



IMPACT REPORT

2024/25

BRINGING COMMUNITIES TOGETHER



OUR VISION: Worcester: A City where people feel connected, supported and empowered

OUR MISSION: Bringing communities together by delivering services and activities for all

OUR SOCIAL OBJECTIVES:

To provide social activities for children, young people, families and for those later in life

To provide specialist services for individuals affected by domestic abuse

To provide quality training and support for local people seeking to enhance to their skills

To offer professional support and activities to build good mental health and wellbeing

OUR VALUES AND BEHAVIOURS:

- We collaborate: Working together with local people and partners to achieve more
- We are inclusive: Access for all, welcoming diversity and valuing uniqueness
- We are ambitious: We value innovation and creativity, driving a progressive, dynamic and visionary organisation
- Delivering excellence: Investing in our staff, volunteers and infrastructure to provide quality, professional services



Hello!



We are very proud of what has been achieved across the past 12 months. The effects of Covid and the cost-of-living crisis are still visible and apparent. Our projects and staff remain focused on supporting those affected most. Community initiatives based at our hubs such as the Warndon Community Kitchen, Foodcycle at Tolly Hub and our two community pantries in Dines Green and Tolly have continued to provide much needed community meals and food, whilst reducing waste.

We have seen exciting refurbishments and environmental improvements taking place within our community hubs this year, allowing us to continue providing safe and welcoming spaces for local people. Room bookings continued to increase, with a successful promotional campaign running in the Autumn aimed at organisations that would bring valuable activities, events and skills to our residents.

Funding challenges, most notably for the ongoing work of our Domestic Abuse Support Project DAWN have been tackled with care and passion from our teams. We have worked hard to secure several new grants and contracts to deliver new and enhanced services – most notably, our Asset Based Community Development (ABCD) funding through Esmée Fairbairn to deliver empowerment, confidence building and skills to communities, and to develop community led activities and potentially community run buildings. We launched our new CORE Men's wellbeing project across the county, as well as Digital Skills support funded via the UK Shared Prosperity Fund.

Partnership working is one of our key strengths and this year we are delighted to have partnered with GLP Training as a delivery partner for construction skills and training at the Building Block in Warndon. They will also be running Building Block Two in Dines Green on completion.

Our partners, funders, donors, supporters, volunteers, friends, staff and trustees have come together to collectively impact the life of thousands. The people who have engaged in our services and activities should be incredibly proud of both their personal transformations, as well as the part they play in wider positive change in our communities. It is their stories that truly showcase the impact we have made.



This year we secured £1.35m in grants, tenders, and contracts

We generated
£65k through
fundraising
activities

We clocked up
3,207 hours of
volunteer time

We enabled 1,471
clients to access
skills and training

7,914 meals
were served



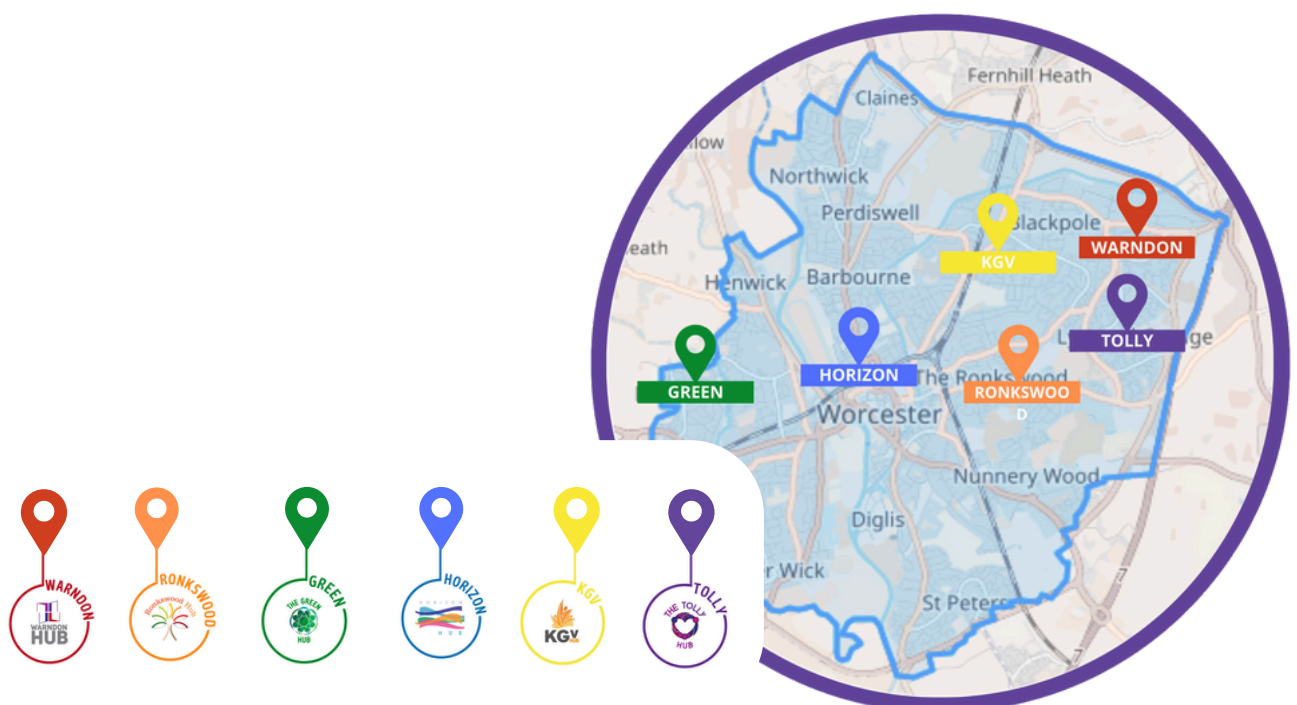
Our Community Hubs

At Worcester Community Trust we manage six community hubs across Worcester City; all of which are based within neighbourhoods that face some of the greatest consequences of inequality and where the impact of inflation and rises in the cost-of-living had an increased effect (4 out of 6 of our hubs are based in an IMD1 area).

Our hubs are used as delivery spaces for own projects. We also encourage organisations, groups and individuals that are invested in our vision, to hire out our hub spaces to deliver their own activities. Some have been using our spaces for a number of years including HOW College and DanceFest, and some we have welcomed for the first time this year including the Open Door Cafe at Warndon Hub and FoodCycle at Tolly Hub.

This year, we generated £329,910 from hiring out spaces within our hubs. We also received a management grant of £89,120 for our hubs from Worcester City Council as well as support in maintaining the buildings.

The training, social activity, healthcare, spiritual enrichment and more offered from within our hubs have enabled positive transformation in people's lives and the communities we are in.



Investment in our Hubs

Thanks to investment from Worcester City Council's Townsfund government grant, a number of spaces within Horizon Hub, Tolly Hub, Ronkswood Hub, KGV Hub and The Green Hub have been renovated this year.

£1.6 million was invested into Worcester Community Trust buildings. This included the construction of Building Block Two in Dines Green.

The newly updated spaces have been built with a goal of increasing the number of people accessing skills and training in their local community each year.





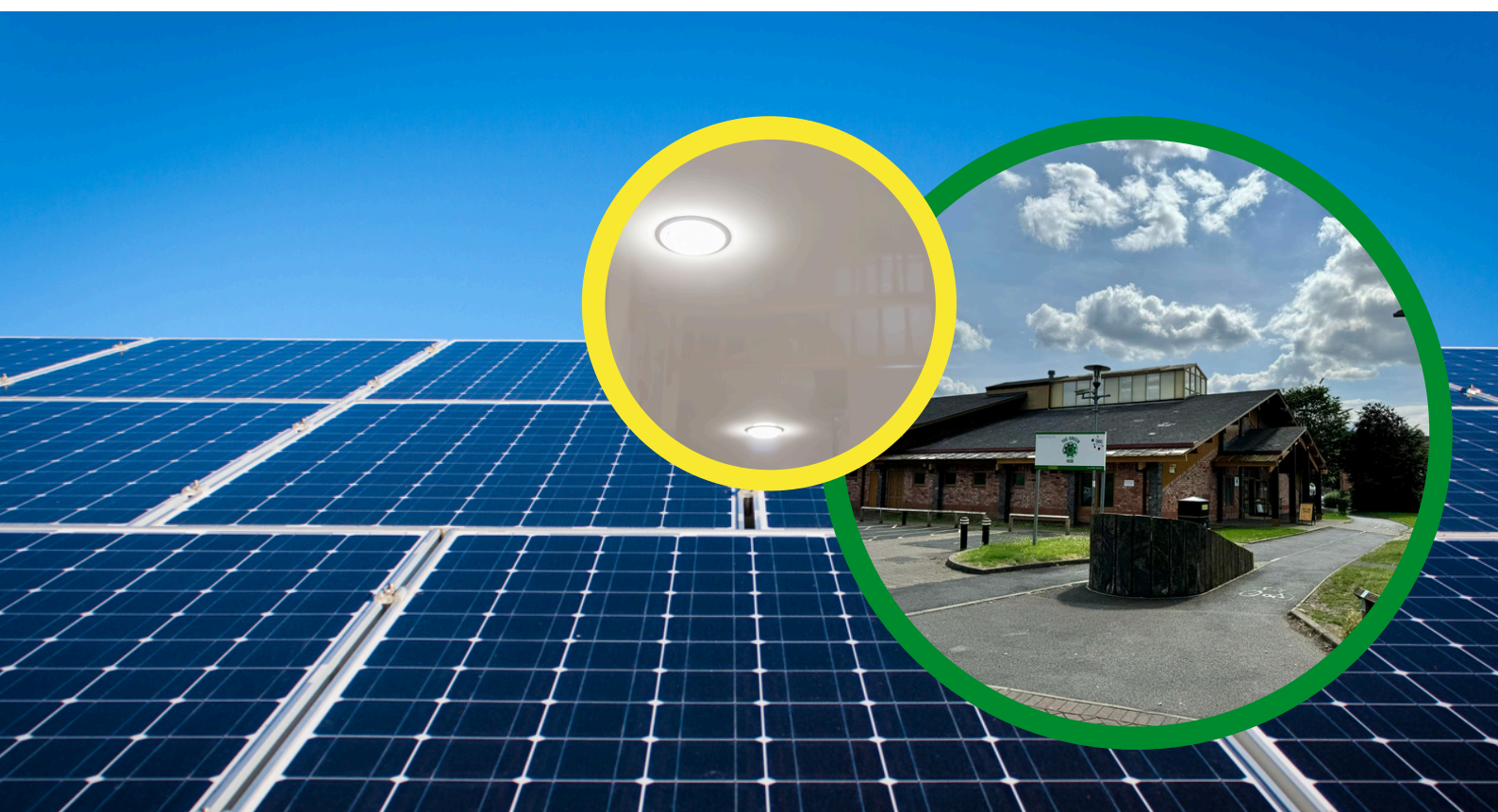
Reducing the environmental impact of our hubs

This year we were awarded a grant of £67,000 from the GWUK Energy Efficiency Programme to use on improvements at The Green Hub.

The money was used to install a solar PV (photovoltaic) system on the roof which captures sunlight using photovoltaic cells and converts it into usable electricity for the hub. A battery was also installed to store unused energy for later use. All remaining low efficiency lighting was also replaced with new high efficiency LED lighting with motion sensors. We estimate that this will reduce the carbon output of the building by 14%.

We have also undertaken independent energy audits across all six hubs, and will now work with Worcester City Council to see how we can make best use of available grants to fund further improvements.

Sustainable construction techniques were used to build Building Block Two in Dines Green, including the use of eco-friendly building materials and energy saving systems.





Our Projects

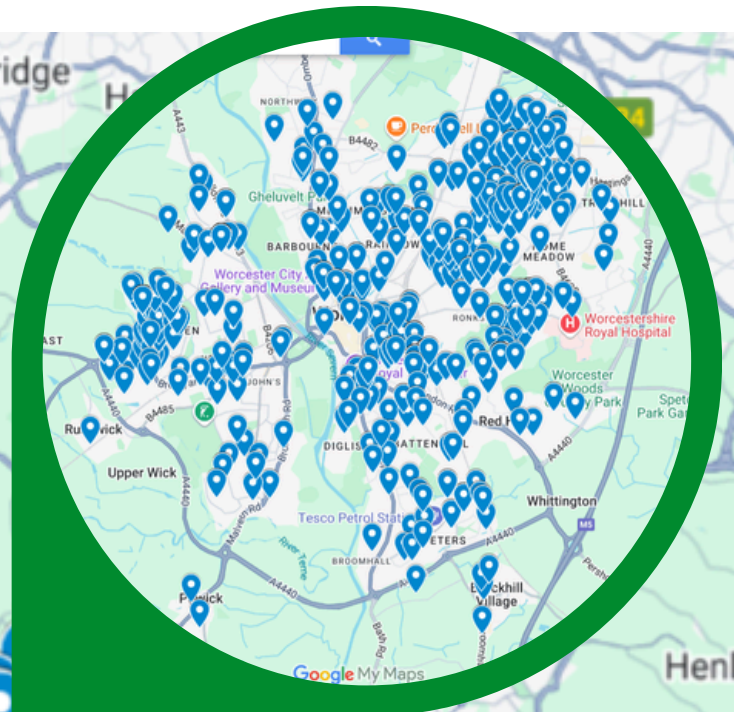
At Worcester Community Trust, we run a range of community projects which aim to change the lives of people every day. This includes youth services, lunch clubs, services for older people and those that feel socially isolated, wellbeing services, support for those experiencing domestic abuse, and skills and training development.

Through our projects, we have directly supported 2,961 people this year, across our local neighbourhoods, the City and the wider county.

A third of people we engaged with lived in a single person household

22% of people we worked with had a disability or learning difficulty

37% of people we worked with had a diagnosed mental condition



Our Projects: DAWN



DAWN is our 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. This year:

287 clients were supported, including 13 male clients

207 individuals left their abusive relationship long term

35 individuals were referred into Higher Risk Management services

As a result of targeted intervention from the team:

- 437 children are now living safer lives;
- 90 children were stepped down from Initial Investigations or Early Help to closed;
- 68 children were stepped down from Child in Need to closed;
- 38 children were stepped down from Child Protection Plans.

"I'm extremely grateful to DAWN for not only taking me through the programme but also offering support, advice and guidance at times when I needed someone to turn to. I now have an opportunity to be able to offer my children a life with me without abuse, where they can grow and flourish and I owe a lot of this to the DAWN Project"

During this year DAWN has faced significant funding challenges, with all previous funding coming to an end in March 2025. A successful Crowdfunder enabled us to raise £41,000 of donations from local people, businesses and match funding. We also secured 12 months of continued funding from the South Worcestershire Community Safety Partnership and continued to explore partnership working to ensure we could maintain the rest of the service.

Our Projects: Domestic Abuse Champions

Our Domestic Abuse Champions Project supports and trains individuals across North and South Worcestershire, to recognise victims of domestic abuse within their community and provide details of the support options available in Worcestershire.

- This year 101 new Domestic Champions have been trained and DBS checked.
- Our Champions had 1,356 conversations around domestic abuse, signposted to support services 129 times, and made 58 referrals.
- We also trained all WCT staff in domestic abuse awareness, and initiated a safe space for victims in two of our community hubs which included training our two hub managers as DA Champions.
- Our champions accessed hidden communities across the county including members of the LGBT, Gypsy, Roma and Traveller, South East Asian, Christian and student communities. Also survivor networks, drug and alcohol users, the elderly, asylum seekers, single parents, children and men, and those with disabilities, poor mental health and neurodiversity.

Thank you to West Mercia Women's Aid who extended their funding of this project for a further 12 months, until the end of March 2026.



Our Projects: JOY & CORE



Both our JOY and CORE projects work to reduce loneliness and isolation, re-empowering and improving confidence within clients, and positively impacting their mental health and wellbeing.

- JOY have supported 163 clients (female and female identifying)
- CORE have supported 55 clients (male and male identifying)
- 180 clients accessed training and skills
- Volunteers gave more than 200 hours of their time

Throughout the past year both projects supported a number clients with highly complex needs in accessing appropriate support and managing some symptoms until statutory services became available.

The team also managed more than 320 significant interventions outside of those who enrolled.

"Joy has really helped me to get out and socialise again and get back to work after trauma and PTSD. It's not always easy to get here but engaging has become easier over time and I've enjoyed every moment in a safe and supportive environment. Thank you."

"Giving back to the community and those in need of some help is super important to me. I am humbled, honoured and proud to share that I am a volunteer with CORE Men's Community Network. Without the support I received from them, I probably wouldn't have found the courage to start my catering business adventure. I only hope I can help them to help others too"



Our Projects: Snack & Chat

Our Snack & Chat lunch clubs bring together the over 50s, offering companionship and support over a home cooked two-course meal. This year we were successful in extending our funding from Cadent, which will allow Snack & Chat to run for a further 15 months from January 2025.

As well as our weekly clubs at Horizon Hub, The Green Hub and Ronkswood Hub, we expanded Snack & Chat into two residential homes (Himbleton House and Chelmsford Court) which has had a huge positive impact on the wellbeing of residents.

Beyond our regular weekly lunch clubs, our amazing team of staff and volunteers have gone above and beyond to offer clients and the local community a wide range of additional events including:

- The Big Stew - which saw a delicious home cooked stew delivered to hundreds of local residents across one week, free of charge for all.
- Harvest Festivals - with a lovely service from the local vicar and food hampers for everyone who came.
- Slow Cooker Courses - supporting clients to batch cook nutritious food for themselves at home, without breaking the budget.
- Christmas events - such special occasions for so many of our clients, many of whom live alone and can experience loneliness at this time of year.

"My Snack & Chat day means everything to me. I love the staff, I love the other members we are like a community who look out for each other."

A woman in a red dress is singing into a microphone at a community event. In the background, there are other people, including an older woman with white hair, and a blue sofa. The scene is indoors, likely a community center or a hall.

166 people
attended Snack &
Chat Lunch
Clubs & Events

83% of
attendees were
living in a single
person
household

An incredible
4,065 meals
were served by
the team

Our Projects: Community Connectors

Our Community Connectors project closed in September 2024 due to funding coming to an end.

During it's final six months, the project welcomed 77 participants to it's weekly group sessions which focused on building connections, improving mood and wellbeing, and transitioning to alternative activities.

A number of the projects' groups have continued to run, independently hiring space at our community hubs. This includes a weekly singing group at Ronkswood Hub.



Our Projects: Energy & Debt Support

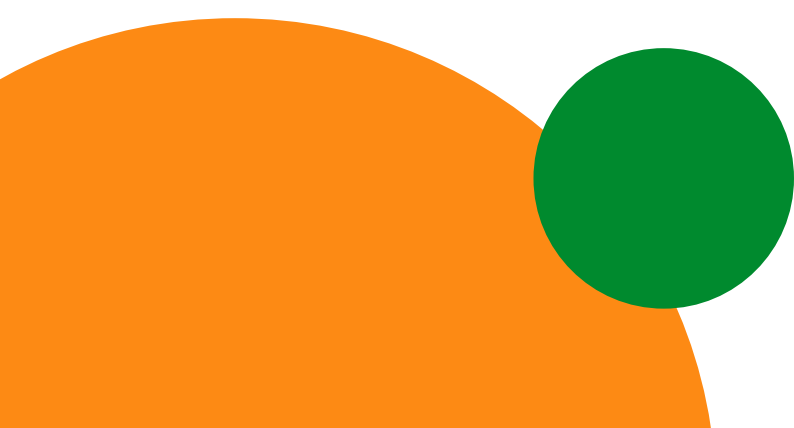
Our Welfare Team provide an amazing service supporting individuals to help ease the burden of whatever financial challenges they are facing. Over the past 12 months the team have spoken with more than 700 individuals and given full support to a number of clients on a wide range of topics including:

- Energy efficiency and efficient use of appliances
- Slow cooker advice (including running slow cooker sessions at two of our hubs)
- Dealing with condensation/dampness
- The Priority Service Register (PSR)
- Benefits including Warm Home Discount, Personal Independence Payment, Attendance Allowance, Carers Allowance, Universal Credit, Disability Living Allowance, Employment and Support Allowance, Tax Credits and Pension Credit.
- Housing
- Budgeting and saving tips
- Carbon monoxide alarms & advice

The team regularly refer into other services inside and outside of WCT to ensure clients are supported holistically.

This year we had continuation of funding for a further 12 months from Cadent Gas to support our Energy, Debt and Welfare Team.

The team, who manage both our Energy and Debt support and our Wellbeing Job Clubs, also run several drop in sessions across the City at Sight Concern, Seetec, local schools and The Hive.



Our Projects: Wellbeing Job Clubs

Our Wellbeing Job Clubs support people who are looking to work towards gaining employment or training. This is not only supporting clients with practical tasks such as CV building, interview skills and managing finances, but also with improving their wellbeing and confidence.

- More than 200 clients were supported across the year
- This included a wide range of ages from aged 16 to 65+
- 113 clients reported an improvement in their mental health and wellbeing and are moving closer to employment
- 31 clients moved into employment
- 86 clients were supported with job search
- 20 clients moved into training
- 8 clients moved into volunteering

"I first met my client via Worcester Community Trust's JOY Project. She had been a victim of domestic abuse in the past. She was having therapy and wanted to talk with me about 'getting herself back out there'. Once we got chatting, it became clear that she didn't want to go back into retail and the corporate buying industry where she had worked previously. She shared her passion for nutrition and supporting people to eat better, as well as supporting people post menopause.

"We looked at a number of free online courses and she has now completed her Level 2 in Nutrition and Health and well as Health and Safety and Food Hygiene. She also attended a back to work course. These courses have enabled her to launch her own one-to-one health and wellbeing nutrition business.

"My client is now promoting her business well via social media, and is currently looking at venues where she could run group sessions from. She says the support we have given her has enabled her to focus on the job she actually wanted to do and she is looking forward to the future".

Our Projects: Young People's Services

Our youth team ran a weekly programme of term-time after school and youth clubs throughout the year from three of our community hubs; The Green Hub, Horizon Hub and KGV Hub. Over the past year we have prioritised giving the young people who attend our sessions a voice within their local community, for example by arranging for them to make a contribution to Worcester City Council's City Plan. Partnerships have included work with Onside Mental Health Support and YMCA.

Youth club

- 400 11-18 year olds regularly attended, with 1,819 attendances overall
- 50 young people regularly engaged in physical activity programs
- 98% of regular attendees gave positive feedback including improvement in their mental wellbeing following sessions
- 148 outreach conversations took place outside of our open access sessions

After school club

- 50 8-11 year olds regularly attended, and 104 sessions were delivered
- 20 young people regularly engaged in physical activity programs
- 100% of regular attendees reporting improved mental wellbeing following sessions
- The sessions mainly focused on arts and crafts, cooking and some physical activities.
- Multi-sports activity was provided in two locations each school holiday
- Healthy snacks were provided at each session





Our Projects: Asset-Based Community Development

Asset Based Community Development (ABCD) is a methodology that focuses on identifying and mobilising a community's existing strengths and assets to drive positive change and build stronger, more resilient communities. ABCD emphasises the unique resources, skills, and passions within a community to foster sustainable development from within.

Further funding this year from Esmée Fairbairn Foundation has enabled us to appoint a Community Development Project Manager (ABCD) and two Community Builders – one based at Dines Green and another at Tolly, to implement ABCD principles and facilitate community connections.

Crafty Cuppa - a weekly group at The Green Hub - has attracted a dedicated group, who immediately reported a significant improvement in wellbeing from when they initially turned up to having spent a few hours in the company of like-minded people with shared interests and experiences. This has also provided fertile ground for imagining futures together, where those in attendance have been encouraged to explore their gifts and assets, and shown willingness to take on community-led activities, such as developing a community garden, which could compliment our surplus food waste project which has steadily been growing this year. Our food waste / community pantry project continues to also run in Tolly, providing free food to the community that would otherwise go to waste.



Financial Overview 2024/25

Statement of Financial Activities (including Income and Expenditure Account) For The Year Ended 31 March 2025

			2025	2024
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
INCOME AND ENDOWMENTS FROM:				
Donations and legacies	12,031	53,469	65,500	27,099
Charitable activities:				
Community support	94,577	1,259,225	1,353,802	1,374,710
Other trading activities	340,210	21,061	361,271	333,700
Investments	8,718	-	8,718	5,967
	455,536	1,333,755	1,789,291	1,741,476
EXPENDITURE ON:				
Charitable activities:				
Community support	(404,066)	(1,254,492)	(1,658,558)	(1,636,748)
NET INCOME	51,470	79,263	130,733	104,728
Transfers between funds	34,456	(34,456)	-	-
NET MOVEMENT IN FUNDS	85,926	44,807	130,733	104,728
RECONCILIATION OF FUNDS:				
Total funds brought forward	657,267	176,395	833,662	728,934
TOTAL FUNDS CARRIED FORWARD	743,193	221,202	964,395	833,662

View the full Report of the Trustees and Financial Statements for Worcester Community Trust online at worcestercommunitytrust.org.uk/annual-report

Our Funders, Partners & Supporters

- 24/7 Locks
- Abbey Medical Practice
- Action for Children
- Active Herefordshire & Worcestershire
- Adult Social Care Services Worcestershire
- Amicii Dog Rescue
- Andy's Man Club
- Autism West Midlands
- Aviva
- Barnwood Ltd
- Baron Davenport
- Batchley Support Group
- Becoming Families
- Bengeworth CE Academy
- BENS Youth and Community Groups
- Beryl Bikes
- Beyond Equality
- Bike Worcester
- Birmingham LGBT
- Birmingham Rep Foundry Project
- Birmingham Solihull Women's Aid
- Blakemore Foundation
- Bloom Housing
- Brethertons LLP Solicitors
- Brewers Decorators Centres
- Bright Kids Evesham Nursery
- British Pregnancy Advisory Service (BPAS)
- Bromsgrove & Redditch Network (BARN)
- Cadent Gas
- CAFCASS (Children and Family Court Advisory and Support Service)
- CARM (Complex Adult Risk Management Services)
- CATCH (Children and Trauma Community Hub)
- CCP (Caring for Communities and People)
- Chris Ash (London Marathon runner)
- Citizen Housing
- Citizens Advice
- City Church Worcester
- Community Boost
- Cranham Primary School
- Cranstoun
- Crimestoppers / Fearless
- Croome Court National Trust
- Crown House Family Assessment Centre
- Department for Work and Pensions
- Droitwich Spa CVS
- Droitwich Wellbeing Hub
- Edward and Dorothy Cadbury
- Emerging Futures
- Emmanuel Church Droitwich
- Esmee Fairbairn
- Eva Women's Aid
- Evesham Unitarian Community
- Faye Claridge
- Franche Community Primary School
- Freedom Leisure
- Great Malvern Primary School
- Grey Gable Surgery
- Hallow CE Primary School
- HCR Law
- HeadGym
- Healthwatch England
- Hereford and Worcester Fire and Rescue Service
- Herefordshire and Worcestershire Health and Care NHS Trust
- Hey Girls
- HM Prison & Probation Service
- HMP Eastwood Park
- Hope Church Worcester
- HOW College
- Ipsley CE Middle School
- Jobcentre Plus
- Kempsey Primary School
- Kings Heath Primary School
- Laslett's Charities
- Local Councillors
- Madresfield CE Primary School
- Maggs Day Centre
- Malvern Community Art Therapy
- Malvern Hills District Housing
- Manchester Women's Aid
- Men's Sheds
- Merstow Green Medical Practice
- MJS IT Services Ltd
- Montal Charitable Trust
- Museum of Royal Worcester
- NHS England Health and Justice Service
- Nicol & Co
- North Bromsgrove High School
- Oasis Academy Warndon
- Oasis Warndon Community Hub
- Onside Advocacy
- Out Together
- Pathways Family Mediation
- Perdiswell Young People's Leisure Club
- Perry Wood Primary & Nursery School
- Pershore Town Council
- Pitmaston Primary School
- Platform Housing
- Public Health
- QualitySolicitors Parkinson Wright
- Reclaim the Night
- Recovery United Network (RUN)
- Redditch Borough Council
- Redditch Self Defence
- Refuge UK
- Remade Worcester
- Restored
- Roger & Douglas Turner Charitable Trust
- Rooftop Housing Group
- RunTheShire
- Script Haven
- Seetec
- Severn Angels Housing & Support
- Severn Arts
- Severn River Trust
- Sight Concern
- Six Masters Charity
- Souter Charitable Trust
- South Worcestershire Community Safety Partnership
- SoulCollage(R)
- St Egwins CE Middle School, Evesham
- St Johns House Surgery
- St Joseph's Catholic Primary School
- St Martin's Gate Surgery
- St Pauls Church, Worcester
- St Pauls Hostel
- St Peters Parish Council
- Stonewater
- Sutton Croft
- Tesco
- The Arts Society Malvern Hills
- The Basement Project
- The Blakemore Foundation
- The Body Shop Worcester
- The Chantry School
- The Children's Society
- The Eveson Trust
- The Glade Sexual Assault Referral Centre
- The King's School, Worcester
- The Listening Herd
- The Malvern Hills Arts Society
- The Mayors Fund
- The National Lottery Community Fund
- The Old Needleworks Foundation
- The Rotary Club of Worcester
- UK Government
- University of Worcester
- Wallace House Community Centre
- West Mercia Police
- West Mercia Rape & Sexual Abuse Support Centre (WMRSASC)
- West Mercia Women's & Girls Criminal Justice Working Group
- West Mercia Women's Aid
- West Mercia Police & Crime Commissioner
- West Midlands Police
- Westlands Primary School
- Whatley Recordon Solicitors
- Wickes
- Willowdene Rehabilitation
- Women in Prison
- Women's Equality Party Worcestershire
- Worcester Armed Forces & Veterans Club
- Worcester Arts Collective
- Worcester Cathedral
- Worcester City Council
- Worcester City Primary Care Network
- Worcester Craftivists
- Worcester Food Bank
- Worcester Freemason Lodge
- Worcester Municipals Charity
- Worcestershire Acute Hospitals NHS Trust
- Worcestershire Community Foundation
- Worcestershire County Council
- Worcestershire Mum's Network
- Worcestershire Wildlife Trust
- Workpays
- Wychavon District Council
- Wyre Forest District Council
- YMCA
- Young Solutions
- Youthscape
- YSS

A message from our Chair of Trustees

"This has been a challenging year for WCT, with increases in costs driven in part by inflation and the changes in national insurance. However, through the implementation of the strategic vision for sustainability through building on revenue opportunities, WCT has been able to meet this challenge. Following the restructure of the Hubs, along with a program of refurbishments supported by Worcester City Council, we have seen a steady increase in income.

"The hard work of the staff has once again ensured that WCT can provide excellent services and support for the residents of Worcester City and beyond. Their commitment and compassion is, as ever, exceptional and in some cases life changing. Without them there would be no WCT.

"I would like to sincerely thank all of our partners and funders. The projects which they have supported are outlined in this report and we are grateful, not only for the important funding that many provide, but also for their confidence to collaborate with us to ensure that we can deliver and build on the important work we do.

"Finally thank you to all the volunteers who help to ensure that we meet the needs of the community. This includes my fellow Trustees.

"Our current strategy ends in March 2026 and the Board, with the support of the Senior Leadership Team, will be developing the new one in the coming months. This new strategy will outline our future vision. Setting out the services that will be built on, alongside any emerging priorities. We very much view this as a collaborative piece of work, so will be listening to partners and stakeholders very carefully. We will also be working with, and listening to the people who use our services, as well as those who don't. This will enable the Trust to have a clear understanding of what is important to service providers and the community, thus shaping a meaningful and sustainable strategy."

– Bridget Brickley, Chair of Trustees





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Stay Connected
Putting an end to loneliness



Worcester Community Trust is a registered charity
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