

OUR IMPACT

2023 to 2024



WELCOME FROM OUR CEO

Dear Community,

We are here for you and want to be run by you. Our services should be the ones you want and need.

In the last year, we stood with you when you faced challenges: we continued to provide universally accessible spaces and services as poverty becomes more entrenched; we were there to help when the community was shaken by the evacuation of Barton House; we have raised your voices about Liveable Neighbourhoods.

All of the money we receive is used to provide services for you. Many of our staff and trustees are or have been members of the community. We want to work in partnership with you to help make sure this community is the best it can be.

We welcome feedback and ideas.

Beth Wilson, CEO



MESSAGE FROM THE CHAIR OF TRUSTEES

Dear Community,

We were pleased this year to be awarded a substantial grant to develop the Swan pub as a youth centre with office accommodation for the Somali Resource Centre above. The grant included funds for youth consultation work during the building period which has enabled us to ensure ideas from young people were included in the final design. It is great to be able to get back to doing youth work, and timely too given the concerns about the rising levels of knife crime in the city.

We have continued to deliver a wide range of services despite the difficult financial position we find ourselves in. Demand for the BOOST advice service is particularly high but funding remains piecemeal. So much statutory funding at present is short-term and it is increasingly difficult to get funders to cover reasonable overheads.

In that context it was pleasing that the Family Centre was selected as the Family Hub for Bristol Inner City and East, the only such hub to be delivered by the voluntary sector.

In November 2023 one of the local tower blocks, Barton House, was evacuated and residents rehoused. We were delighted that staff stayed on until 1.00am to provide a temporary refuge for residents while accommodation was found for them. In the days and weeks that followed we supported residents who had been placed in temporary accommodation and continue to help since they have returned to the block.

Overall, it has been another busy and demanding year. Our thanks go to all the staff and volunteers of Wellspring Settlement who have delivered for local residents in sometimes trying circumstances. My thanks go to the other members of the Board who have helped guide the organisation throughout the year.

Will Bee, Chair of the Board of Trustees

OUR AIMS AND STRATEGIC PLAN

Our **VISION** is for strong dynamic communities where everyone has a good quality of life.

We **AIM** to have the following impact:

Building a thriving, inclusive and socially connected community where people are able to choose and influence their future.

OUR NEW STRATEGIC PLAN

AIM 1

- We want to deliver services that the community want and need, in a way that makes a difference to people's lives.
- People should feel welcome and confident, and know that Wellspring Settlement is a place for them.
- We want to help tackle the challenges people face and help people think about a better future.

AIM 2

- We want to celebrate the community and for the community to be at the heart of the work we do.
- We want to work with and alongside the local community, to bring the community together and be part of a strong community that supports each other.

AIM 3

- We want our buildings and organisation to be sustainable and resilient so that we can continue to be here in the community for many years to come.
- We want to provide opportunities for volunteering and work for people from the local area, and for our buildings to be places that people want to spend time in.

To achieve these aims we will:

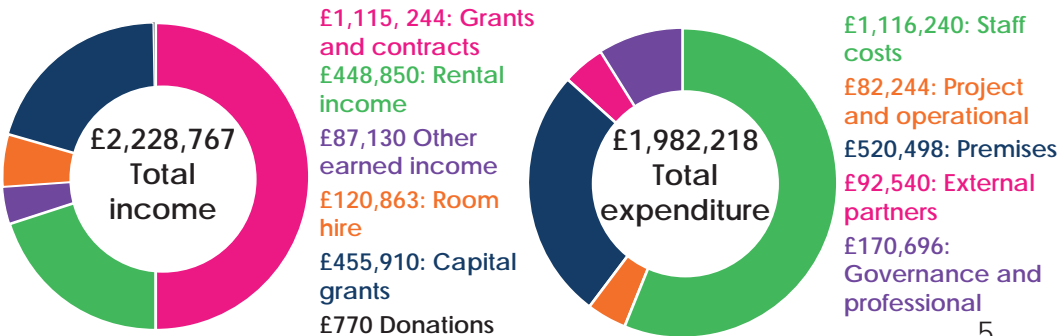
- Work in partnership with other people and organisations where this means we can do more, or do things better.
- Influence others to do things differently and better for the community.
- Be inclusive.
- Communicate what we are doing and why.

WITH THANKS TO OUR FUNDERS

Age UK	National Lottery Community Fund
Alive Activities	NHS
Bristol City Council	Nisbet Charitable Trust
BIC Primary Care Network	Postcode Gardener
Burges Salmon	Quartet Community Foundation
Business in the Community	Sirona
Friends of the Earth	Sport England
Garfield Weston Foundation	St Monica Trust
Grateful Society	University of Bristol
Go Fund Yourself	West of England Combined Authority
ICE Locality	Youth Investment Fund
John Armitage/ NPC	
John James Foundation	

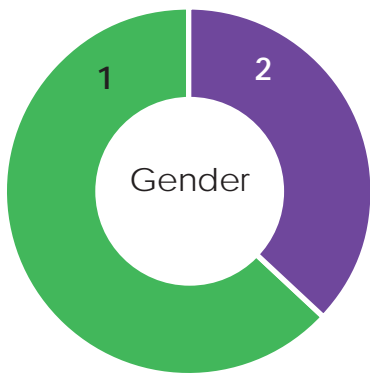
FINANCES

Income figures reflect all of the income received during the financial year, even though some of it was for work to be carried out in the following year.



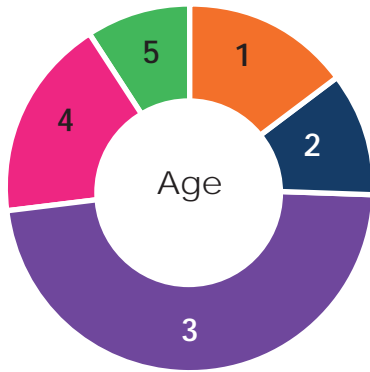
IMPACT SUMMARY

During 2023 - 2024 we welcomed **nearly 7000** people into our services!



1: Female, 63%
2: Male, 37%
Fewer than 1% of our service users identified as gender fluid or non-binary

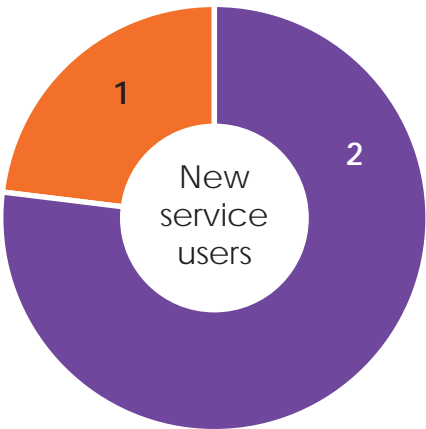
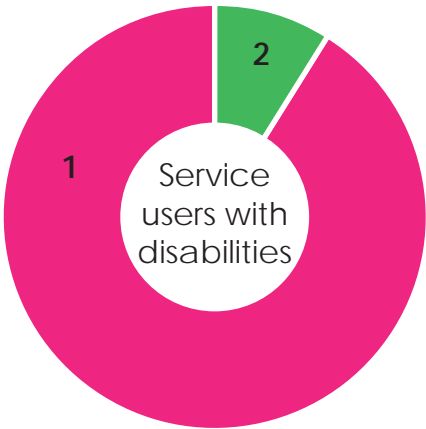
1: Asian/ British Asian, 8%
2: Black/ Black British, 23%
3: Mixed/ Multiple ethnic group, 9%
4: White, 49%
5: Other ethnic group, 10%



1: Under 16, 15%
2: 17 to 24, 11%
3: 25 to 49, 48%
4: 50 to 64, 18%
5: 65 and over, 9%

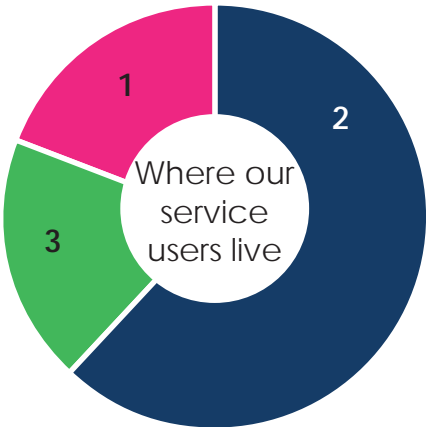
IMPACT SUMMARY

- 1: 91% of our service users did not report being disabled
- 2: 9% of our service users said they were disabled



- 1: 19% were BS2 residents
- 2: 62% were BS5 residents
- 3: 19% were people who live elsewhere in Bristol

- 1: 23% of people had used our services before
- 2: 77% of people were visiting us to access a service for the first time



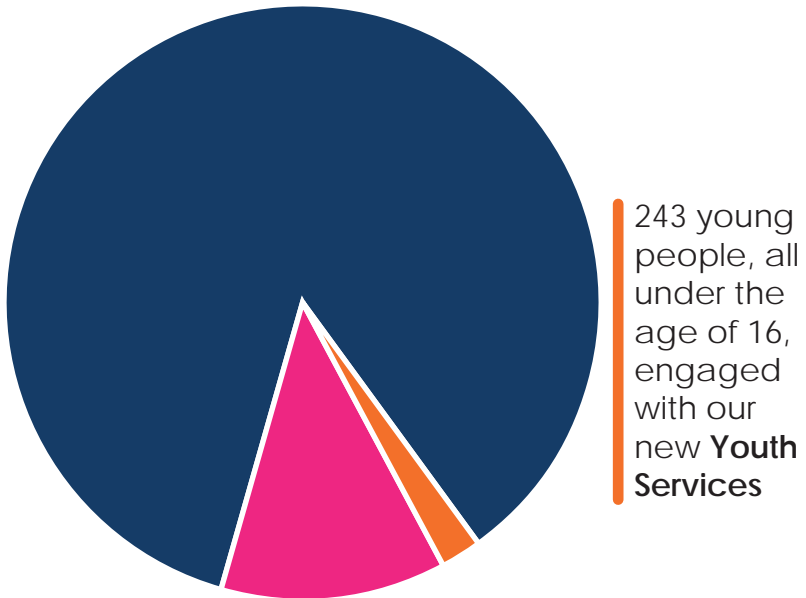
FAMILY AND YOUTH SERVICES



2018 people benefitted from our Family and Youth Services:



1726 people engaged with our **Family Centre** services, including stay and play sessions, advice sessions, and feeding support sessions



49 parents were referred or self-referred to attend our **Strengthening Families, Strengthening Communities** parenting courses which enabled parents to explore relationships, positive communication and building skills and confidence. This year, parents expressed and were supported to explore topical concerns relating to knife crime, gangs and drugs

HIGHLIGHTS

Our Family Hub provides services for parents with pre-school aged children, including parenting courses, stay and play sessions, postnatal support and one-to-one family support.

- We officially became the Family Hub for the Inner City and East of Bristol, ensuring that Barton Hill families benefit from the best start in life and support available from the parent's pregnancy to the child's 19th birthday. Our Family Hub has offered an increasingly wide menu of support for local families, particularly those with pre-school aged children.
- Working in partnership we delivered a 'World Book Day' event with a 15ft inflatable dinosaur worn by a Book Trust colleague! We invited Cashmore nursery school to attend, and the children benefitted from a free book and a positive introduction to storytelling.

Our new Youth Services work with secondary school aged children on a one-to-one basis and in group settings to provide a safe and fun space, and build confidence and aspiration.

- We secured funding to complete the redevelopment of The Swan pub into a dedicated youth facility. Young people have been involved throughout the design process ensuring the building is fit for purpose whilst also building skills and confidence. Work started on the building in January 2024 and will be completed in 24/25.

Coming soon: A new Children and Young People's Social Prescribing project and the opening of our new youth facility.



OUR NEW YOUTH HUB

In 2023/24, we secured funding to complete the redevelopment of The Swan pub, turning it into a dedicated youth facility. We also secured funding to deliver more regular youth activities.

Before this project started, we had conversations with 105 residents from all ethnicities about their priorities for the area. Most people said they wanted work with a youth focus and activities bringing people together across generations and ethnicities. A similar consultation with 26 young people aged nine and above, including 10 Somali young people, told us that somewhere bright and modern to relax, and activities ranging from sports to cooking are needed. Our annual community canvas (carried out with 250 residents before the Covid 19 pandemic hit) showed that work with young people is the highest priority for the community.

Since October 2023, we have been regularly delivering youth sessions four nights a week and running one-to-one support with local young people.

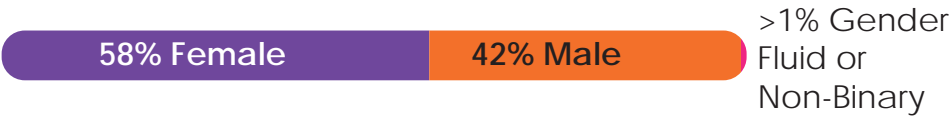
Young people have been involved throughout the design process. Our Youth influence sessions are ensuring the building will be fit for purpose, and they're also building skills and confidence by giving young people the chance to work with the architects and builders doing the work. Work started on the building in January 2024 and will be completed in 24/25.



HEALTH AND WELLBEING



2636 people benefitted from our Health and Wellbeing projects:



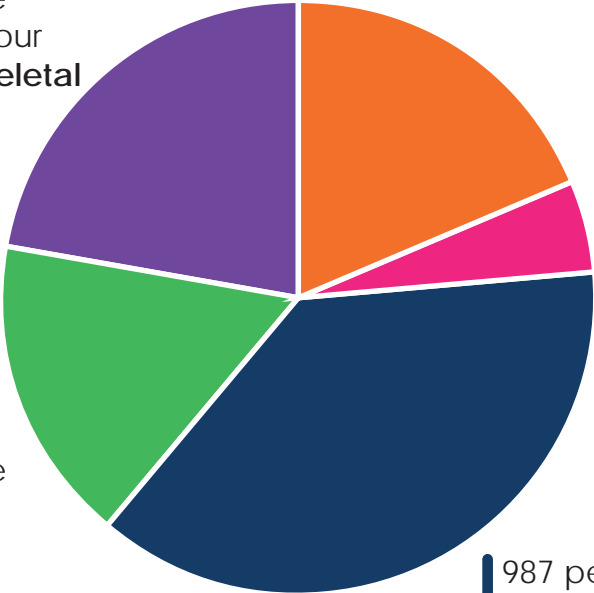
494 people were supported by our **Physical Activities** project, accessing a range of activities to suit their needs including Chatty Couch to 5k, stand up paddle boarding and gentle stretching

582 people accessed our **Musculoskeletal Clinic**

131 people took part in our **Community Health Research** project

442 people accessed mental health training as a result of our **Thrive** project

987 people were supported by our **Social Prescribing** team



HIGHLIGHTS

- The Social Prescribing and Going Home services recieved nearly 1000 referrals from GP surgeries and hospitals to support people to address wider issues that were affecting their health and to make use of support in the community.
- Our free Physical Activities sessions helped nearly 500 people start on a journey of becoming more active. Unfortunately this project ended in June 2024 due to lack of funding.
- Our Complementary Health Clinic includes our Musculoskeletal Clinic, offering osteopathy and chiropractic treatments, and also our Low-Cost Clinic. Through this, local people are able to access therapies like massage, acupuncture and Reiki at an affordable price. Together our clinics allowed over 500 people to access therapies.
- We've worked with Bristol City Council's Thrive Programme to roll out training on mental health and wellbeing to organisations across the city. This year we recruited a worker with a background in mental health who was able to sign up 437 attendees to 47 training sessions, and was able to use his connections and networking opportunities to identify additional needs in the community, and deliver some courses as well.
- We've collaborated with the University of Bristol on several Health Research projects this year, including the Share Joy film participation group, and a research project into health inequalities.



CASE STUDY: SOCIAL PRESCRIBING

Many of our services aim to support people in a way that improves their physical and mental health, but without providing a prescription like a doctor would. Our Complementary Health Clinic offers access to musculoskeletal treatments for people experiencing joint problems and chronic pain, and alternative therapies through our low-cost clinic.

Our physical activities project supported people living with disabilities, physical pain and or mental health problems to access activities in a way that lifted their spirits, built confidence and tackled their pain. Many of our services focus on the wider determinants of health – things like poverty and poor housing that can have an impact on health.

Our social prescribing service offers a bit of everything – working with people to address their self-identified priorities, tackling challenges they might be facing and connecting them with activities in the community. Most of the referrals from GPs to our social prescribing service are for people experiencing poor mental health and wellbeing, and or loneliness and isolation. Many have underlying issues such as financial or work difficulties.

One example is P, a female patient who was taking medication for a diagnosed mental health problem, but who presented as socially isolated, anxious and low. Our social prescriber built trust with P, found out about her interests and what might be preventing her from accessing them, and explored what she might want our help with. It became apparent that a further challenge for P was she was not confident in using her smart phone and felt digitally excluded.

We worked with P to access group therapy and to start attending drop-in IT support sessions. We connected her in with a Tai Chi course for women, supported her to access our art classes and the yoga sessions offered through our physical activities project. We worked with her on her travel plan; making sure she knew cycle routes to each of the places she goes. She now has a daily activity to attend ensuring she is regularly out of the house and connecting with others.

COMMUNITY



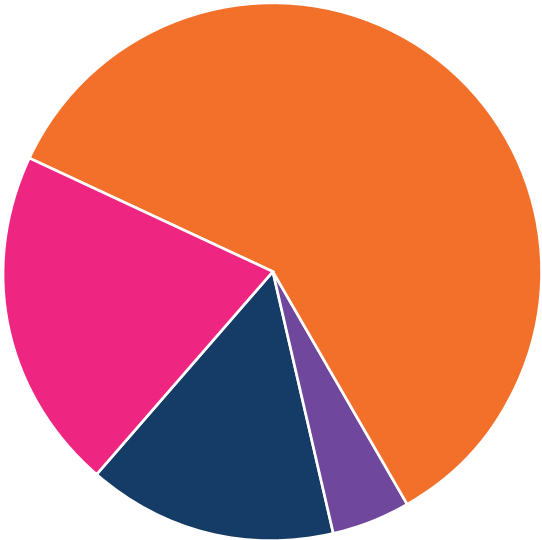
At least 1205 people benefitted from our community projects.



>1% Gender Fluid or Non-Binary

720 people had pay-what-you-feel hot food and drinks in our **Eatwell Community Café**

250 people accessed events and activities through our **Community Engagement** programme



179 people attended our **Arts Sessions**, with participants exhibiting their work at our AGM

56 people came to our sessions for **Older People**

HIGHLIGHTS

- We offer a popular, weekly art session led by volunteers and supported by our Arts Co-ordinator. New sessions started this year for people aged 55 or over, offering an opportunity to meet new people, build confidence and be creative.
- We have a calendar of activities for older people including coffee and chat, community craft, walks in the local area and gardening.
- The Eatwell Café gives people access to free or low-cost hot meals and drinks, as well as a place to meet new people and socialise.
- Our Community Engagement Team ran several events for the community this year, including a Winter Fayre and International Women's Day celebration.
- We offer reduced-cost room bookings to organisations who want to deliver activities or services that are of benefit to the community. In 2023 - 2024, there were over 1000 community-benefit room bookings made by 23 different organisations. This included low-cost counselling sessions, art and wellbeing groups, free community meals from Foodcycle, singing sessions for dads and little ones from Dads Rock and many more!



A PLACE FOR EVERYONE

Following changes to the Eatwell Café opening times, several of our projects have been utilising the café space to run their activities. This includes our Older People's group, who have been using the cafe to run drop-in Community Craft sessions on Monday mornings.

In November, G, a newcomer to Wellspring Settlement came during craft drop-in and asked for support with his housing application. The Older People's worker signposted him to the BOOST service, however workers were unavailable at the time, and G was very anxious. Noticing his distress, a local resident attending the group offered to support him with his application.

In the end four people sat and supported G with his paperwork. They went on to support him with his gas bills and helped him to respond to a letter from the NHS.

The residents who supported G with his application had all previously received support with their own housing applications from BOOST workers. These individuals were empowered by their experience and the understanding they had gained, to the extent that they were able to pass on their knowledge to others. The opportunity was enabled by the universal space and activity available to people in the Eatwell Café.

This interaction created a series of friendships which persist to this day. G reports, *"I absolutely love this place. Before I had finance problems, housing problems and I dealt with it all on my own. Now I found Wellspring Settlement, and I have friends who help me. It's like a burden has been lifted from my shoulders. I'm gonna tell everyone about this place."*



ADVICE, INFORMATION AND LEARNING



1125 people benefitted from our Advice, Information and Learning projects:

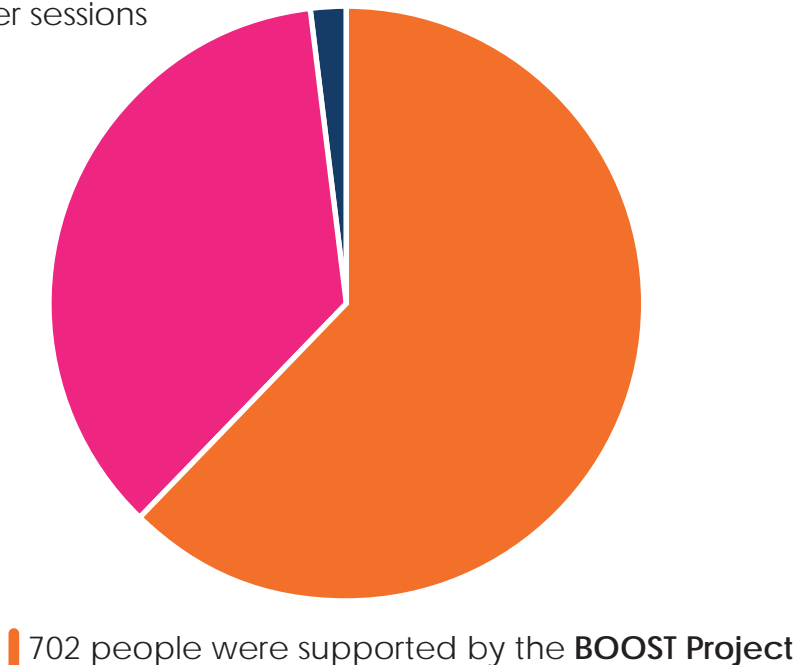
65% Female

35% Male

>1% Gender Fluid or Non-Binary

402 people benefitted from affordable food through our **Food Club**, and tried out recipes in our Cook Together sessions

21 people were supported as part of a pilot **Adult Education Programme**. We hope to offer an expanded programme in 24/25



HIGHLIGHTS

- The BOOST Community project aims to support people to build financial confidence and achieve their aspirations. This year, two BOOST community workers were employed to meet demand, and 73% of people who received support from BOOST felt more confident in their economic circumstances. A survey highlighted the person-centred, values-based approach of the service.
- We offer a range of Adult Education courses to support people who are interested in changing their job or getting their career started. Courses on offer were practical and gave people the chance to try out areas of work like Childcare or Health and Social Care before committing to training. Participants were supported to continue their learning, look for work or gain work experience after the course had ended.
- We run a membership-based Food Club for weekly access to a range of low-cost fresh, frozen and store cupboard food, as well as opportunities for cooking and growing together. Our Food Club is supported by local volunteers, and this year, their hard work and contributions were recognised at the local Thank You awards.



FOCUS ON FOOD

Our Food Club works towards both food access and food sustainability in our local community. Our partner Fareshare supplies us with 25 crates of food each week that would otherwise go to landfill. This is supplemented by a regular supply of other food that makes up the boxes our members are able to purchase each week. Members pay an annual fee of £1, and can then buy a food box each week for £3.50 - each box saves around £15 per week compared to a supermarket shop!

We meet with community leaders to guide us and listen to feedback from members when deciding what to purchase. This is a mix of fresh and frozen Halal meat and dry store goods which are bought in bulk.

Alongside the Food Club, we run weekly cooking sessions that are led by a group of 10 volunteers from the local community. These sessions use up any leftover ingredients from the Food Club to reduce any waste. The group cooks and shares a meal at the end of the session, and the sessions also provide 30+ meal portions which are frozen and distributed as part of the next week's Food Club. The sessions provide a space to socialise, and the group are often joined by other people who are in the building for other reasons. The prepared meals reflect the diversity of the local community as volunteers use the sessions to share recipes and information from their culture and background.

We have partnered with our Family Hub to help maintain their garden and to use the space to grow food. This is harvested for Food Club or to use in the cooking sessions. We regularly use the fresh herbs when cooking, and add fresh salad ingredients to the food boxes. We aim to use every scrap of food we buy or grow to ensure zero waste. We grow all year round to ensure we always have fresh food available. We have also been able to offer training to volunteers who would like to learn more and develop skills outside of the sessions. Members have requested to grow culturally significant produce and we are supporting them with this.

STAY IN TOUCH

Settlement Site, 43 Ducie Road, Barton Hill, BS5 0AX

Wellspring Site, Beam Street, Barton Hill, BS5 9QY



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