



1985 - 2025

THE NELSON TRUST

Celebrating 40 years

Making Change Possible

2025 Impact Report



WELCOME

As we look back on 2025, I'm proud of how we've strengthened our services, introduced new programmes, and walked alongside thousands of people who needed support. None of this would have been possible without your generosity and belief in our work. Thank you for being part of this journey with us.

What excites me now is the difference we can make in the year ahead. In 2026, we'll be focusing on extending our reach and deepening our impact so that even more people and communities can benefit from the support we offer.

Christina Line, CEO



WOMEN'S COMMUNITY SERVICES

In 2025, we opened a new Women's Centre in Pontypridd to further meet the needs of women across Wales. Officially opened in December, the centre offers a safe and welcoming space where people can access vital support.

Work is now well underway to improve our Swindon Women's Centre, which will be ready next year, enabling us to provide stronger opportunities and facilities for our clients.

Our co-working model, across all centres, continues to strengthen multi-agency collaboration, bringing services together under one roof.

6,655
women accessed
our community
services

12,441
individualised
sessions provided
by keyworkers

5,868
group
interventions
delivered

1,568
multidisciplinary
meetings

6,681
Clients

318
Staff

217
Volunteers

OUR VISION

A world where both the causes and consequences of multiple disadvantages are understood, effectively tackled, and ultimately eliminated.

OUR MISSION

We will be a centre of excellence bringing belief, hope and long term recovery to lives affected by addiction and multiple disadvantage.

WRNA

In April 2025, our Wales criminal justice teams joined the Southwest Women's Centres using the Women's Risk and Needs Assessment (WRNA) with clients. This is a validated and licensed tool from the University of Birmingham that not only predicts reoffending rates, but also provides a comprehensive understanding of each woman's history and current circumstances. This enables us to work collaboratively with each client to identify her unique needs and risks, ensuring she receives

the most appropriate support. Risk and need scores are reviewed regularly, allowing us to track progress and adapt support as circumstances change.

9,409
outreach
sessions
delivered



ONE WALES

In 2025, our One Wales service expanded with the opening of the Pontypridd Women's Centre, our fourth in Wales. This important milestone strengthens support for women across Cwm Taf, where the team delivered nearly 400 outreach sessions. The new centre provides an accessible, community-based space offering holistic, gender-responsive services.

It's been a busy year in Wales, but in September, staff from our Cardiff Women's Centre found time to climb South Wales' highest peak, Pen Y Fan, to raise funds for a theatre trip and meal for the women they support and raised an impressive £740.



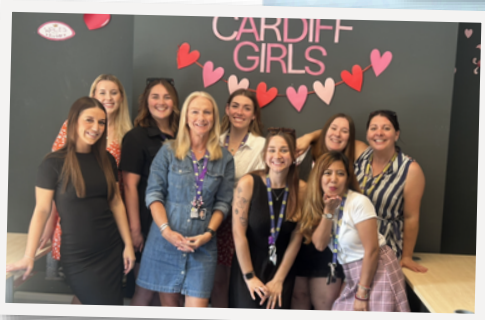
40TH ANNIVERSARY

2025 was a landmark year as we celebrated our 40th Anniversary, a year of connection and growth. Celebration highlights include a two-day event at Coronation Meadow, which brought together clients, fundraisers and supporters with storytelling, mentoring, wellbeing activities, and opportunities to engage with the wider community. Alongside this, we marked the first anniversary of our Common Ground garden project, held reunion events during International Recovery Month which brought past and present clients together.

Recovery Services' Journey to Joy Ball offered another moment to celebrate progress and resilience, while Women's Community Services created spaces for relaxation and self-care with pamper days and wellbeing sessions across our centres during the year, helping clients feel supported and valued.

Fundraising raised nearly £200,000, supported by popular events including the Clay Pigeon Shoot, Golf Day, and Women in Leadership sessions, highlighting the generosity of our supporters.

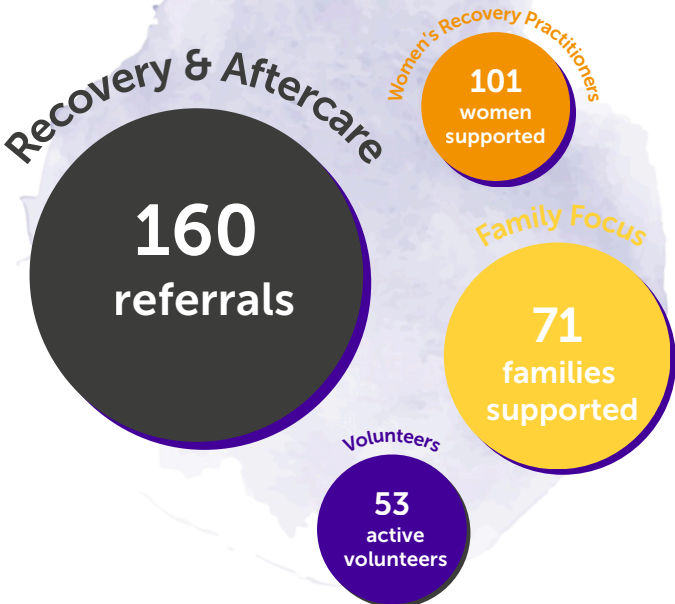
Welcoming HRH The Duchess of Gloucester as our first Royal Patron marked a proud new chapter, strengthening awareness and support as we look forward to the next 40 years of service and recovery.



RECOVERY SERVICES

Within our Residential Services, we've supported 143 people in our treatment centres, delivering a range of group interventions such as CBT, interpersonal group therapy and trauma specific groups, with our group supporting women who sell sex named as one of our most transformative interventions. Other highlights for the service include achieving Gold in the Lived Experience Charter Awards.

Our Client Council continues to be fundamental in shaping residential services. They've played an instrumental role in key developments, including the appointment of our new CEO, shortlisting nominees for our staff awards and attending external networking events.



Men's Service 90% occupancy throughout 2024/25

Peer Mentoring 80% of admissions were welcomed by a mentor

Recovery Housing 83.9% occupancy throughout 2024/25

Women's Service 92% occupancy throughout 2024/25

Group Interventions

35 per week

Parents in Recovery

61 completed

GLOUCESTESHIRE DRUG & ALCOHOL SERVICE

The Nelson Trust strengthened recovery across Gloucestershire, delivering trauma-informed support for women, continuity of care for prison leavers, and family-focused interventions. Our Recovery and Aftercare teams blended structured treatment with creative programmes, supported by volunteers with lived experience. One major highlight includes co-delivering Gloucestershire's first Recovery Festival with our partners.

HUB ENTERPRISES

Our Hub Enterprises, in Gloucestershire, have continued to support hundreds of people.

HUB ACADEMY



COMMON GROUND

974 visitors

1,554 volunteer hours



HUB CAFES AND CATERING

It's been another busy year for Hub Cafes and Catering teams, with a wide variety of events taking place across the region. Most notably, they catered for one of our largest events of the year, Coronation Meadow, serving up some British classics.

In November, the team also fulfilled one of their biggest orders to date, spending two full days in the kitchen preparing catering for over 650 people.



CENTRE OF EXCELLENCE

Domestic Abuse Safehouse Lead, Carmela Carchedi, was honoured with the Chief Constables Certificate of Recognition for Members of the General Public in Swindon.



"They bring out the best in people. They dig for the gold in all of us and they don't give up if you don't give up. I find the outdoor activities good, the holistic activities and the staff. The support from beginning to end was fantastic and has saved my life. It's incredible what can be achieved here and I owe so much to this place."

Residential client

TRAINING

This year we transformed how we invest in our people after launching our new Learning and Development team in September 2024. We've also introduced additional courses such as Grounding and De-escalation and The Trauma-Informed Approach to Hospitality.

Externally, we have continued to deliver training to professionals both locally and further afield, including those within the NHS, Local Authorities, OPCCs, Police, Community Hubs, and the VCS. We continued the 90-Day Substance Misuse Traineeship, with 70% of participants progressing into meaningful roles.

485
internal
training
attendances

36
external sessions
delivered to 540+
professionals
nationwide

OUR TEAMS & TRUSTEES

This year marked significant leadership changes. Following John Trolan's retirement in June, Christina Line stepped into the CEO role, from COO, after a rigorous recruitment process. Trustees Naina Mandekar and Jason Kew retired, each leaving a lasting legacy. We also bid farewell to Niki Gould, Director of Women's Services, after 17 years of dedicated service. In September, we celebrated an all-staff day with over 200 colleagues, which featured our first ever Living the Values Award, for a day of connection and recognition across the Trust.





FUNDRAISING HIGHLIGHTS

This year, our fundraising events were an outstanding success, made possible by the generosity of more than **800** supporters. Together, we raised nearly **£200,000** to sustain and strengthen our vital work.

Our programme of events included:

- ➔ Clay Shoot & Dinner
- ➔ Women in Leadership
- ➔ 40th Anniversary at Coronation Meadow
- ➔ Summer Soirée at Woodchester Mansion
- ➔ Golf Day

Coronation Meadow was a particular highlight, and we extend our heartfelt thanks to Rosie and Hugh Tollemache, and their committee for bringing it to life. We were also delighted to

host two sold-out Women in Leadership evenings, generously supported by Azets, The Benefact Group, Meta Advisors and WSP Solicitors. These two events raised **£10,875** and celebrated the achievements of female leaders.

A sincere thank you to Cotswold Cheltenham BMW, Enterprise Mobility, Murrays Estate Agents, the Gloucestershire Fundraising Committee, and to all our volunteers and supporters whose dedication and enthusiasm make these events possible.



SPOTLIGHT ON SOMERSET

Somerset Women's Centre secured continuation funding from HPC Funding to continue delivering their Exploitation Prevention Programme, as well as securing additional funding to deliver an accommodation keyworker role to specifically target accommodation issues.

Somerset were also awarded **£25,000**, from Somerset Community Foundation, to support existing services such as counselling provision, group materials, providing hot nutritious meals throughout the colder months, food hampers, household items, volunteering and to help meet women's needs across the winter period.

HMP EASTWOOD PARK

At our Women's Centre in HMP Eastwood Park, we work to break the cycle of reoffending and improve outcomes for women in prison and on release. We provide a trauma-informed environment with holistic, co-ordinated interventions, offering practical and emotional support through dedicated keyworkers. In 2025, just **230** women were recalled out of the **612** we supported across the South West of England (including Dorset, Devon & Cornwall) and Wales.





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