

# 2025 SOCIAL IMPACT REPORT

GREAT PEOPLE | GREAT QUALITY | GREAT PLACES





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## OUR IMPACT

This Social Impact Report highlights the measurable difference St Anne's Community Services makes across the North of England.

Through support for learning disabilities, mental health, homelessness, substance use, housing and emergency accommodation, we help people live safer, healthier and more connected lives.

## HOW WE CREATE CHANGE

Using person-centred support, co-production and strong partnerships, we deliver outcomes that improve individual wellbeing while strengthening local systems, reducing inequalities and easing pressure on public services.



## OUR REACH IN 2024–2025

St Anne's supported thousands of people, achieving high levels of satisfaction and engagement.

- 83% of clients reported consistent or improved support
- 91% of clients said they are happy with support they receive
- 87% of our tenants said their home felt safe
- 76% of our tenants believe St Anne's make a positive contribution to their neighbourhoods

Our work responds directly to major UK challenges, including rising homelessness, increased demand for social housing, unmet mental-health demand and persistent health inequalities for people with learning disabilities.

## FINANCIAL VALUE OF OUR WORK

By preventing homelessness, supporting recovery, enabling independent living, improving mental health and maintaining safe homes, St Anne's delivers £14–15 million in public-sector savings each year.

These savings reflect:

- fewer hospital admissions
- reduced crisis interventions
- increased housing stability
- improved safety
- better long-term health outcomes

## OUR WORK IS ROOTED IN COMPASSION AND CONNECTION

This report brings together the data, stories, and outcomes that reflect our commitment to a life without limits.

*I'm proud to introduce this year's Social Impact Report, which reflects the commitment and compassion that define St Anne's Community Services - made possible only through the dedication of our colleagues.*

*Across the organisation, our teams have created meaningful change, helping people find independence and support when they need it most. These achievements show the power of our values and strategy in action.*

*As we look ahead, we remain committed to deepening our impact, strengthening communities, and ensuring every person we support can live a life without limits.*

**Azra Kirkby, CEO of St Anne's**



# HOMELESSNESS

Through services like Bevin Court and our open-door Resource Centre, we work with partners to break the cycle of homelessness and support people to rebuild their lives. Everyone deserves a place to call home, and we work to make that possible.

## 2025 STATS

**300+**

**People supported** - helping them move into safer, more stable situations

**£12k**


**Average cost per person, totalling £3.6m annually**

**£1.3m**

**NHS savings** - due to reduced emergency service use

“Crossing the doorstep of the Resource Centre helped me find my dignity”





“Since my support has started with St Anne’s my life has improved dramatically”

## LEARNING DISABILITIES SUPPORT

Our learning disability services are built on the belief that everyone should live the life they choose. Through residential care, supported living and outreach, we focus on strengths, aspirations and independence. We create supportive environments where people feel valued, empowered and are able to thrive in their communities and relationships.

### 2025 STATS

**1,000+**

**People supported**  
to live  
independently and  
without limits

**5,500+**

**Hours of specialist  
training delivered**  
to ensure safe,  
high-quality support

UP TO  
**£1.5m**

**Saved in  
social-care costs**  
by avoiding  
high-cost  
placements

# MENTAL HEALTH SUPPORT

We walk alongside people on their mental-health journey, offering steady and compassionate support during difficult times. Our teams provide safe, reassuring spaces where people are heard and encouraged. Through residential, supported living and community services, we help individuals rebuild confidence, reconnect with strengths and shape meaningful, fulfilling lives.

## 2025 STATS

**200+**

**People supported**  
with personalised  
mental-health care

**£300k+**

**NHS savings**  
through timely  
support that avoids  
crisis

AROUND  
**£600k**

**Wider wellbeing and  
economic benefits**  
through community-  
based support

“All staff are really friendly and they treat us all equally. They are not judgemental.”





“Without Adele’s role and training, we wouldn’t have the professionalism behind us to support the women at the Hub”

## SUPPORTING WOMEN

Our female-specific services provide safe, nurturing spaces for women facing trauma, homelessness, mental-health challenges or substance use. Our experienced, female-led teams offer skilled, trauma-informed support tailored to each woman. With compassion at the centre, we help women regain safety, rebuild trust and move towards stability and independence.

### 2025 STATS

50+

**50+ women in crisis** received immediate safety and trauma-informed support

292

**People supported** through specialist domestic-abuse work by our DVA Lead Practitioner

32

**Partner agencies engaged** in domestic-abuse, safeguarding and trauma-informed collaboration

# SUBSTANCE USE

Our substance use services offer specialist detox and rehabilitation rooted in dignity, kindness and harm reduction. Our skilled multi-disciplinary teams help people navigate complex challenges, rebuild hope and move towards safer, healthier futures. Everyone receives non-judgemental support, with every step of progress recognised and celebrated.

## 2025 STATS

**300+**

**People accessed detox, rehab or harm-reduction support, improving health and recovery**

**94%**

**Detox-completion rate, reflecting high-quality, person-centred support. With a further 68% completing rehab**

**£1.2m**

**System savings achieved through evidence-based ROI**

“The programme was life-saving...the staff were caring, person-centred and holistic.”





“The result of our repairs service is happier, more comfortable tenants and renewed sense of pride in their home”

## HOUSING

A safe home creates stability, independence and belonging. Our housing and supported accommodation services help people settle, manage their homes and thrive with the support they need. From residential to supported living, we provide warm, welcoming environments that respect choice and help people build strong, reliable foundations for the future.

### 2025 STATS

17,000+

**Hours of support delivered to 150+ tenants,** helping people maintain safe & healthy homes

97%

**Of repairs completed on time -** preventing unsafe conditions and health risks

UP TO  
£2m

**Saved nationally through sustained tenancies and safe homes**

## FUTURE THINKING

As we look to the future, the social value created by social care will increasingly be defined by how well we enable independence, not simply how we provide support. A skilled and confident workforce has the ability to unlock potential within individuals, families and communities. Through approaches such as trauma-informed practice, recovery-focused support and positive behaviour support, staff help people build the skills, resilience and confidence needed to live fuller lives. In doing so, social care becomes not only a service, but a catalyst for stronger communities and more independent futures.

A critical part of this future lies in the relationship between social care and housing. Safe, stable housing is the foundation for recovery and independence, particularly for people experiencing mental health challenges or co-occurring needs. Our work focuses on ensuring people can remain housed while rebuilding their lives, creating clear pathways towards greater independence over time. This means designing environments that support recovery, homes that are safe, community-based and fit for independent living, while also recognising that wellbeing must extend beyond buildings, including the health, resilience and support of the staff who walk alongside people on that journey.

**Ultimately, the long-term value of social care lies in its human impact.**

While systems, housing and services matter, it is the everyday relationships between people that truly transform lives. Buildings and services matter, but it is the human touch of social care, the skill, compassion and belief in people's potential, that truly enables individuals and communities to thrive.

Lyndsay Atkinson-Swales  
**Director of Operations and Quality**





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