

Right There

The difference that Right There makes: Social return on investment approach to impact evaluation

Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life, with no judgement; walking alongside those who need support, while preventing them becoming homeless or separated from those they love.

About Right There

Right There has a profound and lasting impact on individuals, families and communities across Scotland. By addressing the root causes of social and economic instability, Right There helps people to rebuild their lives, resulting in reduced dependency on public services and enhanced community resilience. The organisation's strength-based focus on empowerment, skills building and resilience, not only

alleviates immediate hardships but also equips individuals with the tools and confidence to navigate future challenges.

By meeting people's needs in this way, the transformative impact of Right There's work generates savings to the taxpayer and other social benefits of at least £308.6 million each year.



Our impact is growing.



In 2025/26 we supported over 4,600 people, including additional family members, across eight local authorities. This is an increase of more than 1300 people from the previous year, with our programmes actively supporting an average of 937 people each day.



Our five archetypes

To explore and better understand the difference that Right There makes, a set of ‘archetypes’ were developed based on a series of ‘typical’ storylines about the lives of people that the charity helps. These storylines are instrumental in humanising the data, holding the complexity of their situations and ensuring Right There’s work and the difference it makes, becomes relatable to stakeholders.



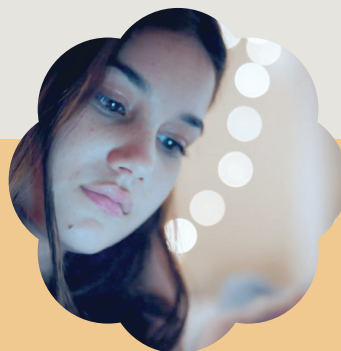
Alex’s story

Alex is a white man aged between 30 and 50, from a deprived area of Scotland. He experienced family breakdown as a child, and economic disadvantage, and now lives with mental health concerns and a reliance on alcohol and drugs to cope. He was referred to Right There for housing support but has received help for housing, mental health, substance use and rebuilding trust. Alex now has a safe place to call home and is being supported on his recovery journey.



James’s story

James is a young man aged between 16 and 25, from a deprived area of Scotland. He is a care leaver who suffered a traumatic childhood. He has poor mental health, has used drugs and alcohol as a coping mechanism and has spent time in prison. James was referred to Right There by his social worker and has been supported with housing, employment, mental health and substance use. He now has a safe place to call home, has begun his recovery journey and has increased confidence.



Madeline’s story

Madeline is a white teenage girl aged between 14 and 16, she is from Scotland and lives with her blended family. She is known to social workers due to issues at home and school. Madeline suffers from anxiety due to a chaotic family dynamic and has been in conflict with her family for several years. She was referred to Right There by her social worker and although initially reluctant she is being supported by counselling, mentoring and mental health support. She now has increased stability due to a more positive, healthy relationship with her family.



The Smith’s story

The Smith Family comprises a mum and two children under 18, one aged between 13 and 17, and one between four and nine, living in Scotland. The father is in prison and the family struggles financially. The mother also has mental health concerns and has experienced generational poverty and trauma. The family has been supported by Right There to access benefits, individual and family counselling, mentoring and mental health support. As a result there is now a decrease in family conflict, better communication and increased financial literacy and stability.



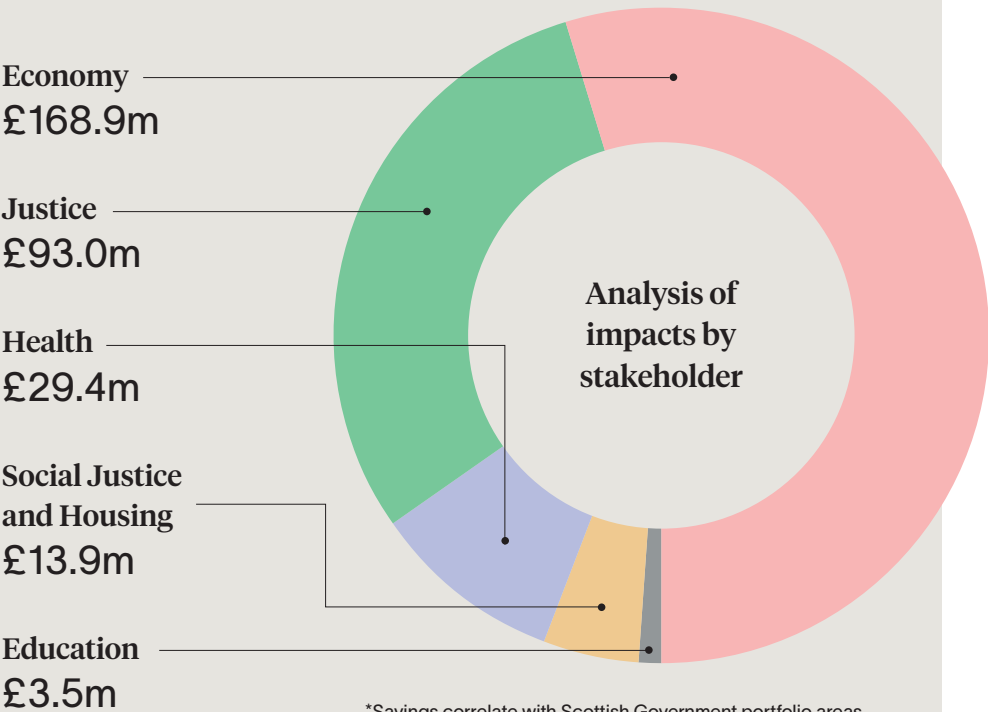
The Johnson-Ross’s story

The Johnson-Ross Family is an informal kinship arrangement with three generations of one family - a gran, a mum and two children aged between six and 13 years. The mum suffers from substance use and was in an abusive relationship. Generational abuse, trauma and poverty impacts the whole family. Right There supports the family by advocating on their behalf, providing individual and family counselling, mental health support and mentoring programmes for the children. There are now healthier relationships within the family, increased awareness and support of mental health, improved financial stability and better educational achievements for the daughter.

Financial savings to the public

Right There delivers significant economic impact across the local areas it works in, including:

- Supporting adults into paid employment and reducing the risk that young people become disengaged and have delayed entry to the workforce
- Costs of processing convictions and then the costs of custodial sentences that are avoided in the criminal justice system
- The significant value of avoided costs of treating substance use, mental health treatment costs and costs of excess/avoidable presentations at A&E
- Accommodation outcomes have significant value particularly in relation to the cost of hostel/temporary accommodation and avoided costs of future evictions.



*Savings correlate with Scottish Government portfolio areas.

Outcome area	Economic outcomes
Accommodation Outcomes	£11.5m
Physical Health Outcomes	£20.3m
Mental Health and Wellbeing Outcomes	£9.1m
Economic Outcomes	£168.9m
Educational Outcomes	£3.5m
Social Care Outcomes	£2.4m
Criminal Justice Outcomes	£93.0m
Total	£308.6m

Archetype	£ Value
Alex	£39.9m
James	£22.8m
Madeline	£68.5m
Smith Family	£88.3m
Johnston-Ross Family	£89.0m
Total	£308.6m