



Sanctuary Trust

Social Impact Report 2024



Welcome to Sanctuary Trust's
2024 Social Impact Report



As Chair of Sanctuary Trust, it is with immense pride and gratitude that I present our latest Social Impact Report. 2024 was a landmark year for our organisation – a year defined by growth, renewed energy, and deeper impact across the Jersey community.

In early 2025, we were delighted to appoint Sarah Tumelty as our new Chief Executive Officer, a significant step forward for Sanctuary Trust. Sarah's leadership, experience, and passion for our mission have already brought tremendous value, strengthening our ability to deliver for the men who rely on our services. We also welcomed Abby Harris Peters in 2024 as our full-time Fundraising and Communications Lead, a vital role that is already enhancing our reach and sustainability. In addition, we've grown our frontline team with the recruitment of more Support Workers, allowing us to provide more consistent and effective care and support to those in need. As a result, we are now a stronger, more responsive team, equipped to support vulnerable individuals with compassion, skill, and purpose.

The power of community was on full display during our November 2024 Sleep Out, which raised over £30,000 thanks to the incredible support of islanders. This event not only brought much-needed funds but also helped raise awareness of homelessness in Jersey - reminding us of the strength we find in unity.

We also made great progress in securing funding, successfully obtaining grants from a wide range of charitable foundations. This vital support enables us to continue expanding our services and ensuring that no one is left behind.

Crucially, our governance and regulatory compliance have remained at the highest standards throughout the year, reflecting the professionalism and accountability with which we carry out our work.

Our mission – to tackle homelessness in our community, continues to guide every decision we make and every action we take. The lives changed, the hope restored, and the second chances made possible are the real measure of our success. To our donors, partners, volunteers, trustees, and staff – thank you. Your generosity, belief, and commitment are the foundation of everything we achieve. I am incredibly grateful for your support and proud to lead this organisation. I look forward to continuing this journey together as we work towards a community where everyone has the opportunity to rebuild and thrive.

With sincere thanks,

Tim Ringsdore
Chair, Sanctuary Trust



Who we are

Sanctuary Trust provides a place of safety, dignity, and belonging to men experiencing homelessness. It is more than just a roof.



In Jersey, homelessness is a reality for many, with each individual's journey marked by unique challenges. Common factors contributing to homelessness can include family breakdown, economic hardship, job loss, bereavement, domestic abuse, mental and physical health challenges, and struggles with addiction.

In 2024, we supported 37 residents, many with multiple, intersecting needs, some of whom struggled to access support from statutory services. Our trauma-informed, relationship-led approach creates space for stability and trust, even for those who've experienced significant barriers to support. With the right environment and care, people can begin to move forward in ways that feel right for them.



What we do

We provide supported accommodation across three homes in Jersey, alongside growing outreach and counselling services. Each house is set up for the different stages of a resident's journey, from initial stabilisation to preparation for independent living. In 2024, we continued to evolve our support model:

Our outreach services expanded significantly this year, allowing us to maintain vital connections with some former residents who, at the time, found the cycle of change too challenging to sustain within our residential programmes. Although no longer living in our accommodation, we continued to offer emotional and practical support, ensuring **no one is left behind**. By remaining present and accessible, we continue to offer a stable and respectful connection, so that whenever someone feels it's the right time, they know support is available.

We introduced a dedicated **in-house counselling service**, delivering over **250 hours** of trauma-informed support to 20+ clients from a team of qualified and trainee counsellors.



As part of our multi-year strategy, we began developing a new early intervention programme aimed at supporting individuals before homelessness occurs. This work will continue throughout 2025, laying the foundation for future delivery.

To help reduce health inequalities, we funded access to meaningful activities, such as yoga and golf, and secured grant funding to offer **gym passes** to all residents and outreach clients, recognising the importance of physical wellbeing in long-term recovery. 13 individuals were given gym passes.



Mission

In tackling homelessness, Sanctuary Trust aims to:



Instill hope.



Provide care, support and safe accommodation.



Promote early intervention in the community.



Empower independent living.



Partner with others for better outcomes and opportunities.



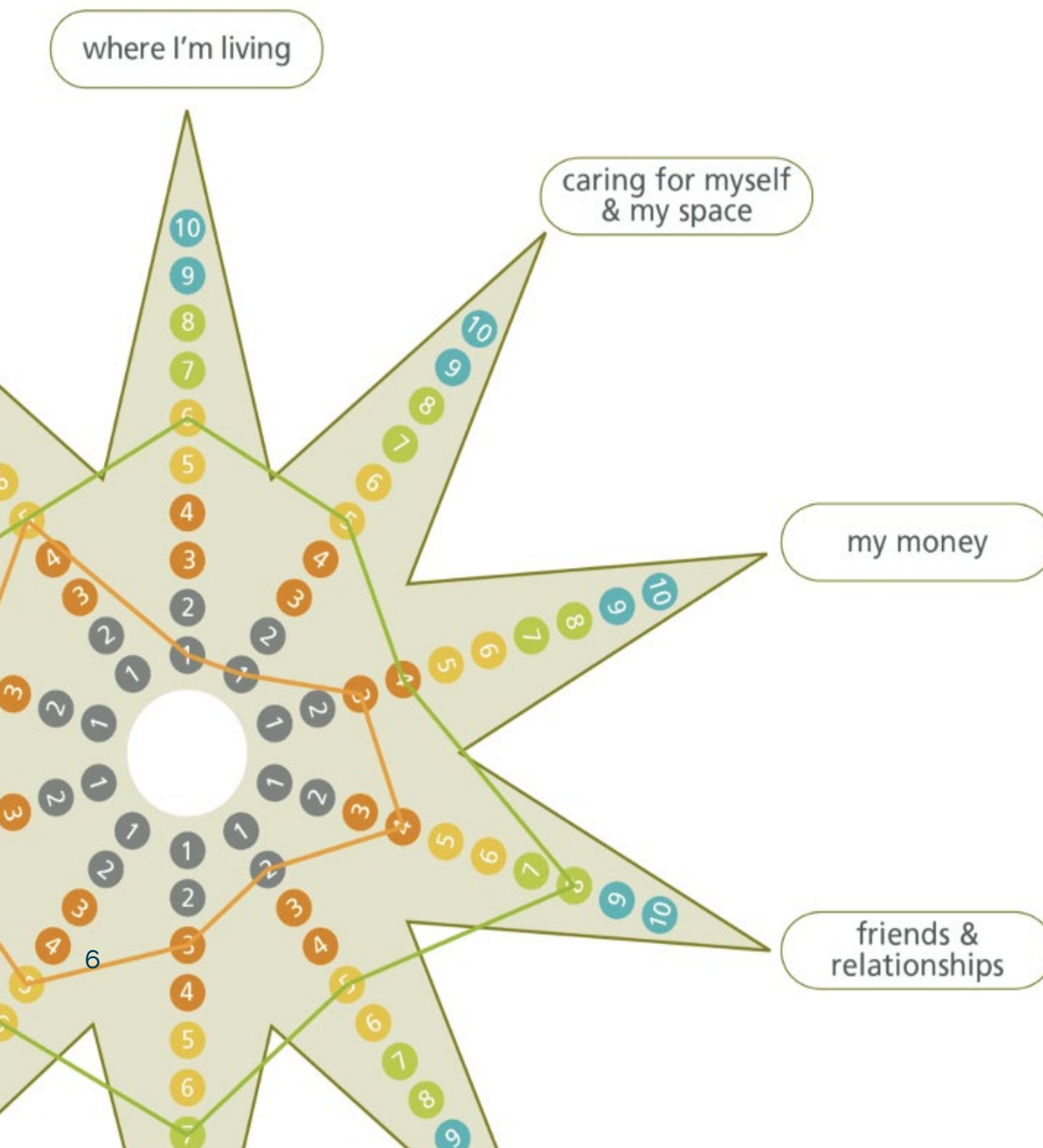
Raise awareness of the causes and challenges of homelessness.



Attract, retain and involve great people to achieve our objectives.



Social Impact Assessment



We use the **Outcomes Star** tool to track and understand the journeys our residents take. Residents score themselves out of ten in ten areas of their lives. They do this when they first move in and then every three months after that. Between January and December 2024, every individual using the tool made measurable progress in at least two life areas, with **88%** improving in three or more areas. On average, residents progressed in four areas, with the most common area of progress being **Trust & Hope**.

These insights were echoed in **personal stories**, such as that of one resident who joined us after facing personal challenges. Now living independently, he leads our thriving allotment project where he grows vegetables that help feed others at Sanctuary House, and he is giving back to the community that supported him.

Even those who moved on in more difficult circumstances often stayed connected. Our **voluntary outreach support** means progress doesn't have to be linear, and proves that trust, once built, is not lost.

"I love Sanctuary Trust and what they do for people like myself because I really would be lost or even back in prison if it wasn't for you guys and the work you are doing for people."

Resident



Project, Programme & Policy Evaluation

2024 was a year of reflection and development. We took a more critical, closer look at the structures that support both our staff and residents, reviewing strengths and challenges.

As a result:



All of our policies were rewritten to be clearer, more accessible, and easier to navigate for both staff and residents.



We began the process of making our entire policy framework **trauma-informed**, with a focus on language to ensure that every decision and procedure considers the lived experience of the people we support.



We carried out a survey, and feedback from our team was unanimously positive with **100% of staff** feeling supported in their roles, and **100% of staff feeling the team works well together** to support residents.



We also received another **inspection report** from the Jersey Care Commission, with **no areas for improvement** identified evidencing quality and consistency of our approach.



Cultural Impact

We continue to challenge outdated stigmatising narratives about homelessness, addiction, and men's mental health, not just with our immediate work, but in the wider community.

We also worked across the island with local services and community partners to challenge **myths** around homelessness and began collecting data for the government's new quarterly statistics, ensuring our residents' realities help shape policy from the ground up.

"Sanctuary is the first place I've been where people care about me and sometimes it's hard to get to grips with that."

Former resident



Environmental Impact

While our core focus remains social support, we recognise the interconnectedness of sustainability and wellbeing.



Our resident-led allotment provides fresh produce, reduces food waste and connects people with nature.



The team have made efforts in waste reduction, more efficient energy use, and sustainable purchasing, with further steps planned in 2025.



We continue to promote green spaces and physical activity as vital elements of recovery, offering nature-based outings and outdoor exercise whenever possible.



Practical Support with Long-Term Impact

Our early intervention work supports residents to reduce reliance on high-cost crisis services and reactive systems, helping create pathways toward stability, wellbeing, and greater financial independence where possible.



We directly funded **multiple GP visits** for residents, a necessity in Jersey where access to primary care is not free.



We invested in **gym memberships, therapeutic sessions**, and structured activities that support improved mental and physical health, all of which play a vital role in long-term wellbeing and reduced reliance on emergency support.

“We are exceptionally grateful and want to share our heartfelt thanks – you’ve probably saved his life.”

A resident's family member



Sustained Impact Beyond Residency

In 2024, 14 residents moved on from Sanctuary Trust. Importantly, a small number of these individuals left in more difficult circumstances, however, they remain in contact through our **voluntary outreach programme**.

This matters. It reflects our belief that support does not stop at the doorstep and that **progress is not linear**.

As we strengthen our early intervention and post-residency outreach in 2025, this relational continuity will remain central to our work.

“I stayed at Sanctuary House for 11 months. I felt part of a big family... I know if it wasn't for Sanctuary Trust I wouldn't be where I am today. I'll always stay in touch.”

Former resident



Challenges & 2025 Focus Areas



In 2025, our focus is on:

- ✓ Strengthening **partnerships** with key services to ensure more joined-up working.
- ✓ Expanding our **early intervention** work to reach people before crisis hits.
- ✓ Completing the **trauma-informed revision of our policies** and rolling out new training for all staff and volunteers.
- ✓ Growing our **counselling service**, including supporting new trainee placements and increasing access for outreach clients.
- ✓ Ensuring **lived experience** voices are involved in all parts of decision making.

We do this because recovery and inclusion aren't luxuries, they're rights. Everyone deserves to be treated with respect and to have the freedom to shape their own future.



Staff satisfaction figures

Generated stats breakdown of staff satisfaction survey



91% feel valued and appreciated in their role.

91% say there is open and honest communication within Sanctuary.

64% of staff are neutral or disagree about the benefits package (pension, wellbeing days, holiday).

55% of staff are neutral or disagree when asked if their pay feels fair compared to similar roles.



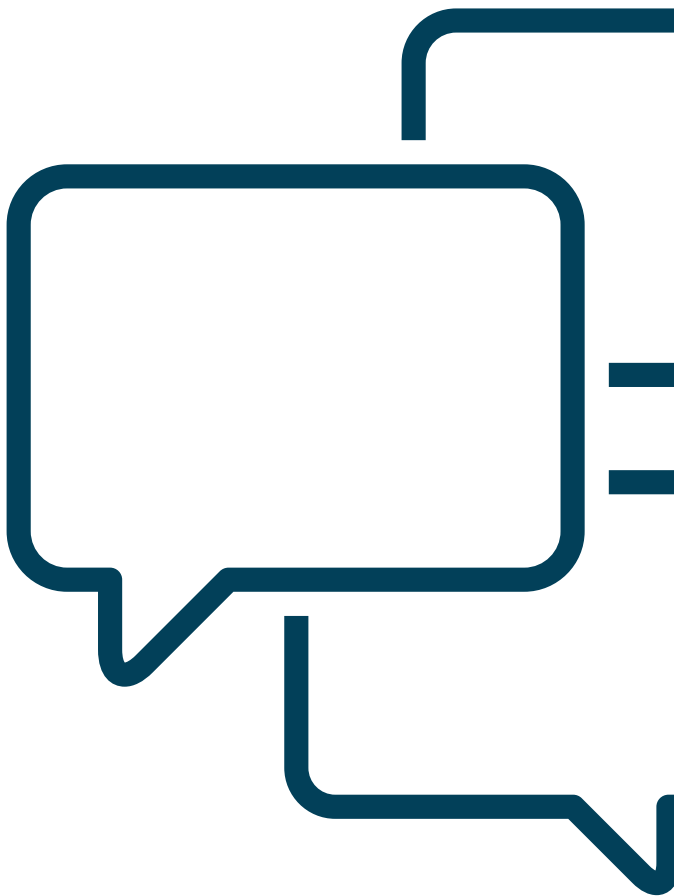
Quote from a supporter:

“A few years ago, I went to Sanctuary House in St Aubin to take them some fruit and cakes for Christmas. Until that day, I had never truly appreciated what it must be like to fall on such hard times that you become homeless and it really made me think hard about the situation in Jersey and to be more grateful for how lucky I am to have my own home.

After that, I started to take them things every week and their warmth and professionalism drew me in. Little by little, I got to know many of the residents and this made me even more determined to help as much as I can. Now, every week I take the ingredients for their Friday dinner and I look forward to meeting the familiar faces of the wonderful dedicated team that work there and to chatting to whoever’s in the kitchen that day.

The men at Sanctuary House are given professional, personal and practical help to get them back on their feet again, within a warm, caring family atmosphere. I feel honoured that I can help in some way and will continue to support this charity for as long as I can”

A supporter





Get involved!

Sanctuary Trust relies on the generosity of individuals and organisations across our community to continue providing accommodation, tailored support, and a pathway to independence for men facing homelessness. Your support makes a real difference.



1 Leave a legacy

Leaving a gift in your will is a powerful way to support future generations. Legacy gifts help ensure Sanctuary Trust will be here for those who need us most in the years to come. To find out more, please get in touch or speak with a specialist Jersey lawyer.



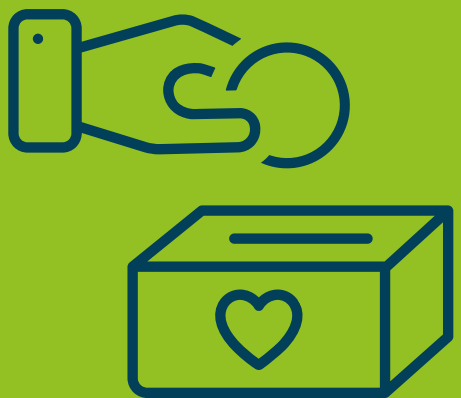
2 Corporate support

From team fundraising and event sponsorship to donations and practical support, there are many ways that organisations and businesses can get involved. We're always happy to chat about how a partnership with Sanctuary Trust could align with your values and make a meaningful difference.



3 Fundraising events

Whether it's our annual Sleep Out or community-led initiatives, there are plenty of opportunities to take part. Keep an eye on our website and social media for upcoming events where you can help raise awareness and funds.



4 Make a donation

Whether it's a one-off contribution or a regular monthly gift, every donation helps us make a lasting impact. Ongoing support allows us to plan for the future with confidence, knowing we can continue to meet the rising demand for our services.

Visit our [website](#) or scan the QR code below to donate today.

