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دائرة تنمية المجتمع
DEPARTMENT OF COMMUNITY
DEVELOPMENT



Social Impact Report

Year of Community: Real Impact. Real Lives.



**His Highness Sheikh Mohamed
bin Zayed Al Nahyan**
President of the UAE



**His Highness Sheikh Khaled bin
Mohamed bin Zayed Al Nahyan**
Crown Prince of Abu Dhabi

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International Recognitions and Institutional Excellence	Impact That Extends Into the Future	This report highlights the tangible impact achieved in people’s lives, the greater efficiency embedded across the ecosystem, and the stronger cohesion built within the community.
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Chairman Message

In Abu Dhabi, we believe that people come first, always. This belief was powerfully reflected when His Highness Sheikh Mohamed bin Zayed Al Nahyan, President of the UAE, may God protect him, declared 2025 the Year of Community. It was a moment that renewed our commitment to creating sustainable impact, and to making individual empowerment, family stability, and community cohesion a responsibility we live by and believe in through everything we deliver.

Shamis Ali Al Dhaheri
**Chairman, Department of Community
Development — Abu Dhabi**



Undersecretary Message

Abu Dhabi's social sector continues to advance a service ecosystem built on early understanding of community needs. We have moved from delivering services to designing solutions that are closer to people. Through integrated efforts with our partners, we will continue working to enhance quality of life, reach every member of our community, and remain close to people at every stage of their lives.

Hamad Ali Al Dhaheri
**Undersecretary, Department of
Community Development — Abu Dhabi**



Executive Summary

In 2025, Abu Dhabi's social sector continued to translate its priorities into tangible impact in people's lives. This was driven by an approach that places people at the heart of social work and seeks to make services closer, more efficient, and more responsive to the changing needs of individuals, families, and the community. This approach was reflected in service development, simplified processes, and stronger integration across entities, contributing to better access to support, improved quality of life, and stronger social cohesion.

During the Year of Community, impact took shape across multiple pathways: youth and families at the beginning of their journey, families in moments of need, the elderly, people of determination, and the wider community as a partner in creating impact. It also extended to efforts that promote healthier lifestyles and build a more capable and efficient social ecosystem.

The results can be seen in more stable family beginnings, services that are closer to families, better quality of life for the elderly, broader opportunities for empowerment and inclusion, deeper community participation, and resources directed toward priorities with direct social value.

This report presents a reading of social impact in 2025 from the perspective of the groups served by the sector, and how this impact was reflected in their access to services, stability, quality of life, and active participation in society. It also highlights the enabling work behind this impact, including ecosystem development, capacity building, stronger partnerships, and frameworks that support long-term sustainability.

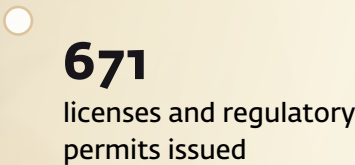
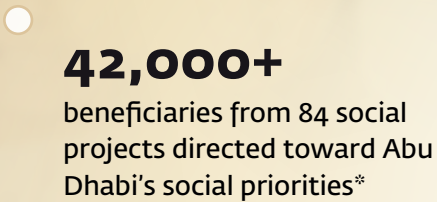
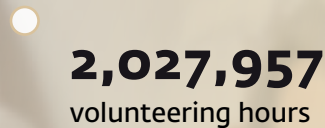
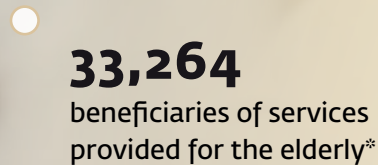
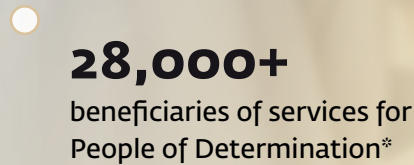


Social impact is measured by the real difference it makes in the lives of individuals, families, and the wider community.

Selected Social Impact Indicators



These indicators capture key dimensions of the social impact achieved in 2025. They show the breadth of impact across family, quality of life, empowerment, community participation, and ecosystem readiness. They also bring together figures that reflect changes in people’s lives and figures that show the scale of effort that enabled and expanded this impact.



*Note: These figures were counted within the figures shown on the opposite page.

Social Impact Pathways

01 | Preparing Youth for Marriage and Stable Family Formation



Medeem continued to support young people preparing for marriage through guidance and preparation, helping them make more informed decisions and build a more stable start to family life. The initiative also encouraged simpler and more balanced wedding models that reflect Emirati values and heritage.

2,730+

young men and women equipped with marital and family life skills

22%

increase in marriage contracts in Abu Dhabi

26%

Medeem weddings as a share of total weddings in the emirate

41%

reduction in average wedding costs through the Medeem women's wedding model



The work did not stop at preparing youth for marriage. A more integrated journey was designed to accompany couples during the early years of marriage and throughout the family growth and stability journey. This includes proactive services that support mothers through the different stages of motherhood, respond to the needs of Emirati families, strengthen sustainable family cohesion, and enhance social and economic readiness.

1,522+

young men prepared for marriage without additional financial burdens through the facilitated marriage loan

475+

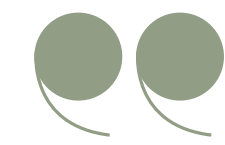
newly married young men benefiting from rental assistance

80

mothers receiving awareness and care during the early stages of motherhood

100

beneficiaries receiving partial exemptions from housing loan repayment or extended repayment periods



When clearer choices and closer support are available, families begin on more stable ground.

02 | A Safety Net That Supports Individuals and Protects Family Cohesion



The Abu Dhabi Social Support Authority received the Best Service Award at the Abu Dhabi Effortless Customer Experience Awards for its social support request service. The recognition reflects the Authority's commitment to delivering more efficient and better-aligned services for families most in need, while strengthening their access to support and empowerment.

5,731

families benefiting from Abu Dhabi Social Support Authority services during the year

The impact of social work is clearest when services are closer to families, easier to access, and faster to respond.

76

beneficiaries received rehabilitation, aftercare, and vocational skills development support

The Family Care Authority also launched a unified model for family care services, offering support that is closer, clearer, and designed around people's needs across different stages of life.

In an achievement that reflects Abu Dhabi's commitment to supporting recovery, reintegration, and independence, the Halfway Houses facility has received a prestigious international accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF), a globally recognised benchmark for excellence in social reintegration and recovery services.

1,600+

beneficiaries received rehabilitation, aftercare, and vocational skills development support

1,712+

beneficiaries of social and family counselling

1,804+

beneficiaries received psychological therapy sessions

12,853

cases FCA received through the integrated case management system





03 | The Elderly: Our Blessing and the Foundation of Our Society

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دائرة التمكين الحكومي
DEPARTMENT OF GOVERNMENT ENABLEMENT

مؤسسة التنمية الأسرية
Family Development Foundation

هيئة أبوظبي للإسكان
Abu Dhabi Housing Authority

PUREHEALTH+

بركاتنا
كبارنا، بركة أيامنا
our elders, our blessings

The launch of the Barakatna initiative by His Highness Sheikh Mohamed bin Zayed Al Nahyan, President of the UAE, reflected the leadership's commitment to enhancing the quality of life of the senior citizens and recognising their contributions and sacrifices in building the nation. The initiative supports a dignified life and reinforces their active presence as a pillar of society and a deeply rooted value in its social fabric.

The initiative promotes the values of filial care by supporting individuals who care for their parents, while strengthening family cohesion through quality services delivered in collaboration with different partners.

33,264

beneficiaries of services
provided by the Family
Development Foundation

The expansion of the Barakat Al Dar clubs further reflects an approach focused on supporting more active lifestyles for the elderly and strengthening their community participation, helping to reduce social isolation and create wider opportunities for connection and engagement.

7 clubs

total number of Barakat Al Dar
clubs in the emirate, after two
new clubs opened in 2025

96%

average improvement in physical
fitness, health and psychological
wellbeing, and sleep quality
among club members

156

family guidance and
counselling sessions

138,289

participations in
programmes and activities

In 2025, the Barakatna Clinic opened at Sheikh Shakhbout Medical City to provide advanced healthcare for the elderly aged 65 and above, in cooperation with relevant entities.

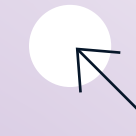
The value of services for the elderly is reflected in their dignity, quality of life, and continued active role in society.

04 | People of Determination: Inclusion That Strengthens Their Presence



Under the patronage of His Highness Sheikh Khaled bin Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Chairman of the Abu Dhabi Executive Council, the Department of Community Development launched the Abu Dhabi Excellence Award for People of Determination Inclusion, Damj. The award recognises outstanding institutional efforts that advance inclusion for People of Determination and spotlights practices that expand their access to services and opportunities across sectors.

The award focuses on three areas:

-  Inclusive Services
-  Accessibility
-  Inclusive Employment



The Department also strengthened partnerships with the private sector by supporting the employment of People of Determination in the healthcare sector.



Building on the distinguished role it plays in providing specialised services for People of Determination in Abu Dhabi, and as part of the continued effort to enhance their quality of life and that of their families, Zayed Authority for People of Determination continued delivering services to all its beneficiaries.



True impact is measured by the ability of services to empower People of Determination to be present, active, and fully included in society.

05 | Institutions and Individuals: A Community That Creates Impact



Nabdh Community Hubs



Nabdh Al Falah Community Hub, launched by the Department of Community Development, has become a vibrant community space that brings people together, brings them closer, and strengthens connection and interaction through programmes and initiatives that respond to community needs and support quality of life. The innovative model achieved strong success through partnerships with government entities, the private sector, and the third sector, delivering activities and programmes that serve social priorities in Al Falah.

29,000+
participants from across the community at Nabdh Al Falah

46
Medeem weddings hosted by the Hub

63%
of programmes focused on empowerment and skills building

754
programmes and sessions delivered for different community groups

105+
partners from government, private, and third sectors

Wyakom Initiative



The Wyakom initiative gave all members of the community — citizens, residents, and visitors — the opportunity to propose solutions to issues that affect individual and community quality of life. It created a platform to address social challenges and partner with government, private, and third-sector organisations to activate ideas and translate them into policies, initiatives, and programmes that serve different segments of society.

Activating a group of winning solutions and turning them into impactful initiatives

Continuing to align innovative and high-potential solutions with different partners for integration into government policies



05 | Institutions and Individuals: A Community That Creates Impact



From the Community, for the Community

In a step that reflects the deeply rooted culture of giving in Abu Dhabi, the Authority of Social Contribution — Ma'an continued to support projects of social priority by directing both financial and in-kind community contributions.

221.4 million AED
financial and in-kind contributions

42,000+
beneficiaries from 84 social projects directed toward Abu Dhabi's social priorities



Athar+ also provided a space to support innovative social entities, enabling them to build capacity and expand impact in a way that supports the growth of Abu Dhabi's third sector.

Recognizing Athar+ as the first dedicated youth space

64
non-profit organisations and social enterprises benefiting from Athar+ benefits

27
non-profit organisations and social enterprises supported through capacity-building programmes

Giving for the Community

Volunteering remains one of the defining strengths of Abu Dhabi's community, across its segments, ages, and cultural diversity.

2+
million volunteering hours recorded

29,595
new volunteers registered on **Volunteers.ae**

34%
increase in registered volunteering opportunities compared with 2024

146+
Million AED economic value of volunteering

31
volunteer teams registered through **Volunteers.ae**

115
entities that engaged volunteers

When the community has a place to come together, cohesion becomes a daily practice, not an abstract idea.

06 | Physical Activity for a Healthy Lifestyle for All



Degayeg Initiative



Degayeg made movement part of everyday life through a simple idea: encouraging people to begin with small steps that can make a difference when sustained over time.

6,500+

participants in sports activities under the Degayeg initiative

150+

volunteers contributing to activity delivery

4,900+

sports professionals across sports entities

1,700+

sports institutions and facilities

Policy for Child Protection

The Department of Community Development — Abu Dhabi, in cooperation with the Early Childhood Authority, Abu Dhabi Sports Council, and the Family Care Authority, also launched the Child Protection in Sport Policy. This step strengthens integrated efforts to build a safer sporting environment for children.

Health begins when movement becomes a natural part of the day.

07 | A More Ready and Efficient Social Ecosystem



Building Capacity, Developing Frameworks, and Improving Access to Services

In 2025, the Department of Community Development — Abu Dhabi continued to lead the development of the social sector through an integrated approach that combines regulatory reform, easier access to services, capacity building for practitioners, and a stronger role for partners in supporting social priorities. This approach contributed to greater ecosystem readiness, improved efficiency, and a more capable environment for delivering higher-quality services with more sustainable impact.

As the institutional ecosystem develops, its ability to create quality and sustainable impact grows, with tangible effects on family cohesion, performance efficiency, and the quality of outcomes.



Developing Frameworks and Policies

The Department worked on developing frameworks and policies that support quality of life and family cohesion, through:

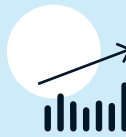
- Collaborating with the Department of Government Enablement to update the Emirate’s Human Resources Law, in support of work-life balance and stronger family cohesion
- Expanding areas of collaboration with the private sector to empower national talent, in line with national programmes such as “Nafis,” and strengthening the presence of Emirati talent across different sectors



Improving Access to Services

In collaboration with partners, the Department continued to simplify the customer journey and bring services closer to families through digital channels. Key efforts included:

- Bringing together 190+ services needed by families under the “Family Space” umbrella, making them easier to access through the digital TAMM platform



Building Sector Capacity and Readiness

To ensure beneficiaries receive high-quality, effective services delivered by qualified professionals, the social sector continued to build sector capacity, strengthen the readiness of facilities, and enhance the competence of practitioners working in the field. This included:

- Issuing 602 licences for social care professionals
- Enabling 19 public-benefit institutions and social care facilities to begin delivering services to the Abu Dhabi community
- 16% increase in third sector institutions operating in Abu Dhabi
- Issuing 50 fundraising permits, strengthening public trust and ensuring donations reach eligible groups
- Graduating 130 professionals as part of the third cohort of the Social Care Professionals Capacity Building Programme, in collaboration with UAE University
- Upskilling 1,073 professionals through specialised sessions and workshops as part of the second edition of the Social Care Forum
- Graduating 18 case managers from the Family Care Authority’s specialised professional development programme in case management, the first of its kind in the region, in collaboration with New York University Abu Dhabi

جائزة أبوظبي
لتجربة متعاملين بلا جهد



ABU DHABI EFFORTLESS
CUSTOMER EXPERIENCE AWARDS



International Recognitions and Institutional Excellence

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هيئة الرعاية الأسرية
FAMILY CARE AUTHORITY

هيئة أبوظبي
للدعم الاجتماعي
Abu Dhabi Social Support Authority

هيئة زايد
لأصحاب الهمم
Zayed Authority
for People of Determination



Awards for Service Quality and Beneficiary Experience

- The Abu Dhabi Social Support Authority received the Best Service Award for the Social Support Request service, as part of the Abu Dhabi Effortless Customer Experience Awards
- Zayed Authority for People of Determination received a special recognition for the People of Determination Parking Permit Issuance service under the same award
- The Abu Dhabi Social Support Authority received the TMMi Level 3 certification, becoming the first government entity in Abu Dhabi to achieve it



International Accreditations and Recognitions

- The Family Care Authority's (FCA) Halfway Houses facility received a prestigious international accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF)
- The Abu Dhabi Social Support Authority received the Global Innovation Award from OutSystems



Awards for Innovation, Institutional Impact, and Community Impact

- The Department of Community Development – Abu Dhabi received the Gold Stevie Award for Innovation in Government Institutions for "Wyakom" initiative, and the Silver Stevie Award for Innovation in Customer Service Management and Planning for Government Institutions, for DCD's outstanding performance in managing, planning, and providing customer service, as part of the 2025 Middle East & North Africa Stevie Awards
- The Department of Community Development – Abu Dhabi won the Best Entity Supporting Volunteering Award at the Sharjah Award for Voluntary Work
- The Department of Community Development – Abu Dhabi received the Silver Award in the Community Sports Initiative category at the 2025 Sports Industry Awards – Middle East



Between achievement and recognition, impact remains the most important measure.



Impact That Extends Into the Future

By the end of 2025, the picture is clear: Abu Dhabi's social sector is working through an integrated ecosystem that places people at the centre of its priorities and connects service quality with depth of impact. What was achieved this year reflects more than the expansion of programmes and services. It reflects a stronger ability to be closer to people, more responsive to their needs, and more influential in their stability and quality of life.

The year's impact was seen in more stable family beginnings, faster and easier access to services, better quality of life for the elderly, wider opportunities to empower People of Determination, a more engaged and giving community, and a stronger presence for health and protection in everyday life.

It was also reflected in a social ecosystem that is more ready and better able to coordinate efforts, direct resources, and translate initiatives into sustainable impact.

Building on what has been achieved, Abu Dhabi's social sector will continue developing solutions that are closer to people, more flexible, and more sustainable — solutions that enhance quality of life, support family stability, and strengthen a society that is more cohesive and prosperous.





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