



St Werburghs
Community Centre

APRIL 2021 - MARCH 2022



Horley Road, BS2 9TJ
www.stwerburghs.org.uk
office@stwerburghs.org.uk

Tel. 0117 955 1351
Reg. Charity No. 1074495
Company No. 03713212

TRUSTEES' REPORT

by Fabia Jeddere-Fisher, Interim
Chair & Treasurer of SWCA

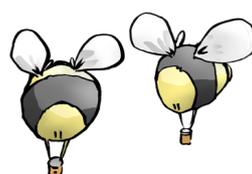


The whole team at SWCA have risen to the challenges faced during the year April 2021 to March 2022. Whilst coming back into full Centre operations post-pandemic, we focused our efforts on recruitment into our main and new roles, staff training and team development. The Digital Project has been a real team effort as we implemented new Customer Relationship Management (CRM) software and room booking systems. The Centre users and customers have benefitted from the new, improved and more accessible website as well as much-

needed upgrades to the Open Access Computer Lab.

Our Tenants have supported the Centre throughout and returned to their offices post pandemic. These include: KHAAS, Kingsway International Christian Centre (until Jan 2022), Amicus Foster Care and Herbalists Without Borders. Neck of the Woods Café stayed open despite reduced business. Karen Christie Counselling has found a co-tenant Mary-Rose Clarke who also is a counselling therapist. It has been wonderful to see the Centre buzzing again with so many services on offer including our Open Access Digital Inclusion Hub, Easy PC, Raking & Baking, Tai Chi for over 50s, Stay & Play, Festive Friends, Picnic in the Park, Christmas Market, Open Day and Hive Pilot. We were happy to be able to house the over 50s Art Club at the Centre for the first time by providing space and support to a group that had been without a home since the start of the pandemic. We continue to welcome members of the local community to our much-needed Foodshare which has been developed from the foodbank service we launched in lockdown.

As a Membership organisation and community business we pride ourselves on being one of the most inclusive organisations in Bristol. During the year we started a review of our membership with the aim of increasing the engagement of our community. We hold principles of Equality, Diversity and Inclusion (EDI) highly within the organisation, and our trustees provide an essential critical lens to interrogate the operations of the organisation to ensure these principles are upheld. Diversity is part of our DNA and all our services are designed with inclusion and accessibility in mind. We were able to support selected providers of physical activities as they returned to the Centre, helped them with the promotion of their classes via videos and enabled them to run affordable or free sport activities. In our efforts to make physical activities even more accessible, we distributed free sport equipment to families through our Foodshare clients. With reductions in grant income, we need to be even more resourceful. We are developing new enterprise plans to ensure long term sustainability of services within our four priorities areas of Digital Inclusion, Mental Health & Wellbeing, Economic Inclusion and Environmental Sustainability. This time of transition and recovery from the pandemic and emergency response has not been easy but we are extremely proud of what has been achieved. I would like to acknowledge and thank Goska, Alison and all the SWCC staff for their hard work and commitment. We look forward to sharing the progress with you next year!



CENTRE REPORT

by Goska Ong, Director of SWCC



I am delighted to share that we made a wonderful recovery in April 2021 to March 2022, not only by achieving very minor 7% reduction in overall income but also by continuing and expanding our service provision for the benefit of local people. This wasn't easy, particularly due to staff changes within the period, but our way of working and resilience allowed us to move forward against all odds. I can't thank my colleagues enough for the contributions they made.

Those who moved on, and the new amazing team we have now with us, thank you all for your hard work, commitment and passion to make St Werburghs Community Centre the welcoming place it is.

During the year we provided space for 293 groups, which is encouraging when compared with the 70 groups last year, and 333 groups in the year prior to the pandemic. This demonstrates strong progress in our business recovery and aligns with the income from our charitable activities. Last years' drop in membership meant we have needed to work very hard to ensure the sustainability of the Centre. Current Membership numbers are still significantly lower than pre-pandemic but we have developed a Supporter Membership offer for those who would like to support us. This enables us to engage with everyone who would like to be involved with our membership scheme.

Our Service Provision has become more challenging with demands rising and the loss of the Bristol City Council's Bristol Impact Fund. Thankfully, other Bristol City Council grants funded core activities during the year allowing us to support the local community. We have not made any cuts and haven't lost any services. We secured the National Lottery Awards for All grant and when needed we committed our own reserves to continue the core provision: Open Access Public Computers, Reception Support and Signposting, and Digital Inclusion Easy PC Project – services which are vital for those most in need and marginalised people in our locality.

COMMUNITY SERVICES

Our Raking & Baking Project, led by Misty and supported by John James Bristol Foundation, achieved new heights [read more on p10-11]. The Foodshare [p12-13] continued thanks to Burges Salmon and the dedication and perseverance of the team and volunteers. Alongside our weekly drop-ins Stay & Play and Tai Chi for Over 50s, we launched the over 50s Art Club [p14] and engaged with local groups and residents via the Hive Pilot sessions, supported by Sovereign. Our free and inclusive events brought together hundreds of people on each occasion and we are grateful for all grants, donations and the awesome volunteer teams - without them we could not have delivered these projects.

The Funding the Future grant from the Quartet Community Foundation was the biggest investment in the year and allowed us to focus on development and collaborations. That piece of work continues throughout the current year as we are preparing to launch a St Werburghs Community Centre supporter's campaign in Spring 2023. Our collaborative outlook resulted in forming a partnership with St Werburghs Partners: Children's Scrapstore and St Werburghs City Farm. It also allowed our team to work better together with cross-referrals within the projects and careful planning for the benefit of our service users.



Sport England's Tackling Inequalities Fund - currently known as Together Fund - awarded by Voscur and Wesport, helped some Members to reinstate their physical activities indoors, making it easier and keeping classes affordable for all. Some of those funds helped to promote the activities and provide equipment to local families. Again this was new work which continues into the current year, and there are other benefits:

both Voscur and Wesport have been fantastic, offering not just financial support but also training, advice and networking opportunities throughout.

And lastly, special thanks go to Ariana Ahmadi, the former Chair who stepped down during the year. Ariana brought a wealth of local knowledge into her role, contributed to the current strategy, and had supported the Board as the Vice Chair for over five years prior to becoming the Chair. Thank you to Fabia Jeddere-Fisher, our Treasurer, who stepped into the Interim Chair role, and Graham Bottrill who supported as the Vice Chair. I would like to thank all our Trustees: Lyn, Debbie, Tunde, Richard, Ben and Claire for their presence, support, encouragement and commitment. Also, thank you to Michael and Tom who stepped down at the last AGM.

Thank You!



In honour of Roy Hackett MBE

This report would not be complete without honouring Roy Hackett MBE (19th September 1928 – 3rd August 2022). Roy was a Trustee on St Werburghs Community Association's board since 1971 and a very active member of the local community. Known most for his activism and fight for civil rights, Roy had been a Social Worker and touched the lives of many people.

Roy co-founded the Commonwealth Coordinated Committee (CCC) in 1962, which organised St Pauls Carnival. The CCC was renamed Bristol West Indian Parents and Friends Association, of which Roy was the Chair. They held meetings on the first

Saturday of each month at St Werburghs Community Centre up to December 2019. Since the 1970s, BWIPFA have run many excursions and weekend activities for families, including trips to countries in Europe and a youth exchange programme to Jamaica. The activities and day trips provide predominantly single parent families the opportunity to spend valuable time as a family. Support for elderly is provided too, with hampers kindly made and donated to people in need.

He said "I was born an activist" and he saw it as his duty to challenge racism whenever he saw it. He often said "if you want to win it, you have to be in it" and believed strongly in changing things by actions, participation in civic life and supporting his local community. His beliefs underpin the Memorandum of Articles of the St Werburghs Community Association, which were updated only once in 2010 to include the fact that we now serve the wider community of Bristol and all Equalities groups in its objects.



MEMBERSHIP RATES

New Membership Rates

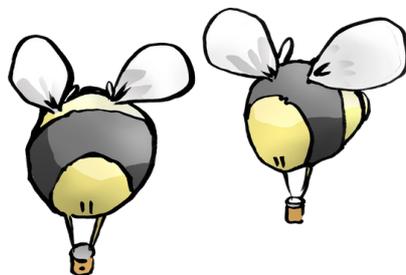
We have been working hard this year to review our membership offer. Individuals wishing to support our work and membership scheme can now join as Supporter Members.

- **Supporter Membership** is £20 per year.
- **Membership for organisations or individuals running classes** is based on the annual income of that activity. Rates are outlined below:
 - A. up to £12,500 = £20
 - B. £12,500 - £26,500 = £30
 - C. £26,500 - £100,000 = £40
 - D. over £100,000 = £50

We love engaging with our community and we ask all members to volunteer for at least one of our annual events, such as our User Forum, Picnic in the Park and Christmas Market. We also request that members attend our Annual General Meeting, where they can help steer the direction of the charity.

There are some additional responsibilities and liabilities as a member so it is important to read through our [memorandum document](#) which can be found on our website.

To find out how to become a member and for full terms and conditions please email office@stwerburchs.org.uk.



SERVICE SPOTLIGHT



Festive Friends

The doorstep chats and delicious food we provided to isolated individuals in the community during lockdown proved incredibly popular.

Once lockdown ended, Festive Friends evolved and in August 2021 we proudly held a Summer Festive Friends Afternoon Tea at the Community Centre. This was closely followed by a Christmas Lunch event in December 2021 when we reunited some of the most isolated older people in the local area. They were entertained by Golden Oldies Charity singalong and were joined by the Lord Mayor of Bristol.



"It was amazing. The food was fine. The hot Christmas drink was wonderful. All your helpers were so good and kind. We were given Christmas cards from children that brought tears to my eyes. I can only tell people what a wonderful organisation St Werburghs CC is. All are welcome. Thank you again. I so enjoyed myself. I hope you all have a wonderful 2022."

Mary Wood, Dec 2021 attendee.



Festive Friends photos by Tom Alexander

SERVICE SPOTLIGHT

Raking & Baking

In April 2021 we were in the final stages of our Raking & Baking Covid outreach programme. Three members of our team were delivering recipe boxes and doing doorstep chats or 1-2-1 walks with around 30 people. With this project ending we put an interim service in place to get our beneficiaries ready for transition. For four weeks we ran small wellbeing walking groups in local green spaces to prepare people to socialise again and / or attend courses at the centre.

"I loved that group walk, I feel so much better after it. It was so nice to get out and about. I wouldn't have seen that beautiful sky if I hadn't come out today with you all."

One of the most valuable things that came out of the pandemic is our relationship with Penfield Court, a St Werburghs supported living residential scheme. We built relationships with several residents during the pandemic and that opened the door for relationships and shared opportunities with so many of the other tenants. This is still thriving.

We resumed Raking & Baking courses in the Centre in June 2021. People were aching to meet with others once again and despite numerous Covid restrictions, we made it work. That course also introduced us to Pauline, a game-changing community connection. Pauline is originally from Jamaica and worked for many years as a caterer. She came on the course with her relative, Janet. They smiled their way through the course.



"During Raking & Baking I was given the opportunity to share food I love, and I wanted to show people my culture and the food. Some people have never experienced Jamaican food and I've been keen to share my knowledge. I've never made it with tofu though so even I learnt something new today! They loved it and I loved that they loved it."

Pauline, participant / volunteer.

Raking & Baking continued.

Pauline returned to share her knowledge whenever she could and we now do a Jamaican week every course. It's always our most popular week and participants have commented how it is 'so rooted in St Werburghs history'. Katy, who attended the course after Pauline was so thrilled to report back, "I made the Jamaican feast at home. I was so proud of myself!

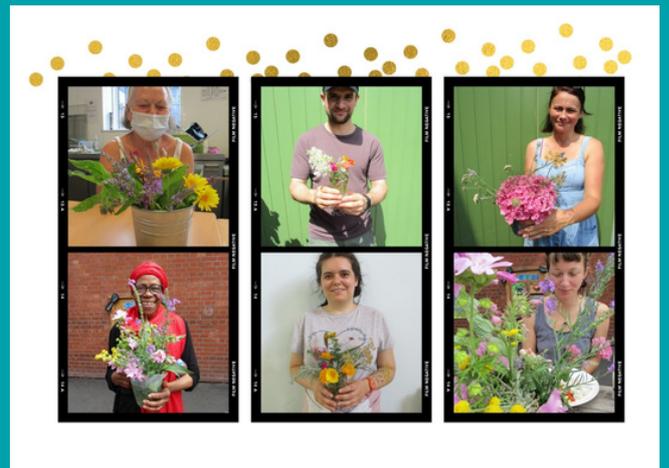


Pauline's Jamaican feast

At Raking & Baking we talk a lot. We talk about food mainly but we also find out what people are lacking in their lives and what they need for their mental or physical wellbeing. We always make a note of these things to see if it can feed into other services that could run here at the Centre and we guide them to any relevant groups. The number of people attending Tai Chi sky-rocketed after we referred participants who made plans to attend together.

Another lovely tradition that began on the first course back after Covid was that we started decorating the table with flowers from the garden. Each week a different participant was in charge of collecting and arranging them. We found that this job brought so much joy to those involved, helped them feel connected and gave them a sense that they'd made a very personal contribution to the group.

By Misty Tunks, Project Coordinator.



"I've never collected flowers before but I loved doing it and giving the group something lovely to look at." Nick, project participant.

Raking and Baking 2021/2022 in numbers:

- **100% of participants in July 2021 reported that they felt more confident, less isolated and saw an improvement in their well-being.**
- **Around 30 people received recipe boxes and benefitted from doorstep chats, 1-2-1 walks or wellbeing walks during our Covid Outreach and transition programmes.**
- **Over the year we've run five courses and 40 people have attended in total.**

SERVICE SPOTLIGHT

St Werburghs Community Centre Foodshare

During 2021 we worked hard to get back on track after the Covid-19 restrictions. As the Foodshare was designed to be a Covid response service we had expected it to end in 2022. However, the ending of Covid restrictions did not correlate with a decrease of people needing support. Many families were left in a worse situation than before the pandemic with increased economic instability as well as rising housing and living costs in Bristol. Fortunately a generous donation from Burges Salmon meant we were able to keep providing this invaluable service.



Developing the Foodshare

In early 2022 Reuben took over as Foodshare Coordinator and has taken on the challenge with passion, energy and determination. The service also moved towards a more sustainable model - based on food clubs - where users contribute £3 a week for the food and household items they collect from us. Thanks to Reuben's commitment, the help of Feeding Bristol and our local community, we were able to continue supporting the local families who use our service.

Nice words from our Foodshare service users:

"...my daughter as you know and I have been so lucky to be able to reach out for help through the foodbank the pandemic meant I couldn't work and it has been vital for us to be able to get not only essentials and food but a massive community support team who is always so kind positive and always trying to find ways to help people in need as the future is so unsure and now the cost of living means people like single mum working 3 different jobs and I still don't know what I would do without all St Werburghs Community Centre Foodshare the staff are the most kind respectful and so helpful I am so great full for all the help you have gave us over the last few years." Long term Foodshare member.

"I also want to use this medium to appreciate you and your team for helping me and the kids during this time. I hardly get to see you and vice versa...so, thanks again. We do appreciate every single help. Soon, once again, we will be giving back to the community as well. Hopefully some day."

St Werburghs Community Centre Foodshare continued.

Between the Foodshare launch in July 2020 and February 2022 we had 92 different families use the service, which is 369 people. Usually around 24 families came in each week. Many of them used the Foodshare more than 20 times over that period.



Foodshare Feedback review October 2021:

"It has meant so much as the Foodshare has ensured we have food in our fridge and cupboards more frequently."

"It has taken the stress off for me."

"It has been a great help as financially life has been a struggle. Having their support has been a godsend."

"We as a family would like to say a huge thank you to Foodshare for all of their donations. All of the staff are so friendly and supportive...We appreciate you all."

"It has meant a lot, a safe place to come for help. During covid I didn't work as I was self-employed. It's been a life saver and also everyone is so kind, it's an amazing community."

Of the 18 service users who responded:

- **100% said the Foodshare helped their mood / happiness**
- **89% felt less isolated**
- **94% felt an overall improvement in their wellbeing (felt more healthy / active, made more connections, learnt more)**
- **33% have been signposted to or have accessed other services we offer / other local services and opportunities**



SERVICE SPOTLIGHT



Art Club for over 50s

Many older people are becoming increasingly isolated within their homes and the pandemic exacerbated this as people become fearful of catching the virus. In January 2022 we offered a free room to the over 50s Art Club which soon proved very popular, meeting the needs of local residents. The two hour sessions are usually self-led and not regularly facilitated. Everyone is welcome and tea and coffee is provided. The members of the group practice different art forms and support each other in their practice. Thanks to Age UK funding, we are occasionally able to bring in a professional artist to focus on a specific skill which participants would like to develop. The group is as much about coming together, overcoming loneliness and improving wellbeing as it is about art.



"I joined the art group because I tried doing art at home but I have a small council house and didn't have the space or time. I really look forward to spending a little bit of time just for me. The group is friendly and we sometimes have great conversations but we work quietly too."



St Werburghs
Community Centre

NEW

ART CLUB

AT ST WERBURGH'S
COMMUNITY CENTRE
HORLEY ROAD, BS2 9TJ

🕒 **EVERY TUESDAY
FROM JANUARY
25TH 2022
2 PM - 4 PM**

*Participant-led club
for older people.*

Bring along anything creative you like;
Painting, knitting, embroidery, mosaics...

Refreshments and materials provided.
To book: email or call.

**office@stwerburghs.org.uk
0117 955 1351**

Registered Charity No.: 1074495



"We are an over 50's art group that revived the art group. St Werburghs Community Centre gave us a space to continue. We are just beginning to rebuild the group with a range of people who just want to come out of the confines of home, meet up with other people and do something artistic that they have not done before." Dennison, Art Club participant.



FINANCE REPORT

Analysis of figures:

In our first full year post Covid-19 our income profile shifted back towards 2019/20 levels.

The total overall grant income was back down to contributing a total of 41% of our income, compared to 92% last year, and 40% in 19/20. In this year only a small amount of the grant income came from Power to Change Community Business Fund, as we completed the final work on our Capital & Digital project to refurbish the building and overhaul of our booking system. Other grants ensured we could continue with existing projects and we also received substantial new funding (25% of the total) from Quartet Funding the Future to enable us to work on development including increasing the organisation's capacity, setting up collaborations and partnerships and establishing a new membership model.

BIF funding from Bristol City Council represented just 5.2% of our overall income in this year – similar to the previous year but a significant decrease on 19/20 levels, as the funding is wound down in this year. However, we also received Covid self-isolation grants from BCC and business support grant to aid our recovery from Covid, which contributed a further 24% of our grant income in the year. In addition to this we received a small final payment from HMRC to offset salaries as we brought staff back from furlough at the end of the previous financial year.

The majority of other grant income came in funds from The National Lottery to support Digital Inclusion work at the centre, and funds from Voscur/Wesport to continue our Sport England offering giving people the opportunity to participate in low cost activities promoting health. We also received funds from John James Bristol Foundation, Burges Salmon, The Anchor Society, The Care Forum, Asda, Nisa and individual donors for our Festive Friends events, Raking & Baking project, Foodshare service, Picnic in the Park, Art Club, and Tai Chi.

Our overall earned income has increased to around 58% of our overall income in the year. This is very nearly back to the 19/20 level, as a percentage of overall income, but the actual income is still 8.5% less than the total earned income pre-Covid.

FINANCE CONTINUED.

Staff costs increased overall during this year, primarily due to the recruitment of a Development Manager to carry out the Funding the Future work. We also created a new Enterprise Manager post to develop our earned income activities.

Premises costs increased by 22% over 19/20 costs. During this year we incurred expenses for repairs to the movable wall and upgrading to our boiler along with multiple plumbing issues and fees for energy performance certification. Other costs remain comparable with previous years. Obviously BCF Capital costs were considerably lower as we completed the final works in this year.

The overall financial picture may appear unstable, with an overall loss of £78,426. This is compared to an overall profit in 2021, and a deficit in the previous year, albeit a much smaller one than this year.

However, the deficit is primarily in restricted funds covered by carry-forwards from prior years. The deficit in unrestricted funds reduces our balance on unrestricted reserves to £261,843 which is still a healthy balance to be working with. Of these our free reserves currently stand at around £127,552, having deducted the following:

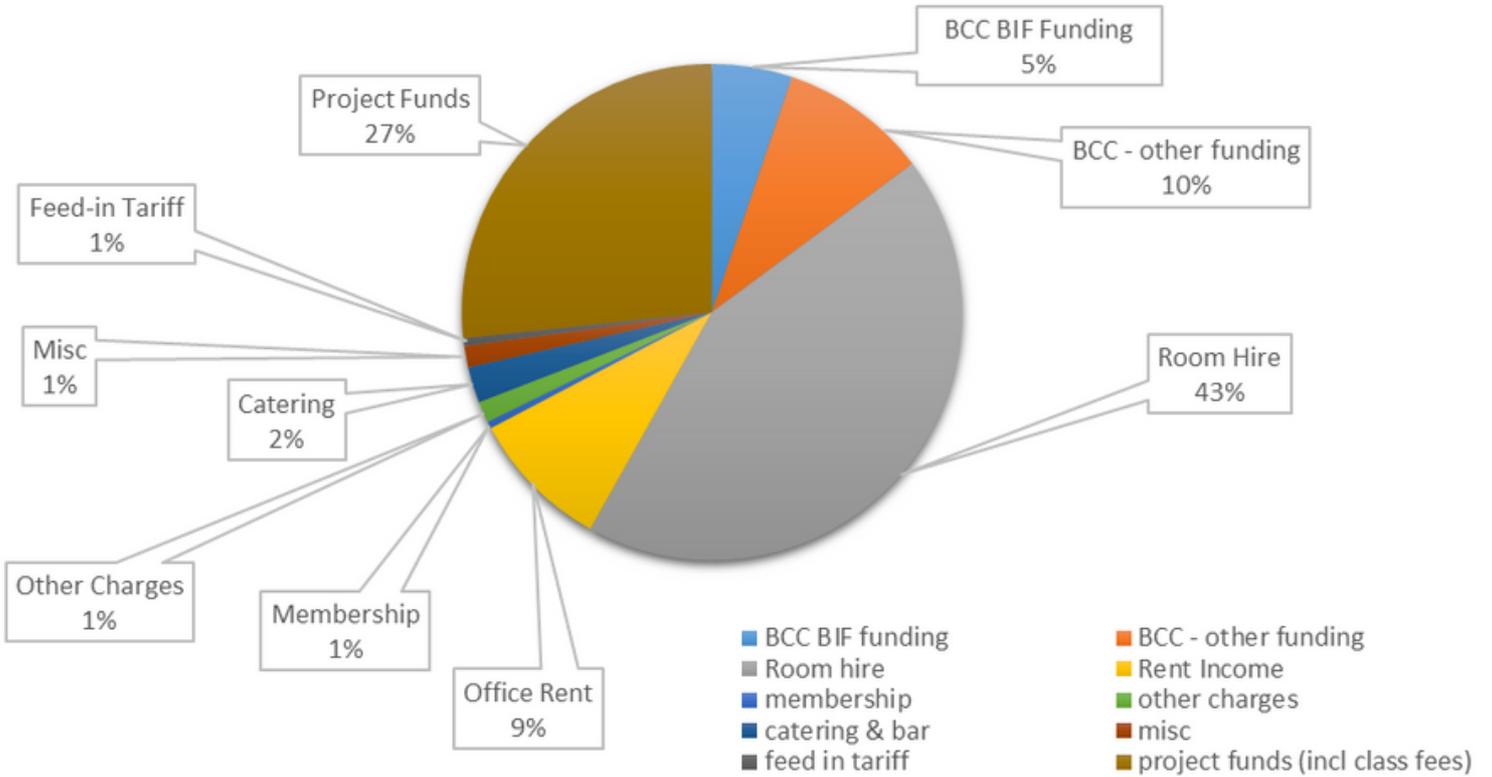
1. three months running costs set aside as reserves, following best practice guidelines set out by the Charities Commission and allowing for any variance in unrestricted costs in the year.
2. three designated funds:
 - to cover the costs of the general maintenance of the building
 - to cover major building repairs
 - the provision of additional costs (holiday pay and pension contributions) accrued by the organisation during a period of statutory parental leave.

All funds will be adjusted as necessary according to the changing needs of the organisation.

Moving forward the trustees have committed to investing reserves in developing our business recovery model including setting aside funds to facilitate further development of the building and wider community initiatives. We will continue to develop, sourcing creative and financially viable ways to maintain and improve our facilities and services so we can benefit all the communities who enjoy our venue.

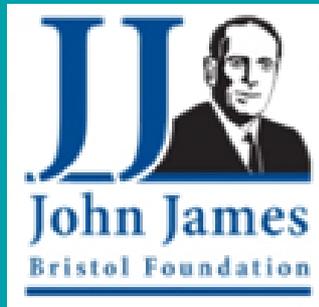
FINANCE CONTINUED.

Consolidated Statement of Financial Activities 1st April 2021 - 31st March 2022



FINANCE CONTINUED.

Income	2020	2021	2022
Donations and grants	126,233	521,031	119,508
Income from Activities	187,466	43,861	171,644
Other	221	128	26
Total	313,920	565,020	291,178
Expenditure	2020	2021	2022
Staff Costs	165,628	197,013	212,375
Premises (including building depreciation)	92,256	138,104	112,809
Office	25,596	18,247	19,266
General (including depreciaton)	21,728	21,504	20,465
CBF Capital Expenses	4,726	133,082	2,079
Insurance	15,082	536	2,610
Total	325,016	508,486	369,604
	-11,096	56,534	-78,426



SPECIAL THANKS

SWCA Trustees 2021/22:

Ariana Ahmadi
Debbie Clough
Fabia Jeddere-Fisher
Graham Bottrill
Lyn Porter
Michael Lloyd-Jones (until 2/11/21)
Roy Hackett
Thomas Youngman (until 27/01/22)
Tunde Agoro
Vanetta Spence
Richard Dixon (from 27/01/22)
Claire Kendall Muniesa (from 27/01/22)

SWCC Staff 2020/21:

Goska Ong
Rennie Williams
Alison Saunders
Rachel Kane
Rachel Clark
Kirsty Allan
Josephine Kontis
Steve Adlard
Camilla MacLaverty
Artur Krykwinski
Misty Tunks
Jess Atherton
Kirsty MacDonald
Surya Campbell
Mollie Gillett
Kirsten Van Den Hout
Emma Jobling
Maria Madariaga
Bella Ludlam
Jen Hayton
Conner Gard
Raina Magwani
Genevieve Davis
Ruth Cottam

All Members of SCWA

SWCC Project workers:

Reuben Glanville
Dennison Joseph

Thank you to our Volunteers & Neighbours.

Funders:

- Bristol City Council's Bristol Impact Fund Grant.
- Business Restart support via Bristol City Council.
- Bristol City Council's Public Health funding
- HMRC job retention scheme supported furlough.
- National Lottery Awards for All grant
- Quartet Community Foundation – Funding the Future Programme
- Burges Salmon
- The Power to Change Community Business Fund
- The John James Bristol Foundation
- Asda's Bringing Communities Back grant
- Nisa's Making a Difference Locally grant
- The Anchor Society
- Sport England Tackling Inequalities Fund distributed by Voscur and Wesport.
- Health Equalities Partnership via Care Forum
- Brunel Tyres
- Acorn Property Group
- Amicus Foster Care

All the organisations and individuals that supported us throughout the year.

*Thank
You!*