For The Record

The Julian Support Annual Rep



julian support

2025-2026

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


2025
-
2026

WELCOME FROM RACHEL

Our 35th anniversary year, was a period of significant change for Julian Support, not least because our Suffolk Supported Living contracts came to an end in March ’26.

We had the privilege of delivering the Suffolk services for over 12 years, an orderly and safe transfer of services, was our goal and I feel proud that we achieved that.

We were pleased to welcome Paul Read to the Board of Trustee’s. Paul’s knowledge and expertise, coupled with that of our longer serving Trustees, has strengthened the Board’s oversight of finance, audit and risk at a time when building a sustainable organisation, fit for the future, is our priority.

I am pleased to say we secured new contracts for our justice pathway services in the year. The continuation of the Liaison & Diversion and the Through the Gate services is a key part of our business plan.

We also took the decision to make an investment from our Reserves into two key projects: an expansion of the ARCH service into West Suffolk and a year-long pilot of a new Community Projects post, supporting the delivery of health and wellbeing activities in the area local to our Head Office at Pilling Park. You can read more about these within our report.

Change is an inevitable part of life, it always has a personal impact, but everyone has managed this with resilience and professionalism, maintaining Julian Support’s values throughout.

I am so proud of our staff and grateful for their dedication and hard work during another year of change and challenges.

Thank you to everyone who has continued to show their support this year.

Rachel Omori - Chair


julian
support
CELEBRATING
35
YEARS
IMPORT



julian support | CELEBRATING 35 YEARS

From its inception in 1990 with one member of staff and an initial grant, to a trusted provider of mental health and wellbeing services across Norfolk and Suffolk, Julian Support has been a part of our local communities for over 35 years.

Whilst there have been many changes in the 35 years, one thing has remained the same – our provision of high-quality, strengths-focused support.

We had a double celebration to commemorate our 35th anniversary and to say 'thank you and goodbye' to our Suffolk Supported Living colleagues, check out page 28 to find out more!




Presenting
OUR SERVICES
45



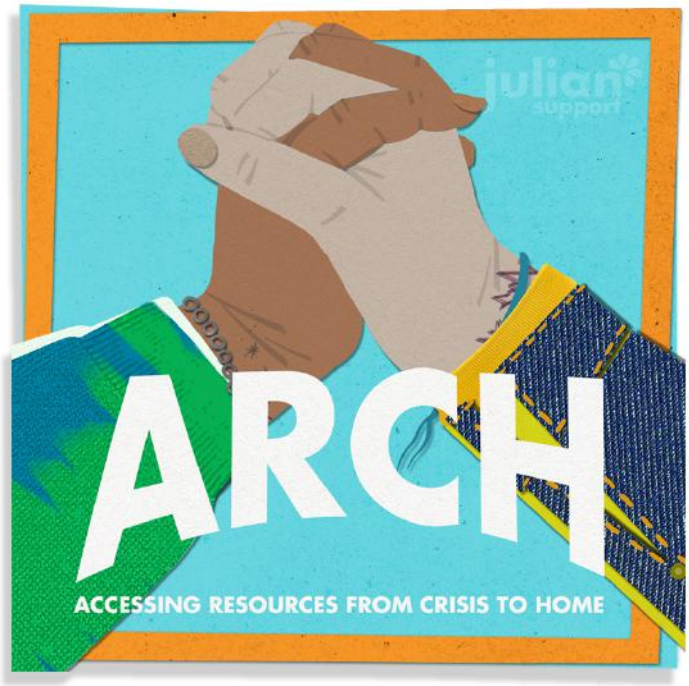
THE WAY WE WORK

Our aim is to provide the best support possible to people who are facing significant challenges in their daily lives.

The Julian Support approach has been developed to ensure that all support is strengths focused, trauma informed, accessible, and in line with our organisational values.

People who work for Julian Support often do so because they feel a connection to the values of the organisation and they want to work in a way that reflects these values in their practice.

Our approach to practice is the key to us building positive, professional relationships with people. They tell us that it is the quality of the relationship with our staff that makes all the difference.



The ARCH service provides support to people who are either at the point of a mental health crisis, or who are ready to be discharged from hospital but need help managing the transition.

The top 3 outcomes that people achieved in the year were:

- improved mental wellbeing
- improved routine
- improved access to their local community & services

Additionally 505 people avoided a hospital admission due to an ARCH intervention, that's 505 people who got to stay in their own home with support from ARCH, friends, families and the local community.

In January 2026, having completed the implementation of the Norfolk wide expansion, we turned our attention to West Suffolk. With a small but impactful cohort of staff we set about supporting the people in the local area, working closely with NSFT.

We hope that this expansion, whilst small, will lead to a the next phase of growth across the whole of Suffolk.

"They are extremely valuable and helpful and have been a solid lifeline to prevent me from ending my life. They have been super supportive."

The ARCH team were recognised for their great work at the Norfolk & Suffolk Health & Care Awards 2026, where they awarded runner up in the Treatment to Prevention Category.





Our Liaison & Diversion team are co-located with NSFT staff in each of the Police Investigation Centre's across Norfolk and Suffolk.

The team support people who are vulnerable for reasons that might include poor mental health, a learning difference, domestic abuse or substance use issues. The aim of the service is to provide focused interventions and support to prevent re-arrest, thus diverting people away from the criminal justice system. Individual feedback reflects how much difference good support, at the right time, can make to people's lives.



Our Through the Gate team provide support to people preparing for release from HMP Norwich, to live in Norfolk and Suffolk.

The service provides support prior to release and upon release to help a person resettle in the community, this may include help to obtain stable housing, accessing community networks or providing ongoing emotional support.

People tell us that as a direct result of the support they have received from our staff, they can see a change in themselves and more than that, they can see the potential for further personal growth in the future.

In 2025/26 we delivered over 1400 hours of in-person support and over 1470 hours of telephone support across both services. 58 people were also supported in court.



The 24 hour Supported Housing Services in West Ipswich and West Suffolk continued to provide round the clock support, helping people develop independence and prepare for community living. We supported people to develop and run social activities including coffee mornings and baking sessions, and the team at '86' set up a gardening group who tidied the green house and cleared the ground for a new veg patch so they could enjoy home grown veg!

"I just want to say a massive thank you for all the support your staff continue to give to me. There have been physical health issues lately and your team have been so wonderful and are always so supportive. Nothing is ever too much trouble."



The D2A Service in West Suffolk provides dedicated 24-hour support for people stepping down from acute hospital care or as an alternative to hospital admission.

"Thank you all so much for the help and input during my stay. Your time and patience with me has helped me feel so much better. I couldn't have done it without you. On top of that I have re-learnt my love of baking, rediscovered how relaxing jigsaw puzzles are, and I've learned to play real pool (not just on the computer).

You guys do amazing work here, and you work so hard to improve the lives of others. It has not gone unnoticed. Be proud of what you do!"



The Pathway & Recovery Teams (PRTs) were active in West Ipswich and West Suffolk, they delivered support in low-level supported housing and in people's own homes, as well as running local groups and activities.

"I wanted to say in writing how much I've appreciated your boundless help and support over the last few years and that you've helped me become the capable young woman that I am today. Julian Support and yourself helped me get out of a dark place and gave me the time I needed to recover and grow. I hope that the future brings you happiness and health, wherever it takes you."

1753 people accessed Julian Support services in 2025 - 2026

INTRODUCING

MALIK'S

STORY



*names changed for confidentiality



Malik, a young man with a diagnosis of autism and ADHD, was bound by bail conditions that meant he was unable to make direct contact with his parents.

With Malik's consent I was able to contact his parents, as a third party, to ask them for their thoughts on what might make a difference for him.

Malik's mum appreciated having a listening ear. She was able to share her thoughts on the support that she felt would benefit Malik, particularly given the likelihood he would be masking, a technique that a lot of neurodivergent people adopt to help them manage in a neurotypical world.

With the information from mum, I was able to support Malik with skills such as budgeting but, more importantly, support around how to manage masking and techniques that would help him to not have to mask as much, especially when seeking support around his mental health.

Malik's mum was so grateful to me for reaching out and taking the time to hear her concerns.

We often, as friends and family, have knowledge or and understanding of someone that, provided consent is given, can make all the difference.

Without the insight from Malik's mum I wouldn't have been able to provide him with the right support, tailored to him as a neurodivergent person, it would also have taken much longer to understand what support could make the difference for Malik.

DOING OUR BIT IN THE COMMUNITY



360° SOUND



MORE THAN JUST SERVICES

Community-centred activities are an important part of supporting people to improve their health and wellbeing.They are often a more accessible way for people to access support as they are provided outside of clinical environments and do not have complex referral routes.

They also enable connections between people and their communities thus creating more sustainable, individual support networks.

At Julian Support our community-based activities also form part of our 'stepped down' offer, giving people a way to check in and stay in touch with us, after 'formal' support has ended.

A priority for us in 2025/26 was to build on our existing community work that included Open Space (with Suffolk Libraries), our online resource toolkit including Colour To Calm and our 'Be Kind To Your 'Elf' series.

We wanted to create more 'third spaces' where we could work with local partners to bring more people together to connect, socialise and express themselves.

Our Board of Trustees committed to the funding of a new JS Community Projects Lead role, and with a pot of money from the Norwich Health & Wellbeing partnership we were able to set up our new initiative – Community Wizards, based at Pilling Park in Norwich.



COMMUNITY WIZARDS

Community Wizards is a series of groups, hosted by Julian Support's Community Projects Lead, spotlighting those people in the local community who have something unique they are a whiz at. The Wizard then shares their skills and expertise with others, giving them the opportunity to learn new skills and try out some fun stuff, all whilst boosting their mental health and wellbeing.

To date our Wizards have delivered a wide variety of sessions that have included:

- self-defence techniques
- women's health talk
- mindfulness
- hula-hooping
- cooking on a budget
- personal trainer led fitness

Participants have rated the sessions an average 9.75/10

Bringing people together to have fun whilst providing practical benefits and life skills that can be continued at home.



One of the most popular groups has been our hugely successful 'One Pot Wonders' – a session that teaches people how to prepare a simple slow-cooker based meal for 4-6 people for less than £5.

The sessions come complete with a slow-cooker and utensils for each person who attends the group so they can carry on creating meals at home.

People who have attended these sessions have found a stronger sense of community and connection while also building confidence in their ability to cook.

But don't just take our word for it, here's what the folks from the sessions have said……

"I liked the atmosphere, people, laughs, fun, activity, cooking, people were so kind"
Community Wizards 'One Pot Wonders' Attendee

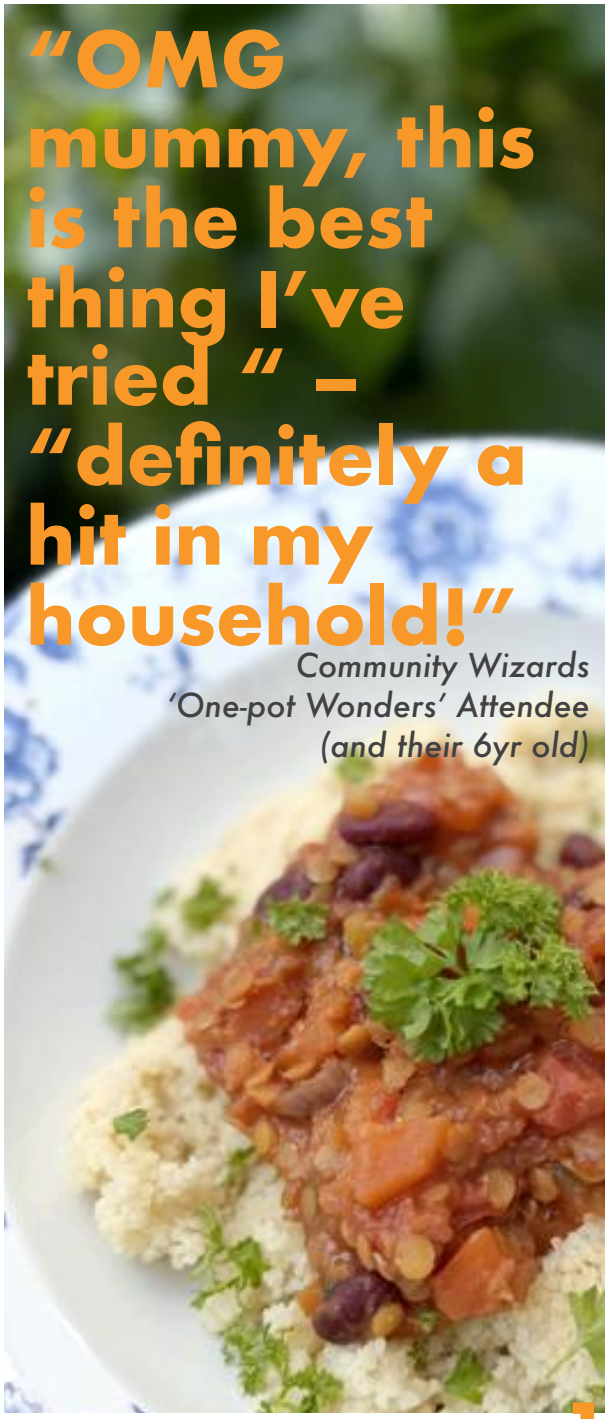
"Such a great atmosphere and fantastic thing to do…who knew onion chopping could be easier!"
Community Wizards 'One Pot Wonders' Attendee

"I just loved it, so organised and well thought through. Can't wait for next week"
Community Wizards 'One Pot Wonders' Attendee

"Thank you for being there for me today. My banana bread is in the slow cooker now!"
Community Wizards 'One Pot Wonders' Attendee

"It worked out brilliant, I added food from Tuesdays Food Bank – mushrooms, a marrow and cauliflower, and falafels. I put it in tortillas it was delicious. I was made to feel welcome. The slow cooker has changed my life."
Community Wizards 'One Pot Wonders' Attendee

continued…



The Community Wizards initiative has gone from strength to strength and has already made such a meaningful difference to the local community.

Feedback from participants has highlighted the welcoming atmosphere, shared laughter, reduced tension and a newfound sense of belonging. People who had previously been afraid to leave the house have formed new friendships and met up outside of sessions.

People are actively talking about the improvements to their health and wellbeing and are looking to support the group as volunteers .

Our hope is that we can grow on the success of this initial programme and secure further funding so we can bring Community Wizards to more local communities around Norfolk and Suffolk.



Community Wizards - Hula-hooping for grown ups



OPEN SPACE

For several years Open Space was a lovely collaboration between Julian Support and Central Library, Ipswich. It became a much-loved and valuable space for many people.

Regulars and newcomers took part in a mix of activities and relax in a safe and welcoming environment. Sessions had a subtle focus on mental health but were mainly about having fun – many people told us they like the way Open Space allowed them to leave their issues at the door.

It also provided a much-needed boost for many attendees' confidence.

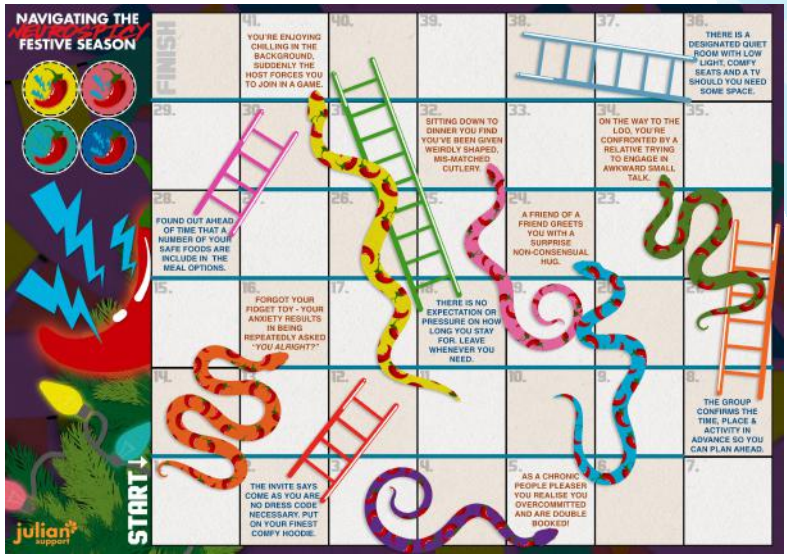
BE KIND TO YOUR 'ELF

2025 saw the return of our 'Be Kind To Your 'Elf' guide to self-care, with the addition of a new co-produced resource: 'Navigating the Neurospicy Festive Season'.

This fun (but insightful) take on the traditional snakes & ladders board game, gave hints and tips to take the stress out of what can be a really challenging time of year.

We heard from players that the game helped to open important conversations with family members, enabling people to share the things that they find difficult as a neurodivergent person. These resources are available through the month of December, via our Julian Support website.

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






OUR
WORK
SIDE A
julian
support



AT A GLANCE

1,753 people accessed a Julian Support service:

- 550 people received intensive support in their home to prevent a hospital admission
- 1,083 people had access to support to prevent re-arrest, thereby diverting them from the criminal justice system
- 40 people were supported in high level supported housing
- 78 people were supported in the community
- 2 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 and significant others including their animal friends.

Never underestimate the difference support for one person can make.


HI-FI



WHAT PEOPLE ARE SAYING ABOUT OUR SERVICES

“I truly feel that support came into my life at a desperate point for me, I received support unlike any other and it's been a real pivotal starting point of my recovery out of crisis.”

Person in receipt of the ARCH Service

“They have been absolutely excellent supporting one of our service users through a very difficult period, and we are so grateful for their support. Keep up the amazing work!”

NSFT Care Co-ordinator

“Your thorough report has been very helpful in supporting my patient. I really appreciate it. I look forward to working with you again if I have another patient who needs support.”

Consultant Psychiatrist

“I'm grateful for you coming to court with me and not left me to do everything by myself like everyone else leaves me. It kept me calmer, so I made my point better”

Person in receipt of L&D Service

“Thank you for always being there and for helping me to focus on what I needed to do to build better routines for myself. I feel my life is more on track now and appreciate that you always were there when I needed you.”

Person in receipt of TTG Service


MICHELLE'S
STORY
360° SOUND
*names changed for confidentiality



We first met Michelle when she was in hospital, having been admitted some months previously. She had been very unwell and whilst she was ready to be discharged, she needed some help to manage the transition from hospital to home and to make sure she remained safe during this period.

During her six weeks of support, Michelle had regular face to face visits and text support every day, which sometimes lasted through the day, as she would only reach out to our service.

As a team, we made sure we had time to listen to Michelle, sometimes we listened whilst she carried on with her day-to-day practical tasks around her home. We helped her create a list of tasks that she could complete as a way to distract herself from negative thoughts but also as a way to make a positive impact on her home - Michelle is a super creative person and had a lot of ideas of how to make her family home a nice space to live in.

We supported Michelle to build trust with other services so that she could have support from a wider network of organisations, preparing her for the time when she would be managing without our support.

By the end of our six weeks Michelle had transformed her children's bedroom, she was reflecting on her value as a person, planning a holiday and altogether feeling more positive about her life.

INVESTING IN OUR PEOPLE







HEART - REAL - TRUST - HOPE - EQUITY - ACCOUNTABLE -



STAFF WELLBEING

Staff wellbeing is a priority at Julian Support as quite simply without our staff there is no organisation.

Each year we invest in a Wellbeing Strategy that is designed to support staff wellness.

This year was no exception, with particular attention being paid to supporting our staff as we prepared to pass our Suffolk Support Living Services to another organisation.

We continued with the provision of our Employee Assistance Programme, tailored counselling sessions and team wellbeing budgets.

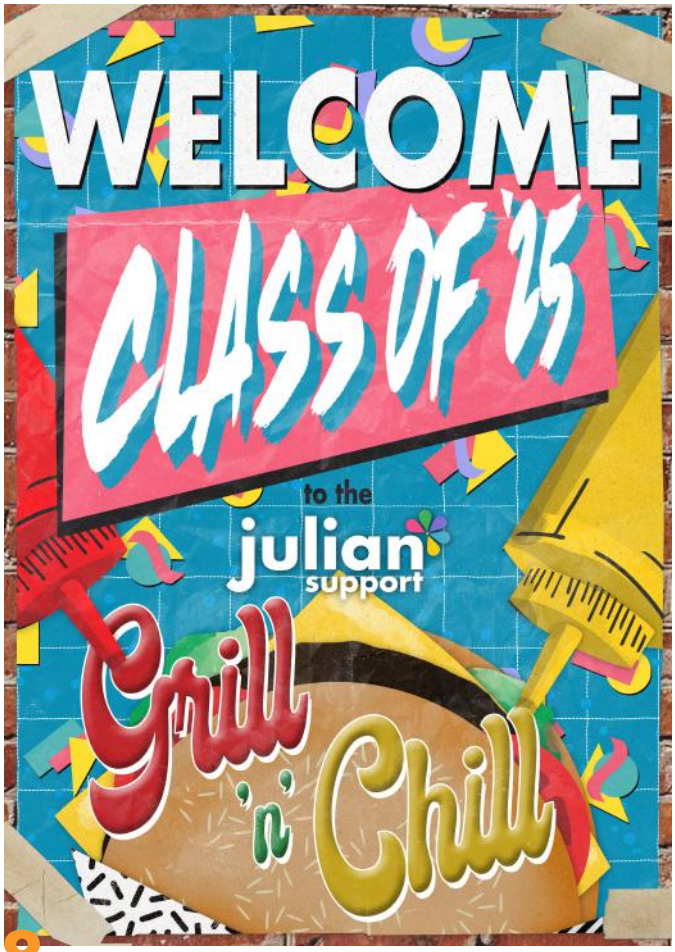
Our HR department delivered TUPE information sessions for those staff that were transferring out of the organisation.

We also facilitated menopause cafés, of note was the event held at the Food Museum in Stowmarket when our HR team invited Dr Katherine Bellamy, a GP with specialist knowledge of the menopause, to deliver a talk to our staff. Staff acknowledged the benefit of the time and space given over to this important conversation, recognising it would be of help to them, their partners and the people that they support.

GRILL 'N' CHILL

To celebrate our 35th year we brought our staff and volunteers together at the fabulous Food Museum in Stowmarket.

The 'Grill & Chill for the Class of '25' was a day of fun, reflection and appreciation. A range of activities were available including yoga, sound baths, giant inflatable games and rounders. People also took time out to catch up, share memories and make plans for the future.





It was a memorable day with great people and a shared sense of pride of everything that Julian Support has achieved in its 35 years.

"My reflections of the day, the time, effort and resources put into organising the event for staff, continued to show how the organisation cares about everyone and their wellbeing, and that even when approaching changes and difficult times are ahead, we are standing by our values and putting our best foot forward."

STAFF DEVELOPMENT

As well as ensuring the delivery of our annual staff training plan, our HR & Training departments took a closer look at how we recruit and train staff to ensure our recruitment practice remains in line with our culture and values and to consider how new technologies might impact on the selection of the right person for the right job.

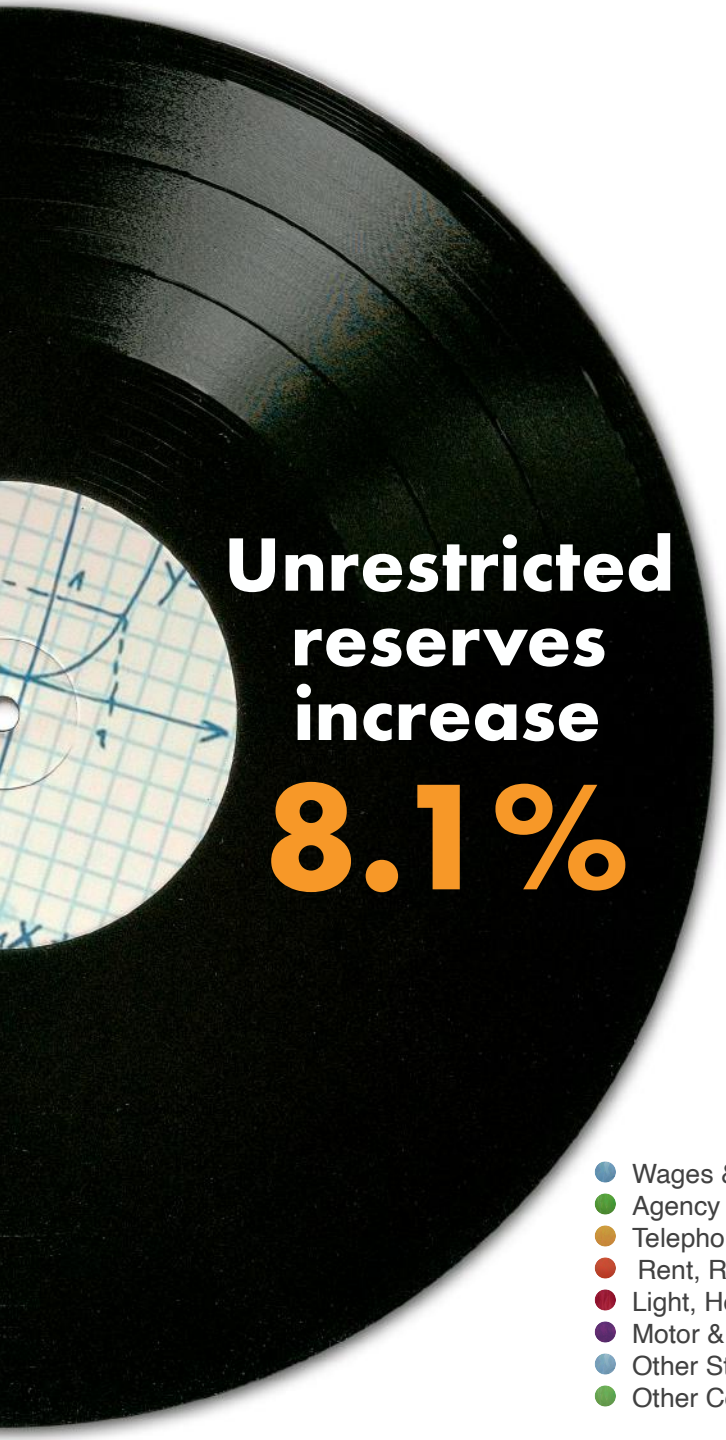
We worked with an external organisation to co-develop a learning session for our recruiting Managers to ensure they have the skills to plan, run and evaluate successful recruitment and selection campaigns. Managers commented on what a good day it was, with tangible actions that they could take forward into the next round of recruitment.



"During my time with Julian Support I was able to gain lots of knowledge about mental health and how it effects people in different ways. I was able to get a better understanding as to what brought people to a supported living service and how they were being supported. It was an amazing, experience I would 100% recommend."

Student on placement with us


julian
support
WATER RESIST
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NUMBERS
ADJ
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8
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ALM ON·OFF
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SIDE A



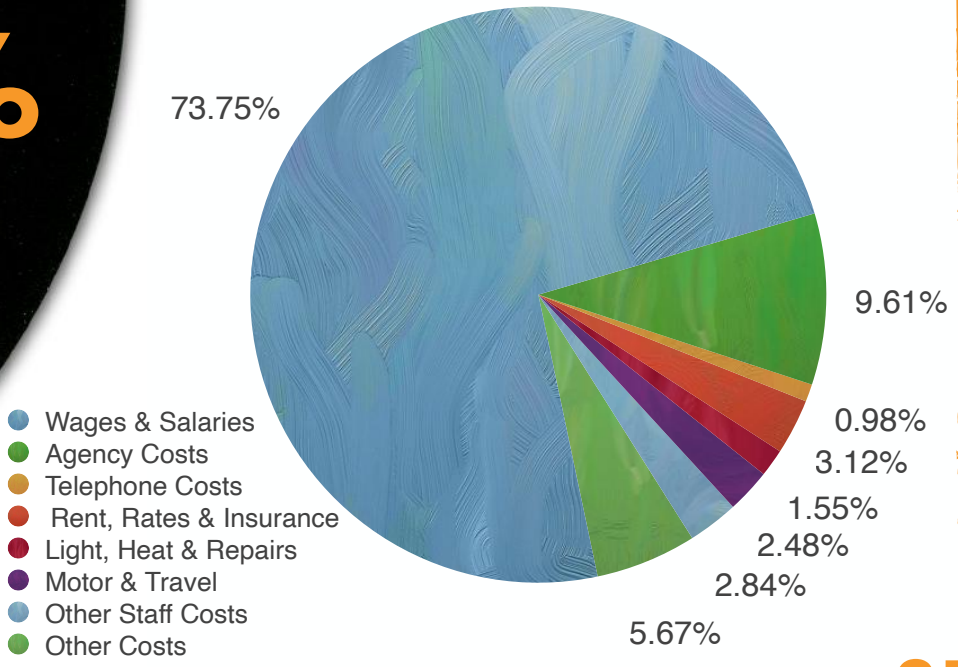
FINANCE HIGHLIGHTS

Here are some highlights from our finance department for the year 2025/2026. The full accounts can be viewed on the Charity Commission and Companies House websites.

- **Income:** up £118,103 (2.75%)
- **Wages:** up £172,789 (5.84%)
- **Average no. of employees:** 87
- **Unrestricted Funds:** £2,193,611

(at 31st March 2026)

EXPENDITURE



EVOLVING

The evolution of Julian Support is underway, how does the saying go – change is hard at first, messy in the middle and beautiful at the end… well that's definitely holding true so far - saying goodbye to our Suffolk (Supported Living) colleagues and services was particularly tough and working our way through the impact of that has definitely been messy!

But through it all our fantastic staff have continued to deliver professional, compassionate, meaningful support to people in our local communities, when they have needed it most.

We are excited for the future; we are actively exploring new partnerships and have made great connections and some significant progress in the pursuit of new opportunities that will take shape in 2026/27.

As an organisation we want to create more opportunities for the people we support to be involved in the decisions we make, we are committed to listening more closely and making space for their friends, family and significant others to have a say.

Thank you to everyone who makes Julian Support what it is, we couldn't do this without your unwavering support.

Best wishes,
Louise - Chief Exec.

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