



2024 IMPACT REPORT

LIVING BETTER AS A COMMUNITY



VISION, MISSION & OBJECTIVES

VISION:

People living better as a community

MISSION:

Connecting, Supporting and Empowering Communities

SOCIAL OBJECTIVES:

Enable everyone to have greater ownership over choices, actions and decisions in their life and community.

Reduce inequality by ensuring access to skill, knowledge and resources.

Supporting the development of community led activities and spaces

Strengthen social bonds - building connections – developing relationships.

Facilitating spaces where people connect and develop a sense of belonging and identity.

VALUES AND BEHAVIOURS:

Working Locally

Enabling Collaboration

Inclusive Practices

Innovative Approaches

Seeking best practice

Investing in communities



OUR YEAR AT WORCESTER COMMUNITY TRUST

Our Community Hubs

At Worcester Community Trust we manage six community hubs across some of the most vibrant neighbourhoods in Worcester; neighbourhoods which face some of the greatest consequences of inequality and where the consequences of inflation and rise in the cost of living has an increased effect.

Community work is at the core of what we do by people who know how to build relationships and develop trust, by people who understand firsthand the challenges, but also the possibilities, capabilities and opportunities within these neighbourhoods.

Through a snapshot of our hubs, we estimate over 60,000 people per year pass through the hubs.

In 2024 the community hubs cost £510k to run, this will rise to over £620k in the next 3 years.

In 2022/23, WCT generated 69% of it's hub running costs. In 2023/24 this increased to 95%.

We have over 250 organisations, groups and individuals offering training, social activity, healthcare, spiritual enrichment and more.

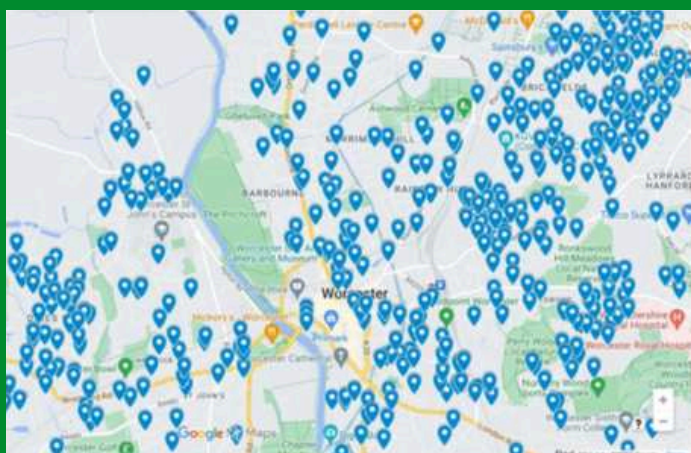
Our aim is not to hire the hubs to just anyone. We work with and encourage organisations and individuals that are invested in our goal; to enable positive transformation in people's lives and the communities we are in.



We receive much needed support from Worcester City Council in managing these hubs through a management grant of £15k per hub and through support in maintaining the buildings.

By 2027/28 WCT will become 100% responsible for our hub maintenance costs, and with less stability in local authority funding and significant increases of costs, we are always considering ways to improve our financial resilience and make sure we are protecting the community use of these assets into the future.

We directly supported 3373 people across our local neighbourhoods, the city and the wider county.



CITY WIDE



COUNTY WIDE





£1.4m in grants, tenders, and contracts

an increase of £237k from 2023/24

We generated
£46,338 through
fundraising
activities

Clocked up 3846
hours of volunteer
time

Enabled 1098 clients to
access skills and training
an increase of +438 from
2023/24 - 350 of those
were accredited
qualifications

Served 9946
Meals



11% of
people we
engage with live
in a single person
household

34% of people we
work with have a
disability
(compared to 18%
of the Worcester
population)

45% of people
we work with have
a diagnosed mental
health condition
(compared to 25%
in the UK)

The Community

36% of the people WCT work with live in an area in the top 20% Indices of multiple deprivation (IMD 1&2), whereas 17% of Worcester live in an IMD 1&2 area.

Ethnicity

	WCT	Worcester
white british/other	83%	90%
asian or asian british	6%	6%
black, black british, caribbean or african	4%	1%
mixed or multiple ethnic groups	2%	2%
prefer not to say	3%	0%

Age

0-11 years	5%	13%
12-17 years	12%	7%
18-24 years	3%	10%
25-34 years	16%	14%
35-44 years	17%	13%
45-64 years	17%	26%
65+ years	9%	18%
unknown	21%	

Young People's Services



We ran a weekly program of seven youth clubs for young people aged 8 to 17. Supported by Worcester Municipal Charities, Worcestershire County Council, Lasletts and The National Lottery Community via a Young Solutions Partnership.

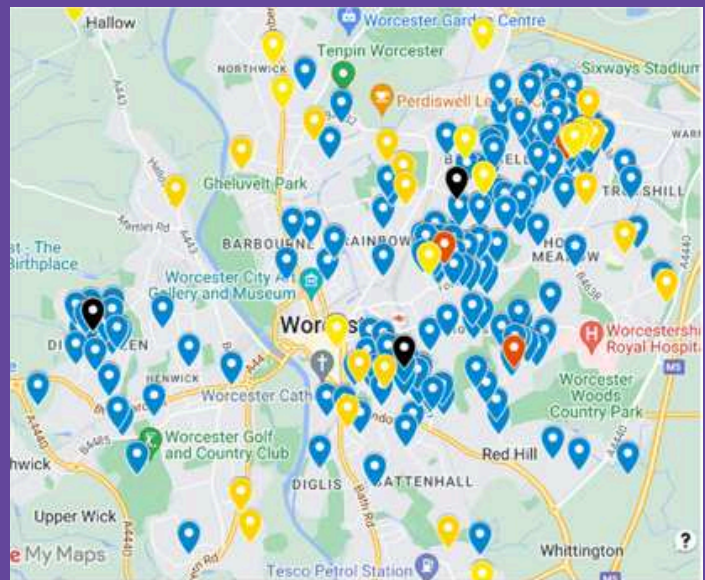
574 individual Young People were reached

In September 2023 we adjusted our youth program to run from 3 catchments: West (Dines Green), East (Brickfields) and Central for Asian Heritage Communities (Horizon).

This has been a contentious but necessary strategy due to a near halving of key funding.



COUNTY WIDE



CITY WIDE

The black pins are Hubs where we currently have Youth Delivery.

The red pins are Hubs without Youth Delivery.

Our Youth Delivery in the East Catchment reaches Warndon, Ronkswood & Tolly.

The yellow pins are our partnership contract work with PYPLC .





MINI YOUTH 8 - 11 years

171 regularly attended mini youth programmes

HAF delivered across 3 locations
in areas registering in the top 20% of the UK in the indices of deprivation.

33 mini youth engaged in our 'These hands are not for hurting' campaign

123 sessions delivered included a hot meal for mini youth

YOUTH 11-17 years

402 11-17 year olds engaged

85% young people attended more than 6 sessions

98% young people gave positive feedback including improvement in mental wellbeing following sessions

123 outreach conversations outside of open access sessions

69 young people regularly engaging in physical activity programmes which are proven to reduce violent crime (YEP)

In June WCT formed a partnership with PYPLC, YMCA, Onside, Vesta Tilley (via Bromsgrove Hub)

and was successful in obtaining a 5 year contract from Worcestershire County Council. This started delivery in Sept 2023.

The DAWN Project



Supported by Public Health Worcestershire, Police Chief Crime Commissioner, South Worcestershire Community Safety Partnership and Garfield Weston Foundation.

DAWN is a free, confidential, non-judgemental support service for any individual who lives in Wychavon, Malvern Hills and Worcester City and is experiencing, or has experienced, domestic abuse.

296 people experiencing Domestic Abuse were supported

DAWN received 369 referrals between April 2023 and March 2024, despite the waiting list being closed for over 10 weeks during this period.

196 individuals left their abusive relationship long term (over 6 months)

449 children are living safer lives due to targeted intervention from DAWN with 33 children being stepped down from Child Protection or Child in Need plans

DAWN has seen a 150% increase in Male victim/survivors seeking support from the service in the last year.

82 Domestic Abuse Champions were recruited increasing awareness of indicators and available services within communities.



The Champions Project has champions accessing or from Ethnic minority Groups, LGBT, Young people, male, mental health, elderly, survivor, Gypsy Roma Travellers, homeless, substance misuse, Christian and immigrant communities.

Skills and Training

Building Block



The Building Block was set up in 2015 to support the development of practical skills and support people's journey towards careers in the construction sector.

After 8 years of in-house delivery, WCT formed a partnership with specialist training provider GLP. The aim was to bring the private, public and community sectors together to deliver on the ambitious townfund targets of bringing improved economic opportunities to people in the city with the least educational attainment.



Building Block saw 125 people access training through this facility and reached 1450 hours of volunteering

Virtual College

Virtual College is WCT's online platform that enables people to get necessary accredited, professional qualifications such as Health and Safety, Food Hygiene, Safeguarding, GDPR etc. We offer this as part of our wider programmes for free to staff and the people we work with to enable them to improve their confidence, skills and economic opportunities.

113 people we work with accessed accredited training this year.

Wellbeing Job Club



75% of clients reported an increase in feelings of positive mental wellbeing

**WELLBEING
JOB CLUBS**
supported by  **COMMUNITY
FUND**

75% of clients reported an increase in levels of confidence

32 people moved into employment

24 people moved into education or training

24 people moved into a job search

**DEBT & ENERGY
SUPPORT**
supported by **Cadent**

600 conversations around income maximisation, debt support and energy efficiency took place

1,000 conversations have taken place around Carbon monoxide awareness – customers given a carbon monoxide alarm if needed

Slow cooker community events reached 100+ customers - attendees have been given a slow cooker, advice on how to use it and recipe cards and ingredients

The JOY & CORE Projects

Contracted by Worcestershire Public Health



80% of participants reported improved mental health, wellbeing and confidence following engagement

The reach of the service outside of Worcester City has increased

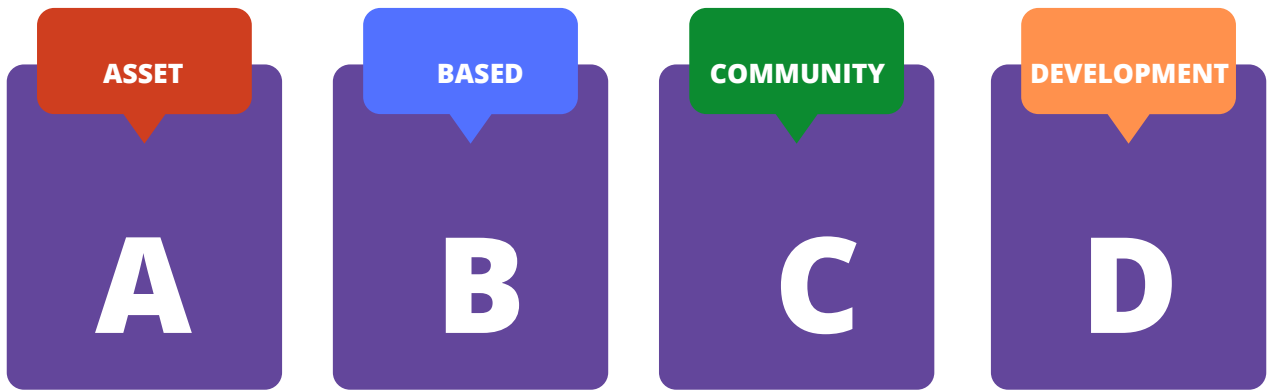
100% of participants reported reduced loneliness and isolation following engagement

2 participants were supported into education, 12 participants were supported into training and 6 were participants supported into employment

Demand on adult social care has been reduced

CORE was launched to support the male community





Asset-based community development (ABCD)

is an approach to community development that focuses on identifying and building on a community's strengths, interests, capabilities and assets to create sustainable and positive change. It is hyper local and long term work.

WCT acquired support via the WCC UK Shared Prosperity Fund to have a community builder based at Dines Green and Warndon. Having accessible community engagement workers is key to enlivening the hubs.

Along with 100s of conversations and multiple community meetings, the successes this year have been moving the Community Fridge and Pantry from being WCT-led to being a locally led project, that is run by residents and focused on waste collection from supermarkets.

Our Dines Green community builder also instigated an event that celebrated 70 years of Dines Green, 'Dines Fest'. Over the year a group of local volunteers were established and the project was held independently by this group and grew to gain partnership from Honeywell School where the event was held.





Community Connectors

Reduction in levels of loneliness

387 people accessed groups and activities and felt more connected

Increased opportunities to take on volunteering roles

41 external volunteers took on roles and responsibilities

Increased access to local training

Increased access to locally delivered social, fitness and wellbeing sessions

Overall improvement in mental health and wellbeing

141 people accessed wellbeing activities that had a positive impact on their mental and physical health

People Like Us (PLUS) – Subcontract Inside

59% service users reported a reduction in loneliness and isolation

36% engaged in group activity following Plus intervention

93% of service users were satisfied with the Plus service

60 volunteers supported the Plus service across Worcestershire



Investing in our community buildings



This year has seen the implementation of a £1.6m investment in spaces for Skills and Training spaces at the hubs.

The aim of the project is to see an increase of over 1000 people accessing skills and training in their local community each year.

The delivery of this won't take place until Summer 24, but much of the contracting, consultation and design work took place this year.





Environmental Improvements

To make our buildings more environmentally friendly, they will need serious investment. It is likely to be in the £millions. We are approaching this proactively and see this as an opportunity to have highly efficient examples of new technologies in the heart of our communities.

In 2023/24, we accessed funding to undertake a range of energy and carbon audits on our buildings. These reports will enable us to apply for grants in future years. We will work closely with Worcester City Council to make sure this is as effective as possible.

We see the capital improvements as the way of having the most impact in carbon reduction with the available resources and capacity available to us. A proposed project of Solar, Storage, LED lights and Air Source Heat Pumps has an estimated reduction of 350 tonnes of carbon over 25 years.

Beryl Bikes and Bike Worcester

We have championed the case for having the Beryl shared bike scheme close to our hubs to make sure this is a shared resource within all communities in the city. Bike Worcester, who promote safe and accessible cycling in Worcester, aim to have a Bike Bus to every primary school by 2025 and have worked with WCT via it's Bike Recycling scheme.



Movement to refurbished IT equipment

We have worked with local companies to get donations of IT equipment that we are refurbishing both for staff and for people we work with. We also source our phones from a company that offer refurbished devices and also plants a tree with every purchase.

We will work with the staff team, local communities and partner organisations to understand what else we can implement to help make our operations as environmentally sustainable as we can.



THANK YOU

"This year Worcester Community Trust has worked with over 100 partners and has been supported by 31 funders to deliver our services.

"Worcester Community Trust would like to thank you all; our partners, funders, donators, supporters, volunteers, friends and not least our staff and trustees that have collectively impacted the life of 1000s.

"And to the people who engage in our services and activity whose effort, strength, creativity and commitment not only achieves a personal transformation but plays a part in a wider positive change in our communities."

- Jon Newey - CEO



We would like to share our deepest thanks to all our supporters over the past 12 months. This year we have developed new relationships with new funders and our local business community have been extremely generous in their support and donations.

FUNDERS AND SUPPORTERS

- Aldi Winter Fund
- Black Pear Joggers
- Cadent Gas
- CAF Bank
- Co-op
- Department of Work & Pensions
- Eveson - Snack and Chat
- Holy Trinity and St Matthews Church
- Lasletts Charities
- Les Filles Sauvage savage choir
- Monocle Consulting
- National Lottery Community Fund
- Neighbourhood Kitchens
- Nunnery Wood Pre-school
- Ombersley Dramatic Society
- Onside Ltd
- Platform Housing group
- Skipton Building Society
- St Peters Parish Council
- Sutton Croft
- West Mercia Police & Crime Commissioner
- West Mercia Women's Aid Federation
- Weston Garfield
- Worcester City Council & Councillors
- Worcester City Parish Relief In Need
- Worcester Community Foundation
- Worcester Municipals Charity
- Worcestershire County Council



PARTNERS

We could not have delivered and achieved what we have without working collaboratively and innovatively with our colleagues and partners across the County and beyond.

- Abbey Medical Practice
- Action for Children Active Herefordshire & Worcestershire
- Age UK Hereford and Worcestershire
- Beryl Bikes
- Birmingham Repertory Theatre
- Bloom Housing
- Brethertons Solicitors
- Bright Kids Nursery, Evesham
- Bromsgrove and Redditch Network (BARN)
- Bromsgrove District Housing Trust (BDHT)
- Cadent Gas
- CAFCASS
- Catch Caring for Communities and People
- Children First Early Help Family Support
- Citizen Housing Citizens Advice Bureau City and County Community Builders
- Community Councils for Voluntary Services (CVS)
- Community Police
- Corbett Medical Practice
- Covercroft NHS
- Cranham School
- Cranstoun
- Crimestoppers
- Crown House Family Assessment Unit, Malvern
- DARO, West Merica Police
- Department of Work and Pensions (DWP)
- DWP Disability Services
- Evesham Unitarian Church
- F8
- Families First
- Family Front Door
- Freedom Leisure
- GCF
- Get Safe team
- Glaisyers Solicitors
- HCR Law
- Health & Justice Partnership
- Healthwatch NHS
- Healthy Minds
- Hey Girls
- Heart of Worcestershire College
- Herefordshire & Worcestershire Recovery College
- HMP Eastwood Park Prison
- Housing Solutions
- IFCA Job Centre Plus
- Kempsey Primary School
- Ludvic Studios
- Malvern Cube
- Malvern District Housing
- Malvern Hills District Business and Community dept.
- Men's Sheds
- Mental Health Services
- Moving Forward CVS - Droitwich
- National Trust Croome
- NHS care (inc Crisis & HTT Teams)
- Oasis Community Hub, Warndon
- Onside Advocacy
- Out2gether
- Parkinson Wright Solicitors
- Perdiswell Young People's Leisure Club
- Perrywood Primary School
- Pershore Town Council
- Pershore Wellbeing Hub
- Platform Housing
- Primary Care Network
- Recovery United Network (RUN)
- Rooftops Housing
- Safer Neighbourhood Teams
- SEETEC
- Seven Angels Housing
- Severn Arts
- Simply Limitless
- South Worcestershire Children First
- St Johns House Medical Surgery
- St Josephs Primary School
- St Martin's Gate Surgery
- St Peters Parish Council
- St Richards Hospice
- Starting Well Partnership
- Tackling Loneliness Partnership WCC
- The Arts Society Malvern Hills (TASMH)
- The Foundry
- The King's School, Worcester
- The Rotary Club of Worcester
- Three Counties Holistic Services
- Vale of Evesham School
- Vesta Tilley
- Wallace House, Evesham
- Westlands Primary School
- Westlands First School
- West Mercia Police
- West Mercia Women's Aid
- Whatley Recordon Solicitors, Malvern
- Wick Care Farm WIPUK (Women in Prison UK)
- WMRSASC
- Worcester Cathedral
- Worcester City Council
- Worcester Environmental Group (WEG)
- Worcester Foodbank
- Worcester Housing
- Worcester Mums Network
- Worcester Municipal Charities
- Worcestershire Adult Social Care
- Worcestershire Children First
- Worcestershire County Council
- Wychavon Housing



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HIRE A HUB TRANSFORM LIVES

**BOOK
NOW**

Spaces, large and small, available to hire
across six different community hubs.

Worcester Community Trust is a registered charity
Charity Number 1112342 Registered Company Number 04722577