



# WELLSPRING SETTLEMENT IMPACT REPORT 2024 TO 2025

# MESSAGE FROM OUR CHAIR

The past year has been one of both challenge and resilience for Wellspring Settlement, and we reflect with pride in the strength of our community and the relevance of our mission.

We began the year with cautious optimism, having refreshed our strategic plan and reaffirmed our commitment to delivering person-centred, community-informed services. However, the financial pressures affecting the voluntary and community sector were acutely felt. Several key funding streams ended, and rising operational costs placed additional strain on our resources.

Amidst these challenges, we celebrated the opening of “The Swannery” youth facility. Co-designed with young people, it is already a vital hub for youth engagement and aspiration. Our Family Hub provided essential support to parents and carers, and our BOOST project continued to help residents build financial resilience.

We look ahead to 2025/26 with renewed determination to achieve a ‘stabilising’ year financially. We will continue to invest in our people, spaces, and partnerships. We will remain rooted in our values and guided by the voices of our community. And we will continue to promote equity, opportunity, and wellbeing for all.

*Hollie Morgan*

*Interim Chair of the Board of Trustees*





# MESSAGE FROM OUR CEO

Welcome to our Impact Report for 2024/25. We are a charity built upon the commitment and contributions of our staff, trustees, volunteers, funders and most importantly, the community of Barton Hill and surrounding areas. We think our local community is amazing and we work with them to make the most of opportunities, and build resilience and community power.

We are custodians of our community buildings: our Settlement site at Ducie Road, and our Wellspring Site at Beam Street, which provide:

- Opportunities for community to come together;
- Services for those who need them, and;
- Access to many other organisations through our room hire and tenants.

We are starting 2025/26 by increasing our understanding of the wider impact Wellspring Settlement has on Barton Hill through our partnerships, tenants and room hirers. We look forward to engaging with local people in ways beyond our frontline services, such as our ongoing membership and volunteering opportunities, and we look forward to offering the community new and different ways they can use our spaces. I hope you enjoy reading about the amazing work we did in 2024/25 and we would love to welcome you to visit us in 2025/26.

**Beth Wilson**

**Chief Executive Officer**

# WHAT WE DO



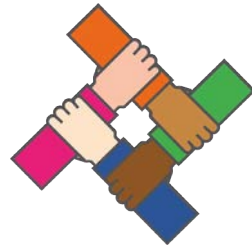
We are a community hub providing access to advice, information and support



We offer person centred, community informed services that tackle poverty and health inequalities



We run person centred, community informed services that provide opportunities for personal development



We work towards building strong and sustainable communities

This work helps us achieve our aim of building a thriving, inclusive and socially connected community where people are able to choose and influence their future.

# FAMILY AND YOUTH SERVICES

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B attended the Strengthening Families, Strengthening Communities parenting course in September 2024. She wanted to build her relationship with her 6 year old daughter, who she feels has additional needs. B has had issues with the school around attendance and punctuality, causing B a great deal of anxiety.

B had ongoing mental health issues and was anxious about joining a group, but was made to feel welcome by the facilitators. She soon realised that other parents had similar concerns, and that the course provided a safe, non-judgemental space. B felt comfortable enough to share her experiences and contribute to the group sessions. She made meaningful connections with the other parents and felt confident enough to raise additional issues. B was familiar with Wellspring Settlement after attending for several weeks, so was happy to be signposted to the BOOST service for support with housing and financial worries, and to SEND information sessions. B also received a Lord Mayor's voucher to help with the cost of school holidays.

At the end of the 12-week course, B told staff her interactions with her daughter had improved and that she was seeing an improvement in her daughter's behaviour. She felt that her own mental health and wellbeing had improved. She is more confident in her parenting and knowing that other parents face similar challenges has helped her feel less isolated. She felt more resilient as she is now more aware of the support available at Wellspring Settlement should she need it.



**1: 359 (19%)** young people attended **youth sessions in the Swannery**, came on trips, or took part in work experience weeks with the youth team

**2: 50 (3%)** parents and carers accessed our **Strengthening Families, Strengthening Communities** programme

**3: 1509 (78%)** parents, carers and young children came along to **Family Hub sessions** including stay and play sessions, information sessions and other activities



Our redevelopment project to convert The Swan pub was **completed in August 2024**. Youth activities are happening four nights a week in **The Swannery**, with attendance growing each week.

Our **Strengthening Families, Strengthening Communities** programme was re-commissioned and will continue for **up to three years**.

Our youth project arranged **trips to the Hippodrome, ice skating, local football matches**. We hosted **11** young people for **work experience**.

We have managed to fund a number of **improvements around the Family Cente**, including new patio, drainage, pergolas and flooring.

**Coming in 25/26:** An official opening of The Swannery and a celebration of all who have been involved in the project.

# COMMUNITY HUB

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P is an older, disabled man who struggles with mobility and dexterity, and also with his mental health. He attends the Monday morning Craft and Cuppa group and often comments that he is lonely, not doing well, and not enjoying his life. The group is quite informal, and people are able to get involved in a craft activity, or just sit and chat with a hot drink if they prefer. Over time, P has engaged more and more in the activities and opened up to the other members.

P has reported to staff that the Monday morning group is a regular marker in his week. It gives him purpose and a reason to leave the house. The activities the group take part in give him something to focus his mind on for a few hours and an opportunity to keep his mind active by concentrating on a single task and learning something new. He enjoys the social side of coming to the sessions also and has made friends with other regular group members. The group is very important to him, and he arrives promptly each week, and leaves with a smile on his face.

During one session, P worked with the group facilitator to write a pair of haikus. P does not usually read or write very much, but with support from the facilitator he felt confident enough to take the opportunity for personal growth and to challenge himself. P enjoyed putting the haikus together and the process helped him get some of the negative thoughts out of his head. He continues to attend the group every Monday and challenges himself to engage in new activities and experiences.





**1: at least 247 (50%)** people came to a programme of **community activities**, including events for Eid, Christmas and International Women's Day

**2: 54 (11%)** people aged 55 or over came to craft sessions, walks and gardening sessions offered through our **Older People's Calendar**

**1: 193 (39%)** people aged 55 or over got creative, increased their confidence and met new people at our **Art Sessions**



Our **Art project** worked in partnership with a Somali elders group to create Aqal Somali, a **replica Somali home**, which was subsequently displayed at events and in our entrance area.

Our **Older People's project** delivered a number of off site activities including **foraging workshops and theatre trips**.

Our **film, 'Moments of Joy'** created by local people, was **premiered on the big screen** at Trinity.

We held a number of **visiting musicals performances** including Bristol Beacon supported 'Pritaya Collective' who performed harp and drums to an audience of 54 local residents.

We celebrated what's possible when people work together with our **Wellspring Healthy Living Centre anniversary event**.

Our **Gardening project** created an on-site **community orchard**.

**Coming in 25/26:** We will be continuing to **curate our Settlement Site entrance area** as a space for community activity and events.

# HEALTH AND WELLBEING

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The Going Home project works in partnership with Age UK to support people who have recently been discharged from hospital. D had been in hospital with a spinal injury and after coming home couldn't leave the house. They were at risk of falling and felt isolated.

D requested support in getting some practical help, especially around bathroom adaptations so they could access the shower. D couldn't get to the shops to buy food or collect prescriptions, was concerned about delivery charges, also their bins were not being emptied. Our Link Worker contacted the refuse collection service and discovered that D's bins weren't being emptied as they were not being put out on the street. The Link Worker made the service aware that D was disabled and arranged for the bins to be collected from an accessible space. D was also referred for support with food shopping and a free of charge prescription delivery was arranged.

A Care Direct referral was made for adaptations and although D had to contribute to these costs, they were pleased to have them. D was visited daily by carers but wanted more support with personal care. The Going Home Link Worker supported D to negotiate this. D now has more confidence and has reported that they are feeling less isolated and more able to go out socially.

D has fed back that with the help of their worker they feel an increased level of confidence and purpose. The health inequalities they were experiencing have been alleviated.



- 1: 12 (1%) people fed back about accessing local healthcare in our **Health Research Project** (started October 2024)
- 2: 832 (46%) people were supported to get out into the community through **Community Links**
- 3: 642 (36%) people accessed local Physio, Chiro and Osteo appointments through our **Musculoskeletal Clinic**
- 4: 196 (11%) people improved their awareness of mental health through our **Thrive work**
- 5: 113 (6%) people got moving through **Physical Activity sessions** (ended June 2024)



100% of the people using our **Going Home from Hospital Project** felt more confident in being able to access groups and services

The **Going Home from Hospital Project** was granted a **further year of funding**.

We **published a report on community views on health inequalities**, written in collaboration with community researchers and the University of Bristol.

Our **Physical Activities Project** was recognised with a **National Award** for the Best Physical Activity Social Prescribing Project.

**Coming in 25/26:** We'll be **embedding our Going Home from Hospital project** and **continuing to expand our MSK offer** with more therapists offering more appointments.

# ADVICE AND SUPPORT SERVICES

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C is on an unpaid career break due to ill health and came to BOOST experiencing financial hardship. Although C is in receipt of Universal Credit, they were struggling to cover monthly bills.

C informed the BOOST worker that their payments were subject to deductions due to past overpayments. The BOOST worker was able to get these deductions reduced so they now have less of a financial impact.

With the support of the BOOST worker, C was able to complete a Work Capability questionnaire and assessment, and following this was awarded the enhanced level of Universal Credit.

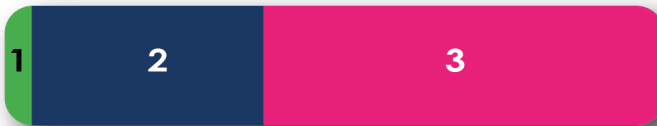
The BOOST worker helped C claim a Discretionary Housing Payment to cover bedroom tax arrears. C no longer has to pay this and is getting full housing benefit. C was also eligible for a Council Tax Reduction, and the BOOST worker successfully negotiated a manageable repayment plan.

C's water bills were reduced thanks to a successful application to Bristol Water's Assist Tariff and Restart Scheme, and the BOOST worker also applied for an energy voucher to cover winter heating costs.

The impact of poverty and health inequalities on C has been alleviated by ensuring they are receiving all the benefits they are entitled to, and they they are only paying taxes that they should be. C is now in a far better position to manage their finances, and can manage their health more effectively by feeling able to heat their home over the winter.



- 1: 29 (4%) people got together to share recipes and tips, cook and eat together in our **Cooking Club**
- 2: 239 (34%) people were able to access low-cost, healthy food through the **Food Club**
- 3: 432 (62%) people received support to build their financial resilience, and advice around employment, housing and debt through **BOOST**



**86%** of people accessing BOOST reported that they felt **more in control of their money**.

Our services worked with volunteers to help them do more, and to give volunteers opportunities for people to learn, use skills and develop. **100% of volunteers** we asked felt that the work they were doing **made a difference to the community**.

**Food club** members were encouraged to join a cooking club, cooking and eating together but also **cooking food to be given out in food club** or for people to enjoy in the cafe.

Our **food projects** adopted a **“no waste approach”**, working with partners to ensure any leftover food was shared, replanting seeds from herbs and vegetables grown to ensure there would be future crops.

**Coming in 25/26:** Horizons project – a partnership to deliver drug and alcohol support services.



# SUSTAINABLE ROOTS

We celebrated the 20th anniversary of the opening of our Wellspring Site, originally conceived as Wellspring Healthy Living Centre, in November 2024. It was great to see community members, tenants and staff come together to celebrate the achievement and legacy of a small community group who got together to bid for, design and develop a one-stop community health centre in Barton Hill.

From the point where it became clear that the original GP surgery in Barton Hill needed to move, local residents started to envision holistic health services for Barton Hill and successfully applied for New Deal for Communities funding. After trips to other Healthy Living Centres, getting more of the community involved, and engaging with builders and architects, building work started and the doors opened in 2004.

So much of the building has come from the local community, from selecting the layout and paint colours, to the animal tiles on the reception floor, designed by children at local primary schools.

“There’s so much potential now the Healthy Living Centre and Settlement are one organisation. The community have one organisation rather than two, working really holistically to provide services not just around health and wellbeing, but advice, family and youth, and community work too. It’s hard to separate those different things, like the impact of financial worries on health and wellbeing. That can only be a good thing for Barton Hill.”



# SUSTAINABLE FUTURE

The Swannery officially opened its doors in 2024. The space was mainly designed by and for young people.

Many local young people told us that they didn't feel safe going out of the area to socialise, and wanted something local. People of all ages in Barton Hill told us the same thing: they wanted a space for young people, and activities to bring the community together.

The young people didn't just give us a wish list – they were involved from the start. They had the chance to go to other youth spaces in different parts of the country to get ideas about what would work for them, and to come to meetings with the architects and builders to see how a big development project works.

Two of the young people involved with the Swannery development came to us for their work experience to see how community organisations run. Ahmed and Hassan were put to work mowing the football pitch, building planters for gardening sessions, and helping out with the Food Club. As well as developing practical skills in time keeping, team work and more, they both loved giving back to the community.

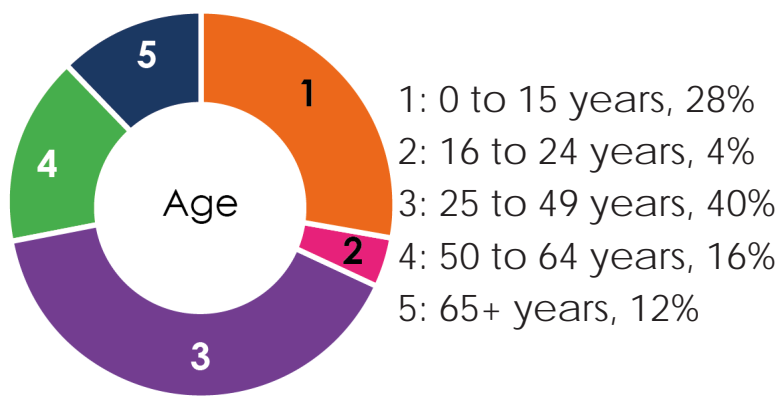
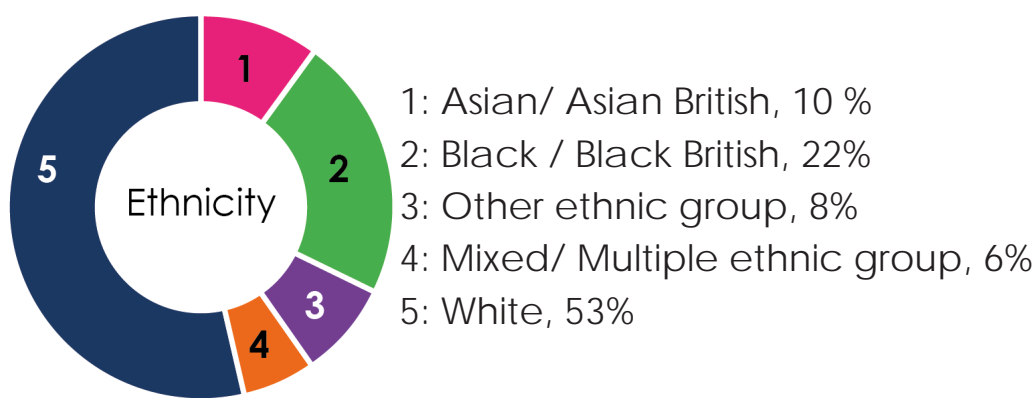
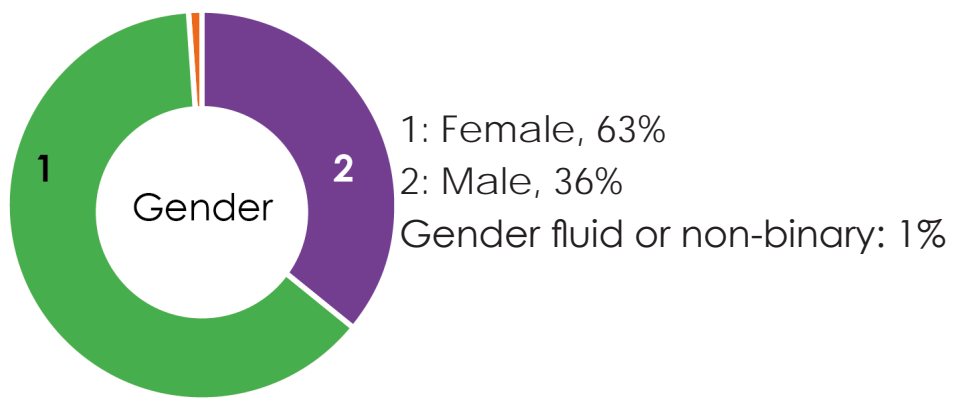
"Food Club was my favourite, I enjoyed helping the community and seeing the reactions from people."

Ahmed and Hassan left with a broader view of what's on offer here, one that they will take back and share with their families and communities. They continue to engage with the youth activities, and we hope to see their faces around for years to come!

# WITH THANKS TO OUR FUNDERS

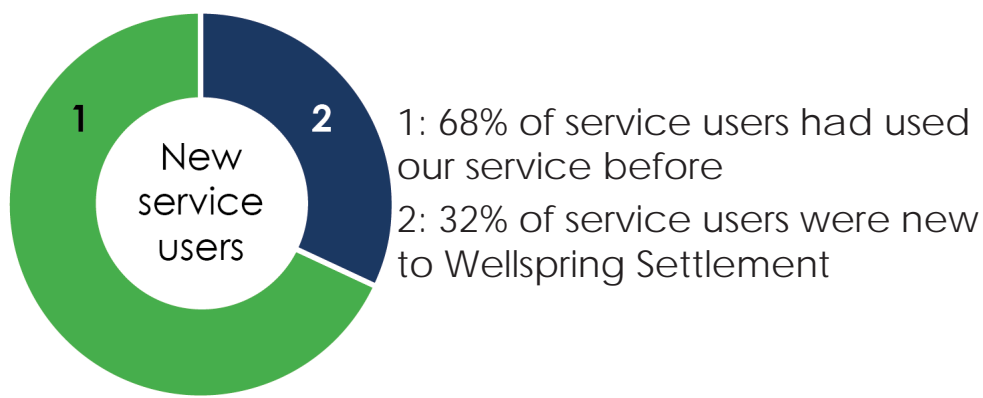
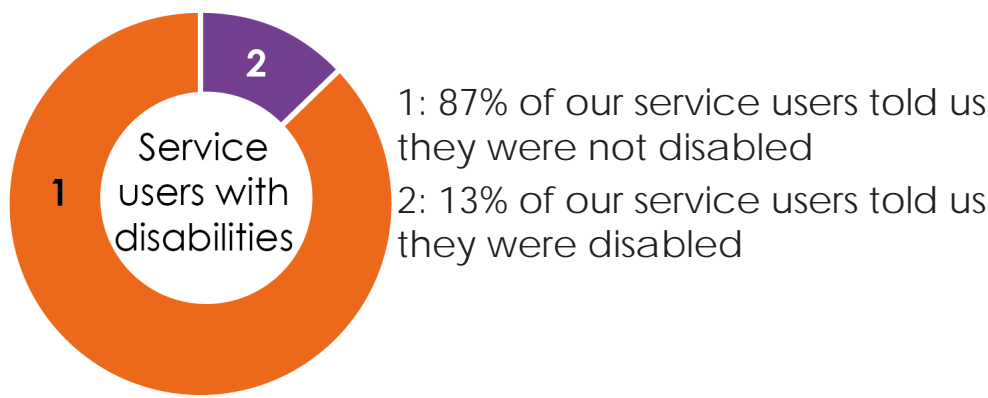


# ORGANISATIONAL IMPACT





# ORGANISATIONAL IMPACT



# STAY IN TOUCH

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