



## Reducing isolation, promoting wellbeing

Established in 1996 in response to a local community survey by Central Baptist Church, Charles Street

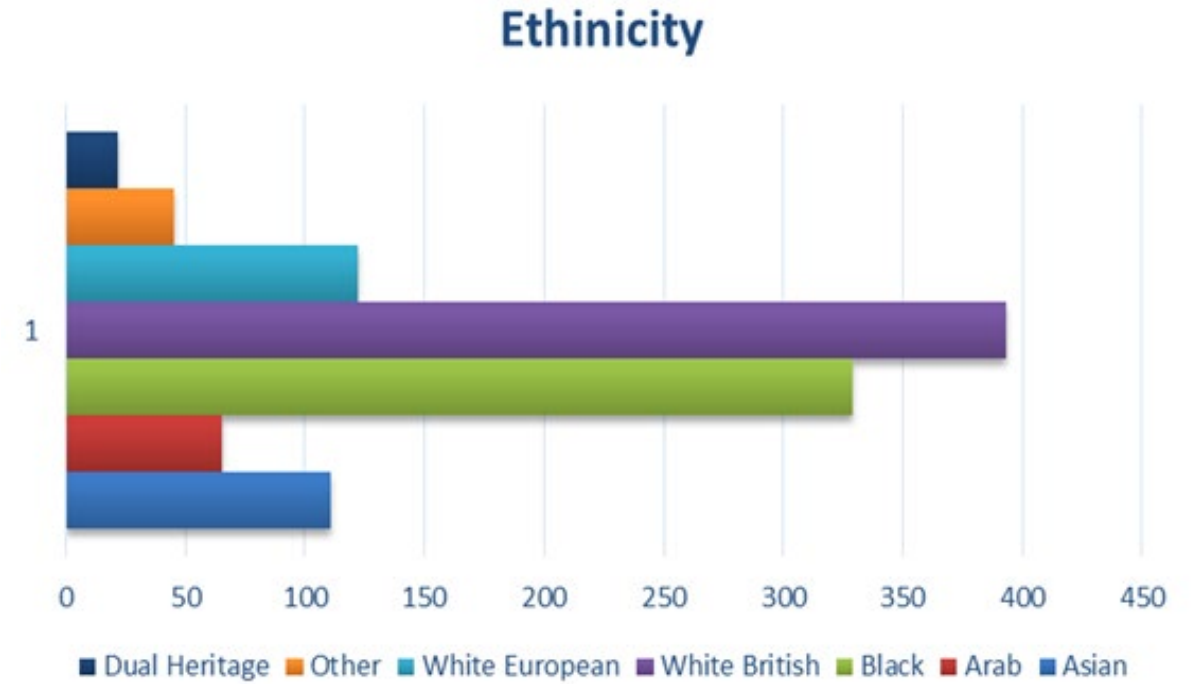
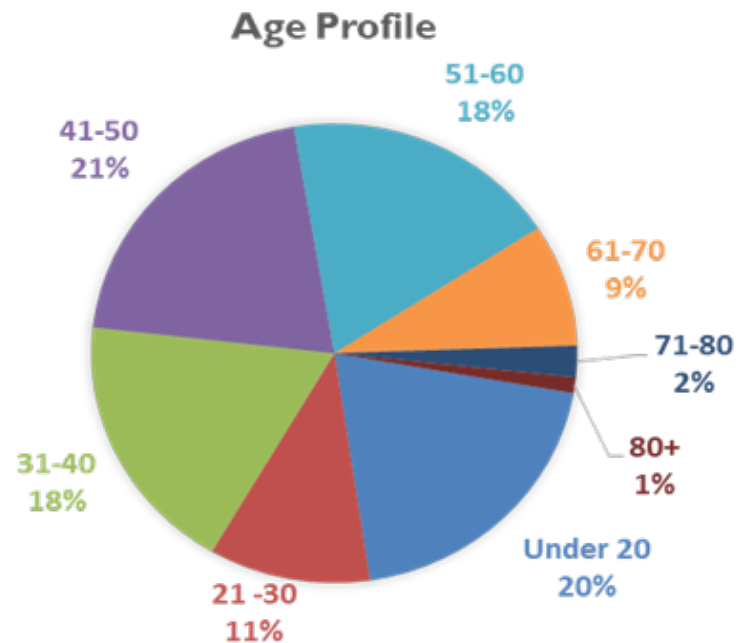
### Aims

- To provide or assist in the provision, in the interest of social welfare, of holistic services which will promote social inclusion and enhance the quality of life for men, women and young people with the object of promoting health and wellbeing
- To serve people who are vulnerable, refugees, asylum seekers, those affected by, or are at risk of, homelessness, loneliness and social isolation, those with learning difficulties, mental health problems, and those affected by drug and alcohol misuse
- To deliver client-centred services which are responsive to the changing needs of those we serve, whilst demonstrating Christian love through our thoughts and action
- To provide access to support, befriending and signposting to improve access to services and advice

# People we support

~1,100 individuals      ~12,000 visits

Male 78%      Female 22%



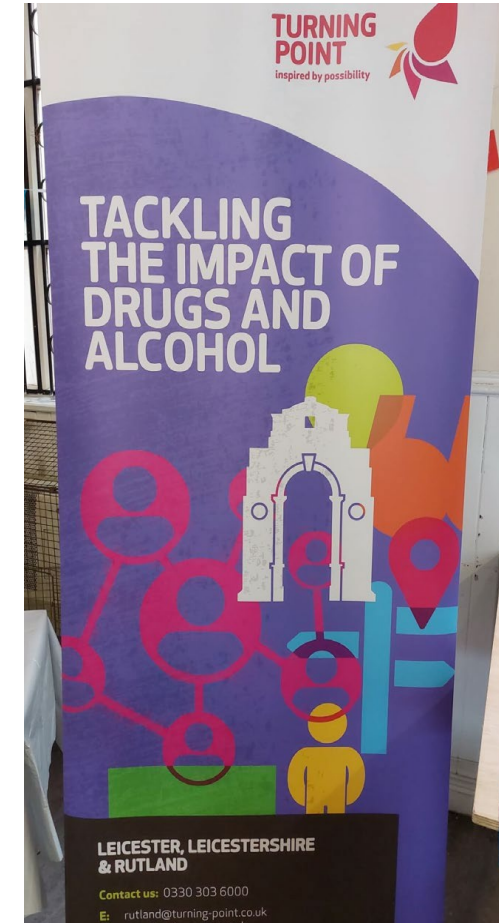
## DAY CENTRE (WARM SPACE)

- An open-access, warm & welcoming space for people facing loneliness in the city
- 763 individuals came to the day centre
- 6,972 times to keep warm, meet other people and have something to eat and drink
- Social activities: quizzes, bingo, music, art and craft, drama etc.
- Physical activities: table tennis, pool, walking, crazy golf, keep fit sessions.
- Social eating: sharing free food and drink (6,972 meals, over 19,000 hot drinks)
- Emotional support: someone to talk to

# Support Work - Day Centre - Health and Wellbeing

<b>Health in the know information awareness</b>	Minor ailments, Access to GP services, Wound care, Vaccine awareness
<b>Access to NHS Services</b>	Drop-in sessions for eye (glasses), hearing, blood pressure, diabetes hepatitis, teeth and smiles checks
<b>Making NHS Appointments</b>	With GP, Dentist, Hospital, NHS 111
<b>Alcohol Awareness Week</b>	Education on responsible drinking and health impacts (mocktail making)
<b>Cancer Awareness</b>	Breast, cervical and prostate cancer awareness
<b>Mental Health Awareness Week</b>	Focus on mental health support and services
<b>1:1 Mental Health Support</b>	Personalised support for mental wellbeing
<b>Physical Health</b>	Exercise classes, boxercise
<b>Creative Sessions</b>	Art Club, Creative Writing, Emotional Writing, Drama Club
<b>Cooking Sessions (50 sessions)</b>	Classes to promote healthy eating
<b>Emotional Support</b>	Drop-in sessions for emotional assistance
<b>Look Good, Feel Good Events (4)</b>	Free haircuts, pampering, manicures, clothing

# Day Centre – Health and Wellbeing





# Support work/information and signposting

	Support/service provided	Attendees
External agencies	Appointments hosted at the Centre Project	97
	Adult Education slow cooker session (7), Live Well Leicester (3)	10
Bus pass applications		37
Debt/money management	help with budgeting and managing debts	97
Digital support	access Wi-Fi, email accounts, scanning documents	232
Energy issues	fuel top-up vouchers, warm home discounts, meter readings	66
Homelessness	preventing evictions and accessing emergency accommodation	60
Housing issues	dealing with complaints, repairs, finding suitable place to live	217
Optical checks/new glasses		44
Signposting & referrals to other agencies	e.g. Adult Social Care, emergency food	194
Small grant applications	for household items e.g. cooker, fridge, washing machine	9
Telephone Access	to reach other services e.g. Housing options, DWP	1,247
Welfare benefits	application, dealing with sanctions, late payments	95

# Support work – Community and Social Activities

Activities and sessions	Participants
Free Hot Meal – 3 days a week	6,972
Summer barbeque	74
Trips – Skegness and Nottingham Christmas Market	21
Christmas Buffet Meal	74
Bingo sessions	117
Meaningful activities e.g. cooking, art & craft sessions	642
Keep Fit & Mental Health	104
Mental Health 1:1 Sessions	81
Look Good, Feel Good	143
Free Haircuts	93
Mini Golf Sessions	72
Socialising/Peer Interaction, games & activities	2,571

# Food Bank - Monday mornings

- Partnership with **Leicester South Foodbank Reaching People (Trussell Trust)**, plus fresh fruit and vegetables and other donations
- 3,730 food parcels to people in crisis last year (3001 adults + 729 families with children)
- ~70% of all phone calls to the charity enquiring about accessing the foodbank
- Reasons for coming:

benefit delays or sanctions	debt	long-term unemployment
chronic health conditions	changes in work hours	rising essential costs
homelessness	insecure housing	loss of support from friends or family
release from prison		



# Freedom Youth Club

Tuesday and Friday evenings, 5.00 – 8.00 p.m.

- prevents isolation and boredom and sustain social networks for young refugees, unaccompanied asylum-seeking young people and new arrivals
- Supported 235 young people (35% ↑)
- 20 countries/nationalities represented.
- Attendances increased by 142% to 4,573
- Average of 40 young people per session.
- Supported by Leicester City Council Youth Service, Police and Crime Commissioners and Violence Reduction Network



# Our Partnerships

- Central Baptist Church, provision of church building for all our activities.
- Reaching People – brings together frontline delivery partners from the Voluntary and Community Sector in Leicester, Leicestershire, and Rutland
- Helping Hands – provided debt, welfare and housing related support
- Leicester Royal Infirmary
- Leicester South Foodbank (Trussell Trust) for provision of food parcels for the Foodbank.
- Juniper Training – placements – 5
- Leicester College - work experience and placement opportunities – 7
- Leicester Medical School – Project LIGHT Special Study Skills Module placements - 12
- De Montfort University - placement opportunities BA (Hons) Youth Work and Community Development degree course - 2
- Leicestershire Police Force – PC and PCO team visits
- Violence Reduction Network
- Zinithiya Trust – support with our energy support project
- Afro-Caribbean Centre – hosted Iftar meals

# Case Study

- A young male presented at the Centre Project in March 2025
- he had been given notice via Serco that he had received refugee status
- Centre Project supported him to make a homeless declaration
- successfully moved into a studio flat by provided by L.C.C.
- Since then, we have supported him to
  - Register with local GP services
  - Register for universal credit setup
  - Access to Emergency Foodbank while awaiting his first benefit payment
  - Maintain housing payments to prevent homelessness
  - Support to set up household bills
  - Apply for a travel document
  - Register for ESOL classes
  - Free hot meals
  - Social network at our Day Centre to make new friends

## Our Sponsors (2023-24)

• Central Baptist Church	£ 6,105
• Community Matters Fund	£ 8,300
• DMU Community Challenge Fund	£ 2,000
• Henry Smith Charity	£ 6,000
• LCC – Homelessness Grant	£24,500
• LCC Youth Services	£10,000
• LLR Integrated Care Board (ICB)	£45,901
• National Lottery Community Fund	£50,278
• Police & Crime Commissioner for Leicestershire	£10,000
• Reaching People	£22,000
• The Headley Foundation	£ 1,000



Questions