Justlife

Making people's experiences in temporary accommodation **short, safe and healthy**

Impact Report 2025

Justlife Foundation Registered charity: 1140822 www.justlife.org.uk

About Justlife

A record 131,140 households in England are now living in temporary accommodation (TA), including more than 169,000 children, the highest number since records began 25 years ago. For many, life in TA means living in cramped, unsuitable conditions, with little security and no clear way out of homelessness. It can leave people feeling trapped, isolated and hopeless.

Justlife exists so that no one has to face this experience alone. We provide health, housing and wellbeing support to people living in TA, helping them to understand their rights, secure safe and stable housing, care for their health, and build supportive community connections. Our services provide both practical help and emotional support, enabling people not just to survive, but to begin rebuilding their lives.

Alongside this local work, we campaign nationally to change the system itself, working with partners, policymakers and people with lived experience to ensure that temporary accommodation is safer, healthier and used only as a short-term solution.

With demand for our support growing and no sign of TA numbers falling, our work has never been more urgent. This report shares the difference Justlife has made over the last year, locally, nationally, and in the lives of the people at the heart of everything we do.

Every time we don't act, another person living in temporary accommodation is at risk of losing control of their life, dropping off the bottom rung of the housing ladder or dying prematurely.

Since our inception, we've played a crucial part in the prevention of this, giving people hope that their lives can change for the better.

Here is a snapshot of last year's achievements:

1030

people experiencing homelessness supported

85%

had improved physical and mental health

33%

moved into appropriate long term accommodation

88%

improved their financial situation

59%

iManaged their tenancies better reducing risk of return to homelessness

81%

improved their social networks

87%

improved their substance misuse

Health Engagement

Our Brighton-based Health Engagement Team works to improve the mental and physical health of people experiencing homelessness in temporary accommodation. By supporting individuals to engage with health services, we help prevent avoidable hospital admissions and secure long term routes out of homelessness. This year we have **supported 571 people living in TA**, enabling them to lead healthier, safer, and more fulfilling lives.

John's Story

When we first met John, he was living in temporary accommodation and facing huge challenges. He was struggling with chronic pain, reduced coordination in his hands and feet, unexplained incontinence and severe anxiety. On top of this, he was experiencing PTSD symptoms, including flashbacks and nightmares, which left him isolated and afraid to leave his flat. His mental health was deteriorating, and he felt unable to move forward.

Justlife's Health Engagement Worker stepped in to provide tailored support. We referred John to specialist domestic abuse services, enabling him to change his name and feel safe from his abuser. We helped him access counselling and secured practical health support from an Occupational Therapist, who provided walking aids and a bath chair. We also ensured John was receiving the correct benefits, giving him financial stability.

Alongside this, we supported John to move out of temporary accommodation and into his own flat. We helped set up his rent and bills, sourced furniture, and connected him with social groups to reduce isolation and rebuild his confidence.

Today, John feels secure, supported and hopeful for the future. He is managing his health conditions, is financially stable, and has reconnected socially. With the right support around him, John has rediscovered his personality and passions and is thriving in his new home.

Social Connection

Justlife's Social Connection Project tackles loneliness among people living in temporary accommodation by matching them with local volunteers for befriending, running community activities, and hosting a peer support group. In recent months, the project has gone from strength to strength, **working with 54 people and engaging 30 volunteers**. The outcomes speak for themselves: 100% of participants reported feeling less lonely and isolated, and 81% said their mental health had improved as a result of their involvement.

Malcolm's story

Malcolm spent much of his life travelling the world as an entertainer, fluent in four languages and surrounded by people. But when Covid hit, he lost his job overnight. His sister died soon after, and Malcolm found himself grieving, isolated, and living in temporary accommodation in Brighton. With no structure to his days, his mental and physical health deteriorated.

Through a Justlife volunteer, Malcolm discovered the Social Connection Project. While he didn't continue with one-to-one befriending after finding part-time work, the group activities and peer support became vital in rebuilding his confidence and wellbeing. The routine, connection and shared experiences gave him a renewed sense of purpose. He says: "Being surrounded by people made me feel more connected. Afterwards, I feel calmer and more grounded."

Recognising his gift for bringing people together, staff invited Malcolm to help lead group games. He embraced the role, quickly becoming a valued member of the Social Connection team. His warmth and humour make others feel welcome, while his support frees staff to focus on those in crisis. Today, Malcolm lives in his own flat with a Registered Social Landlord and continues to volunteer at Justlife's activities, where his joy in helping others is infectious.

Floating Support, Manchester

Justlife's Floating Support Service works flexibly across Manchester, supporting people at our Openshaw Centre, in the community, and at their temporary accommodation, for example, by accompanying them to health appointments. We focus particularly on those experiencing homelessness after leaving prison, providing warm handovers into and out of temporary accommodation. Our support helps people build the skills to move into stable housing, live independently, and reintegrate into their community, reducing the risk of returning to prison.This year, we have **supported 108 people** in Manchester.

Kenny's Story

Kenny had been rough sleeping in Manchester for two years after several short prison sentences. When placed in emergency accommodation, he struggled with anxiety, depression, and paranoid schizophrenia. Surrounded by others, he found it hard to sleep indoors and avoided social situations. Without ID, he couldn't open a bank account or access benefits, leaving him vulnerable and financially dependent on others.

Referred to Justlife, Kenny's worker helped him obtain ID, open a bank account, and claim the benefits he was entitled to. They also supported him to attend medical appointments for untreated COPD and accompanied him to court when he risked being recalled to prison. With Justlife's advocacy, Kenny avoided a return to custody and was instead issued a fine.

Today, Kenny has completed probation and is focusing on his health and future. He attends Justlife's Social Connection Project, enjoys art and exercise, and is bidding for long-term housing. He says: "It feels good that everything is on track and I'm moving upwards, not downwards... I want to carry on moving forward and reach the goals I want to reach."

Campaigns and Social Change

Our frontline work is vital, but we know that we can only directly support a limited number of people living in TA. Because of this, our Campaigns and Social Change team works with organisations across the country, supporting them to improve the experiences of people experiencing homelessness.

This year we launched a five-year programme to transform temporary accommodation, driving national best practice, policy change, and lived experience leadership.

Through Temporary Accommodation Action Groups (TAAGs) in nine areas, we brought councils, providers and residents together to make practical changes, such as trauma-informed training, lived experience-led action plans, and information leaflets for residents.

Nationally, as co-secretariat of the All-Party Parliamentary Group on Households in Temporary Accommodation, we grew membership from 7 to 42 MPs and peers, strengthening our influence in Westminster and securing commitments to improve support for homeless families.

Our research and peer-led projects continue to shape debate, ensuring those with lived experience lead change.

On behalf of our team and the people we work with, thank you for choosing to support

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