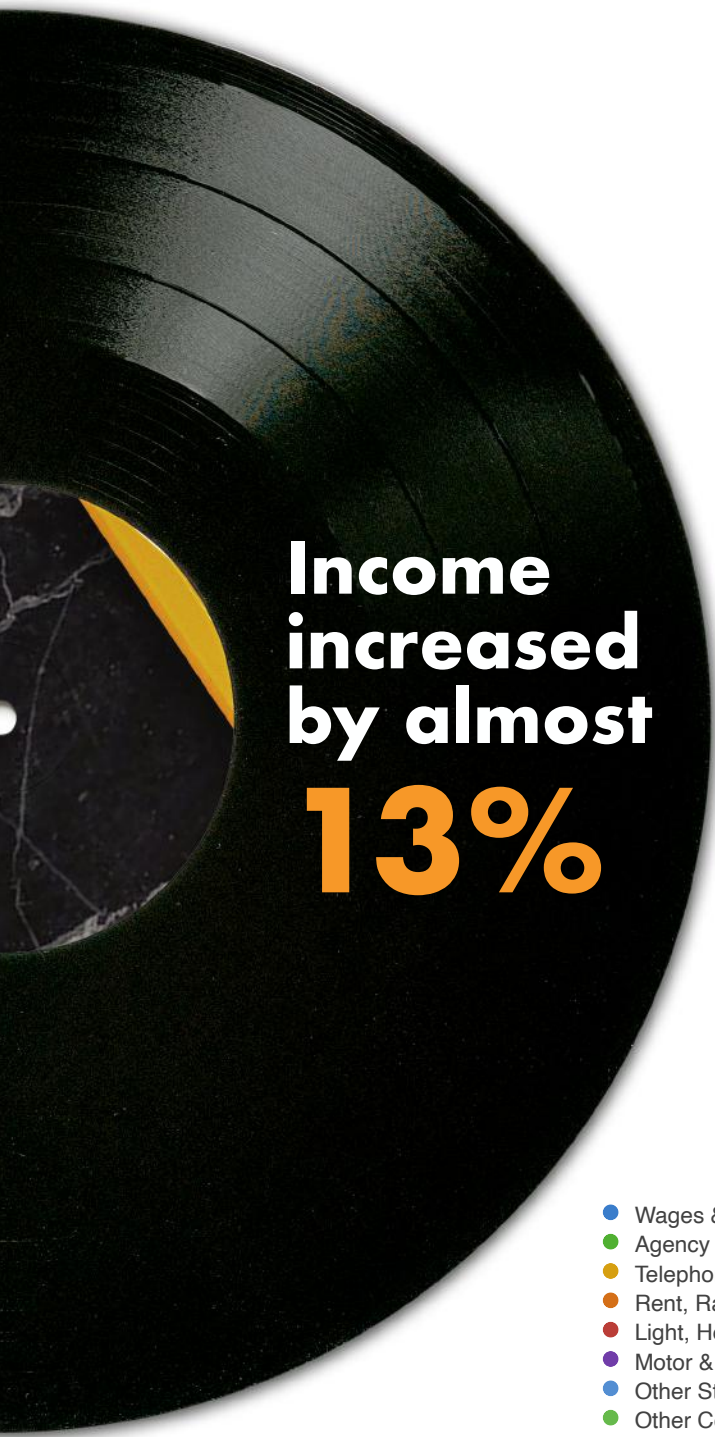
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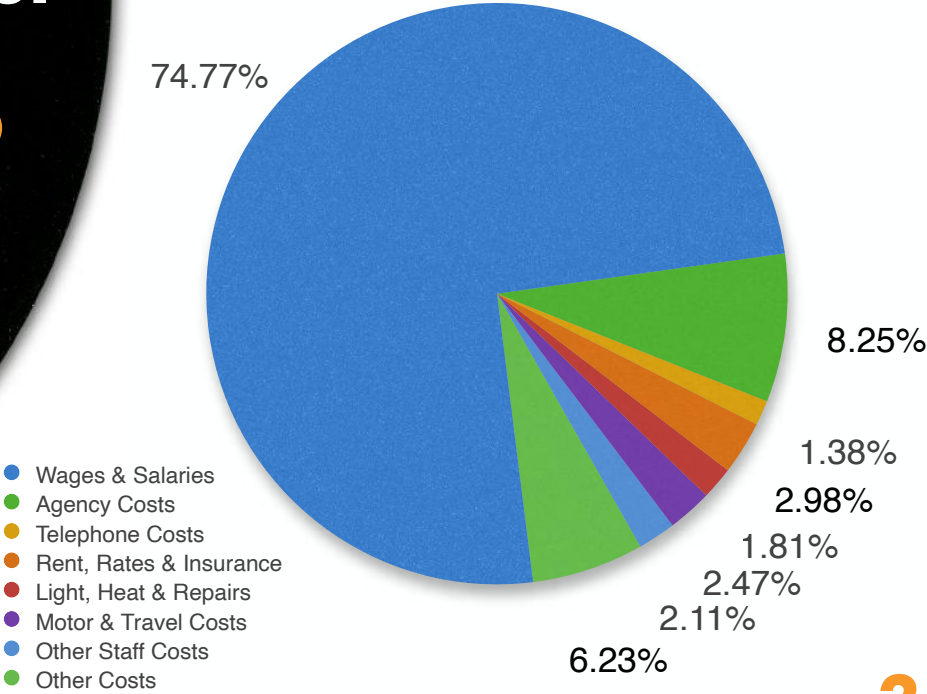
Income
increased
by almost
13%

FINANCE HIGHLIGHTS

Here are some highlights from our finance department for the year 2024/25. The full accounts can be viewed on the Charity Commission and Companies House websites.

- 📍 **Income:** up £494,584 (12.9%) to £4.302.290
- 📍 **Wages:** up £570,489 (23.9%) to £2,957,441
- 📍 **Average no. of employees:** 90 (2024 - 82)
- 📍 **Unrestricted Funds:** £2,029,059
(at 31st March 2025)

EXPENDITURE



READY TO EVOLVE

As an organisation we are looking to a future that is different to the one we had been preparing for.

Julian Support is a brave organisation, not afraid to make difficult decisions in order to ensure the best possible outcome for the people that need it the most.

As we set our new course there is much to look forward to - exploration of new opportunities in the justice pathway and the continued expansion of our ARCH Service outside of Norfolk. We are so proud of all that Julian Support has achieved in its 35 years and are excited to see what the future holds.

My sincere thanks goes to our Board of Trustees who have steered the organisation through this most challenging of years.

And of course to all our wonderful staff whose expertise, kindness, compassion and determination to get the best result for people is the thing that continues to make the difference to people's lives.

Best wishes,
Louise
Chief Exec.

TRACKLIST

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juliansupport.org