F.O.A Charity Commission
WEI Annual Accounts
2025-26

charity name WEST END IMPACT (CIO)
charity No. 1153736
period from 01/06/2025 (start date)

A1 Receipts

	unrestricted funds nearest £	restricted funds nearest £	endowment funds nearest £	2025-26 total nearest £	2024-25 nearest £
2000 - Donations					
2100 - Gift-Aid Donations	£20,028	£0	£0	£20,028	£12,205
2200 - Non-Gift Aid Donations	£7,108	£0	£0	£7,108	£8,151
2300 - Group Donations	£11,783	£0	£0	£11,783	£14,966
2400 - GASDS Donation	£2,284	£0	£0	£2,284	£1,961
	£41,204	**£0**	**£0**	**£41,204**	**£37,284**
2500 - Restricted Funds					
2501 - Eleanor Peel	£0	£0	£0	£0	£1,500
2516 - VAN Fund	£0	£0	£0	£0	£7,500
2545 - Neighbourly Foundation (Food)	£0	£0	£0	£0	£750
2536 - CRH	£0	**£12,000**	£0	£12,000	£10,000
2537 - Jigsaw Homes	£0	£5,000	£0	£5,000	£600
2538 - Cinnamon	£0	£0	£0	£0	£153,264
2539 - EDF Energy	£0	£0	£0	£0	£1,000
2540 - mens group	£0	£0	£0	£0	£10,000
2541 - Warm space grant LancsCounty Council	£0	£750	£0	£750	£5,000
2542 - CVS Westminster Food Grant	£0	£0	£0	£0	£5,028
2543 - The Julia and Hans Rausing Trust	£0	£0	£0	£0	£1,500
2554 - Lancaster Community Fund	£0	£1,000	£0	£1,000	
2555 - Liverpool CVS	£0	£600	£0	£600	
2557 - Garfield Weston	£0	**£30,000**	£0	£30,000	
2559 - UKSPF	£0	£100,000	£0	£100,000	
2565 - Banks Lyon	£0	**£5,300**	£0	£5,300	
2567 - Benefact	£0	**£7,300**	£0	£7,300	
2568 - Albert Hunt (Advice and Guidance)	£0	**£8,000**	£0	£8,000	
2569 - Francis C Scott (Youthwork)	£0	**£3,000**	£0	£3,000	
2570 - 3R Foundation	£0	**£1,272**	£0	£1,272	
2571 - WEM Solidarity Fund	£0	£7,158	£0	£7,158	
2572 - Tangerine Trust	£0	£10,000	£0	£10,000	
2573 - TNLCommunityFund	£0	£17,300	£0	£17,300	
2574 - Benefact - Roof	£0	**£4,000**	£0	£4,000	
2500 - More Music (Sea change)	£0	£1,789	£0	£1,789	
Total 2500 Restricted Funds	**£0**	**£214,469**		**£214,469**	**£196,142**
2800 Non-Restricted Grants		**£0**		**£0**	**£0**
3000 Generated Income					
3100 - Room Hire	£6,571	£0	£0	£6,571	£6,608
3300 - Interest gained & Gift Aid	£4,944	£0	£0	£4,944	£5,478
3301 - Refunds	£0	£0	£0	£0	£1,132
3400 - Fundraisers	£915	£0	£0	£915	£0
3500 - Uni payment	£0	£0	£0	£0	£5,078
3600 - Restore income from sales	£4,133	£0	£0	£4,133	£775
3700 - Restoration income from sales	£1,395	£0	£0	£1,395	£0
Total 3000 Generated Income	**£17,958**	**£0**		**£17,958**	**£19,070**
Total Income	**£59,162**	**£214,469**		**£273,631**	**£258,647**

A2 Asset and Investment sales,etc..			**£0**	**£0**	**£0**
A3 Payments	unrestricted funds nearest £	restricted funds nearest £	endowment funds nearest £	total 25-26 nearest £	total 24-25 nearest £
4000 Buildings					
Total 4100 Impact	**-£9,939**	**-£10,856**		**-£20,796**	**£29,444**
Total 4300 The Restore	**-£4,484**	**-£4,427**		**-£8,911**	**£10,326**
Total 4500 Restoration	**£345**	**-£4,308**		**-£3,963**	**£4,056**
Total 4000 Buildings	**-£14,079**	**-£19,591**		**-£33,670**	**£43,826**
5000 Admin					
Total Broadband & Phone	-£1,254	-£280		-£1,534	£855
Total Accounting	-£1,563	£0		-£1,563	£1,420
Total Safeguarding	-£774	£0		-£774	£150
Bank Charges	-£48	£0		-£48	£124
Fundraising	£0	£0		£0	£300
Total Stationery, Postage & Sundry	-£566	-£40		-£606	£342
Total 5000 Admin	**-£4,206**	**-£321**		**-£4,527**	**£3,192**
6000 Projects					
6010 - Publicity	-£288	-£42		-£330	£249
6020 - Social media	£0	£0		£0	£0
Total Food Bank & Drop In	-£16,280	-£94		-£16,374	£14,393
Total Volunteers	-£294	-£1,000		-£1,294	£2,616
Total Advice & Guidance	-£163	-£6,526		-£6,689	£115
Total Mental Health Support	-£1,685	-£589		-£2,274	£711
Total Impact Youth	-£610	-£97		-£707	£252
Total Student Placements	-£560	£0		-£560	£0
Total Restore	-£2,501	-£1,345		-£3,847	£3,368
Total Restoration	£0	£0		£0	£801
Total VAN	-£2,468	£0		-£2,468	£2,351
Total Parish Nurse	£0	£0		£0	£750
Growing Veg & People	£0	-£157		-£157	£634
	£0			£0	
Total 6000 Projects	**-£24,849**	**-£9,850**		**-£34,699**	**£26,238**
Total 7000 Staff	**-£3,809**	**-£161,001**		**-£164,811**	**£178,021**
Total Expenses	**-£46,943**	**-£190,763**		**-£237,706**	**£251,277**
A4 Asset and investment purchases,etc..			**£0**	**£0**	**£0**
A5 Transfers between funds			**£0**	**£0**	**£0**
A6 Cash funds year end					

Funds brought forward into 2026/27	unrestricted funds nearest £	restricted funds nearest £	endowment funds nearest £	total 25-26 nearest £	total 24-25 nearest £
9042 Albert Hunt (Parish Nursing)				£0	£3,210
9044 CRH		£12,000		£12,000	£2,165
9045 Francis Scott (counselling)				£0	£0
9046 Garfield Weston		£13,579		£13,579	£0
9047 Hubbub		£653		£653	£713
9050 Mens group				£0	£6,941
9051 Pots of Possibilities (Garden)		£1,252		£1,252	£1,252
9019 Donations allocated Parish Nurse				£0	£1,973
9020 Wage Reserve Fund		£28,983.68		£28,984	£18,445
9034 Unrestricted Funds	£70,924.96			£70,925	£81,764
9038 NGS		£1,763		£1,763	£1,763
ASDA Garden		£787		£787	
Banks Lyon		£4,555		£4,555	
Benefact		£2,468		£2,468	
Benefact (Roof)		£4,000		£4,000	
Francis C Scott (Youthwork)		£1,095		£1,095	
Tangerine Trust		£583		£583	
The National Lottery		£10,987		£10,987	
Total 9000 Funds brought forward	**£70,925**	**£82,705**		**£153,630**	**£117,705**

Statement of assets and liabilities at the end of the period	unrestricted funds	restricted funds	endowment funds		
B1 cash funds	nearest £	nearest £	nearest £		
current account	£15,168			£15,168	£5,473
deposit account	£70,894	£69,106		£140,000	£114,156
pay-pal account	£492			£492	£506
treasurer's petty cash	£258			£258	£212
total cash funds	**£86,812**	**£69,106**		**£155,917**	**£120,347**
B2 other monetary assets	£0	£0	£0		
B3 investment assets	funds to which assets belong	cost	current value		
	"unrestricted"	£0.00	£0		
B4 assets retained for the charity's own use	n/a	£0.00	£0		
	funds to which liability relates	amount due	when due		
B5 liabilities					
payroll	"restricted"	£1,997	15 June 2026		
outstanding loan	"unrestricted"	£592	01 October 2026		
Bill payments	"unrestricted"	£350	02 June 2026		
B6 Debtors					
room hire invoices	"unrestricted"	£60.00			

signed by one or two trustees on behalf of all the trustees

signature	printed name	date of approval
	Mr. Ian George Swash (Treasurer)	29-July-26
	Mr Jason Hettrick (Chairperson)	29-July-2026

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of Charity Name: WEST END IMPACT

On accounts for the year ended 31 May 2026 **Charity no (if any)** 1153736

Set out on pages 1-3 (remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

** Please delete the words in the brackets if they do not apply.*

Signed: [signature] **Date:** 21-09-2026

Name: GISELLE D. SHAW

Relevant professional qualification(s) or body (if any): ACCA

Address: 31 THE TURNWAYS
LEEDS
LS6 3DT

Section B Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

The impact of Impact

Annual report June 2025 - May 2026



West End Impact, 4-10 Heysham Road, Morecambe, LA3 1DG
Reg Charity Nr. 1153736
Contact: 01524 888929 info@westendimpact.org.uk www.westendimpact.org.uk www.therestore.uk

Hi, great you're here!

Managers Report



Well, this year has been a bit of a year to be honest. It's been incredibly busy and fun and exhausting and important and life-giving and exciting and difficult. We said goodbye to 3 staff members, 2 trustees and 1 counsellor.

Wendy, our parish nurse, had to move on from her role. We're incredibly grateful for her passion and commitment to establishing holistic health provision at West End Impact. She oversaw so many different projects, Hep C trust, optician, Liver scan and trainee GP placements. Thank you.

Emma, our Art & Mental Health practitioner moved over to Cancer Care this spring time. Emma had been with us for over 2 decades and words can't express the impact she had on people and Impact as an organisation and especially the ReStore. We are extremely grateful to her. She will continue to lead the Living Life to the Full course on Wednesdays and be around and involved as a volunteer in other areas. Thank you.

Rachel, our Advice & Guidance support worker, has been with us for over a decade and has now set up her own business, Thoughtful Beauty. It grew so well that she's now doing that full-time. We'll miss her expertise and connection with clients and her total calm in crisis. We'll miss her contribution to our Well-Being Wednesday groups. Thank you.

Phil, a long-standing trustee, stepped back and we'll miss his pastoral heart, listening and contributions on the board. Phil has been a steady trustee giving us stability in years of a lot of transition and change. We're very grateful for his years of faithful service and continuing to serve in our foodbank. Thank you.

Darren, our chairperson for a few years, has stepped back as well. His expertise in leading charities and businesses has served Impact well and we're very grateful for his commitment. He got us thinking about risk register, compliance and other fun but important stuff. You leave Impact stronger than it was. Thank you.

Damian, one of our student counsellors has completed his studies and 100 training hours with us and has moved south. He has been a great addition to our team and very well liked among the clients. He was very eager to learn and soak up as much experience as he could. Thank you.

Our advice & guidance sessions have been very busy and intense, our foodbank has seen an increase in numbers yet again and due to the price rises in general has become very expensive to run. Funding remains one of the biggest challenges, but that goes on in the background - the focus was, is and always will be with people in our community. That is where our energy and passion goes and with the little we have left after that we make sure we can finance the work as well. Thank you to our treasurer Ian and Krissy, our Operations Manager, who do most of the bookkeeping, accounts, payroll etc. and are part of the team constantly submitting funding applications.

In February we had a fantastic staff training day on safeguarding with expert input from Mary, our safeguarding trustee. We worked our way through some very complex case studies sharpening our minds on what needs to be done and what order of priority it needs to be done in. The session was challenging, informing and it helped us to be a stronger team. We finished with an excellent self-care well-being session led by our lead counsellor.

A good year, a challenging year, a good foundation for the next.

Much love

Tracy & Michael

Chair Report



The past year has been one of significant change and continued challenge for West End Impact. Serving the West End of Morecambe, one of the most deprived communities in the country, we continue to see first-hand the impact of financial hardship, poor health, social isolation and increasing mental health needs. However, our mission remains unchanged. Through our approach of **Reacting to Crisis** and **Rebuilding Lives**, we continue to provide immediate support to those facing urgent difficulties while working alongside individuals to help them achieve greater stability, independence and wellbeing. Whether the challenges are financial, physical, emotional or social, our aim is to offer practical help, compassionate support and hope for the future.

The financial environment for all charities continues to be extremely difficult. While we are immensely grateful for the support of our funders, donors and supporters, this year has marked the conclusion of a significant multi-year funding programme that has underpinned much of our work. The end of this funding leaves West End Impact facing a substantial six-figure funding gap for the 2026–27 financial year. This presents a considerable challenge for us as an organisation, but the board and leadership team are actively pursuing new funding opportunities while reviewing how we can continue to deliver the greatest possible impact with the resources available and we remain optimistic that our proven track record and the demonstrable need for our services will continue to attract investment and support in our work.

Throughout the year, demand across all our core services has continued to rise. Our Food Bank has experienced sustained and increasing demand as more individuals and families seek support with the rising cost of living. Managing the increasing cost of food provision, while ensuring that no one in crisis is turned away, remains one of our greatest operational challenges. Our counselling service has been busier than ever, reflecting the increasing pressures on people's mental health. We continue to see how vital accessible emotional support is within our community and we remain committed to ensuring that those who need help can access support as early as possible. Our advice and guidance service continues to play a pivotal role in helping local people navigate increasingly complex issues, including benefits, debt, housing, employment and access to wider services. This early intervention often prevents problems from escalating and enables people to begin rebuilding their lives with confidence and dignity. Alongside our established services, one of the most encouraging developments this year has been the continued growth and flourishing of our youth-focused work. Investing in our young people is an investment for the future of our community. Through trusted relationships, positive activities we are helping young people build confidence, resilience and aspiration. It is particularly encouraging to see this area of our work continue to develop, ensuring that West End Impact is not only responding to today's challenges but also helping to prevent the crises of tomorrow.

This has also been a year of significant change within our core team. We said goodbye to our Parish Nurse and two long-standing and highly valued members of staff, whose commitment and compassion have touched countless lives over many years. On behalf of the Board of Trustees, I would like to place on record our sincere gratitude for their dedicated service and wish them every success in the future. Periods of transition inevitably bring challenges, but they also reveal the strength of an organisation. I have been continually inspired by the way our management, staff team and volunteers have responded to these changes. They have embraced the opportunity and challenge, supporting one another and working hard to ensure that our services

have continued - without compromising the quality of care we provide. Their resilience, flexibility and unwavering commitment to our mission and clients is nothing short of remarkable.

Our volunteers remain the heart of West End Impact. They give their time, skills and compassion so generously, enabling us to reach far more people than would otherwise be possible. Alongside our dedicated staff, they create an organisation that is rooted in kindness, dignity and genuine community spirit. Their contribution cannot be overstated and on behalf of the Board I extend my heartfelt thanks to every member of the team.

As Trustees, we continue to review our governance arrangements and organisational risks to ensure West End Impact remains well managed, financially resilient and able to respond to the changing needs of our community. Although the financial outlook presents challenges, we remain committed to careful stewardship of the charity and to ensuring every pound entrusted to us delivers the greatest possible benefit. I am also pleased to confirm that there have been no serious incidents to report during the year.

As we look ahead, we know that the challenges facing both our community and our organisation will continue. However, we also look to the future with confidence. From supporting those experiencing immediate crisis to investing in the next generation through our growing youth work, West End Impact remains committed to building stronger, healthier and more resilient communities. With the dedication of our staff, volunteers, Trustees, funders and supporters, I have every confidence that we will continue to make a lasting difference in the lives of those we serve.

On behalf of the Board of Trustees, I extend my sincere thanks to everyone who has supported West End Impact throughout the year and I very much look forward to what the next 12 months (and beyond) brings.

Chair of Trustees
West End Impact

Treasurer Report



It has always been our hope, and remains so, that the income required to maintain our charity would come equally from three distinct streams: donations from the general public and local groups, generated income from room hires and shop sales, and grant funding from charitable trusts and government agencies.
However, balancing these streams remains a dynamic challenge.
This past financial year, our total income stood at £271,841.79. When we look at our income ratio, we are still heavily reliant on the generosity of institutional funders, though we have seen shifts across the board:

- **Donations:** £41,203.94 (approx. 15.2%)
- **Grants (Restricted):** £212,680.00 (approx. 78.2%)
- **Generated Income:** £17,957.85 (approx. 6.6%)

Highlighting our public support, it is wonderful to report that our donations have increased from £37,283.64 last year to **£41,203.94** this year. This growing generosity from individuals and community groups is a massive encouragement and a vital lifeline for our core operations.

While grant funding remains incredibly competitive and difficult to obtain in the current economic climate, it has thankfully remained steady for us this year. A major milestone was reached in April, when our UK Shared Prosperity Fund (UKSPF) funding drew to a close. We are immensely thankful to Lancaster City Council for their support over the two years this critical funding lasted.

Our deep gratitude goes out to all of our grant funders who stepped up to support our various projects over the past twelve months:

- CRH
- Jigsaw Homes
- Warm Space Grant (Lancashire County Council)
- Lancaster Community Fund
- Liverpool CVS
- Garfield Weston
- UKSPF
- Banks Lyon
- Benefact
- Albert Hunt (Advice and Guidance)
- Francis C Scott (Youthwork)
- 3R Foundation
- WEM Solidarity Fund
- Tangerine Trust
- TNL Community Fund
- Benefact - Roof

Our staffing landscape saw significant changes this year, resulting in an overall reduction in our core staffing costs. We said goodbye to our Parish Nurse, who left us in December, followed by the departures of our Mental Health & Art Practitioner and our Mental Health Support Worker in March. We are deeply grateful for the dedication they brought to their roles. These departures allowed us to pivot and restructure our community support. We increased the hours of our Youth & Community Worker to better meet growing local needs, and took on a part-time community worker whose time is split between managing the ReStore, supporting the mental health café, and assisting with our vibrant Youth Club.



On the expenses side, it is worth mentioning that running our food bank is increasing in cost year on year. Demand continued to rise and so did the costs of buying stock. We are very grateful for all the personal donations of food and money, and I want to particularly mention the Silverdale garden surplus team who by selling their surplus fruit and veg have donated over £3,800 to our foodbank.

Financially, we started the year with the cash brought forward from the previous year, and after a busy twelve months, we are carrying forward **£153,629.94** into the next financial year. Of this total balance, **£82,704.98** is restricted funding allocated to specific project tasks.

Looking Ahead

As we look to the future, our focus remains on expanding our frontline community support. We are hopeful that a current funding bid will be successful, allowing us to increase our Youth & Community Worker's hours even further. Additionally, recognizing the continuous pressure on local families, we are actively looking towards recruiting an Advice & Guidance worker—either on a volunteer or paid basis—to assist our clients with financial, benefit, and navigational support.

We also gave the go ahead to finally replace the roof on our building. It has been leaking for a few years and on balance a replacement is the more cost effective option now. We have received part funding and part personal donation towards it, and the work is due to be completed in September - ready for the wetter season.

My continued thanks to the team, our volunteers, and everyone who keeps the wheels turning so efficiently behind the scenes.

Ian Swash, Treasurer

Thank you to all our funders during this financial year!





























Advice & Guidance



Our advice and guidance sessions on Tuesday and Thursday continue to be busy. The needs of the people coming through our doors remain complex, and increasingly our role is not simply about giving advice, but about helping people navigate systems that can feel overwhelming and difficult to access. The conversations, while focussing on the task at hand, always become pastoral as the battles people are fighting are real and affect their whole lives.

This year we have been particularly grateful for the people who have joined us to strengthen the service. We have had an excellent social work student on placement with us for nearly six months. Omoye's contribution has been hugely valuable, bringing fresh perspective, energy and compassion to the work, while also giving her the opportunity to learn alongside our team and the people we support.

We have also welcomed another trainee GP on placement. They have been great to have with us, taking time to understand the wider circumstances affecting people's lives and seeing first-hand how issues around housing, benefits, disability, finances and wellbeing are often closely connected. They lower the barrier people experience in accessing health provision. These placements have reminded us again of the value of working across different areas of support and learning from one another.

One of the most positive developments this year has been having Calico and Inspire attending our sessions every week. Having these organisations regularly present has made direct referrals much more seamless. Rather than people having to navigate another organisation or work out where to go next, we can connect them directly with the right support. This makes a real difference, particularly for people who are already overwhelmed by the systems they are trying to navigate.

The work itself remains challenging. Whether it is benefits, housing, disability support or simply trying to work out what help is available, people often arrive having already spent a great deal of time trying to manage things on their own. Our role is often to sit alongside them, make sense of what is happening, find a way forward and, when necessary, keep fighting with them when the systems around them make that difficult.

We continue to see how important it is that advice and guidance is offered alongside relationship and practical support. Sometimes the most important thing we can do is help someone take the next step, knowing that they don't have to work it all out on their own.

Food Bank & Drop In



Our food bank is really busy. There's a queue before we open on a Tuesday morning and it can take a while before it goes down during the morning. And of course there are those who come just after we've packed away and that's ok too. We are open once a week on Tuesday morning for around 50 weeks a year, although for those who can't make it for good reasons, we help out at other days of the week too, if we can. On average we give out over 60 parcels per session, although recently it has been more like 65. The parcels are made up in crates and clients can choose what they need and ask for additional items such as toiletries, pet food etc depending on what we have in. We source the food from Morrisons Morecambe, where we have a donations basket.



Due to the cost-of-living crisis our food donations have not been able to keep up with demand and we had to start buying food for our food bank. We spend an average of £300 per week on food. We go to local supermarkets and purchase a van full and also access Fairshare, a charity in Preston, who specialises in food redistribution.
Fairshare has been fantastic, really increasing the nutritional value of our provision. We are able to provide a lot more fresh vegetables than we ever used to.

We are grateful to many individual donors who instead of buying food, donate money to help us shop more strategically.

We also serve a cooked 2 course dinner at Thursday lunch time. Many people stay in and eat the meal together, creating and enjoying community, as many live alone. We have a different cooking team each week and our menu varies, depending on what we can source. Our local butcher (Kennedy's) donates a meal once a month and we are very grateful for their continued support.



On Sundays we offer take away sandwiches, as there is no other free food provision in Morecambe. We have different teams who cover one Sunday per month. Thank you to all who contribute!

Oh and at Christmas we cook a full Christmas dinner for around 150 people. So many wonderful volunteers help out on the day that we can do table service and nobody goes home empty handed. We have toys for families with children and every guest gets a hamper full of goodies. It's a tiring but rewarding day.

Statistics

Numbers don’t tell the full story of our Impact, but they do tell part of the story. Behind and between each statistic are real life people with whom we work with consistently. Some come for a short while, others are with us for years.

In the last 12 months (June 25 - May 26)...

…over 1300 individuals collectively received intense help over 9000 times

...over 200 people received intense support for their depression & anxiety through courses and individual counselling

…over 1300 food parcels gave people and families 5 days of food when they had absolutely nothing

…more than 150 times we helped people find a home or keep their tenancy

…we helped over 25 people and families access the West End Millions solidarity fund to pay for essentials they could otherwise not afford

…over 350 people received or kept the benefits they are entitled to because we supported them with advice, phone calls, computer access, letters, form filling, appointments and appeals

...15 people have said that without West End Impact they wouldn't be alive anymore.

… 30 people sold their artwork at the Re-Store, earning money for the first time in their lives

… over 65 volunteers contributed more than 7500 hours as part of our volunteer program with training, mentoring and support to help people build confidence, self-esteem, new skills and become more employable.

we served...
over 3500 meals to vulnerable adults and families, and Christmas Dinner for 150 people

Well Being Wednesdays

Living life to the full

Our Living Life To The Full courses run every Wednesday during term time. Usually 10-14 people attend our 10 week group and we run 3-4 courses per year. The groups gel really quickly, sharing common understanding and empathy. The course material is excellent, but the real power lies in the different experiences and the community this creates. The mutual support is fantastic. This Cognitive Behavioural Therapy course and the one-to-one person centred counselling complement one another, clients often come from one to the other to further improve their mental health.



Many thanks to Emma, who despite leaving her role with us this year, continues to lead the courses.

Well-being Cafe

From the back of wellbeing and CBT groups on a Wednesday morning run by Emma, the sense was to create a further space for this community and people alike, which opened the idea of a wellbeing café. We open 11-1 and serve simple lunches, teas and coffees, and most importantly a safe place for people to come to and be welcomed. This effort can be credited to all the people involved- from volunteer counsellors who help with teas and coffees to the people engaging with Wednesday's morning groups - all bringing the atmosphere of welcome and belonging. Thank you to Maddie, who with creativity, expertise and huge calm and patience uses Fareshare contributions to create a fantastic healthy and tasty lunch every week.

Counselling

Our person centred counselling service has been a really important addition to our CBT group work in recent years. We employ Richard as our lead counsellor to see around 15 clients each week. Referrals come from West End Impact internally, from NHS Bay Medical group, who handpick clients who would really struggle on a long waiting list and from other organisations we are in contact with such as social services. We also host 4 counselling students, who as part of their degree, have to complete 100 training hours with clients. We have 3 volunteer counsellors, who have completed their training and have continued to provide their services to our community for free. This currently is a total of 7 counsellors.
The support Richard provides to the team of counsellors is exceptional. He makes sure that they are supported and have a good start to their counselling career.

The number of beneficiaries from the counselling service at West End Impact has doubled in the last year. The counselling service has offered thirty hours per week of one to one therapy and eighty clients have accessed the service. The age range of clients has been from teenagers to octogenarians with eighty percent describing improvements to their well-being. The percentage of men accessing the service increased. Seventy five percent of referrals came from the local NHS. Counselling sessions are offered free of charge with donations being made by those who can. Challenges for the future include increasing the administrative capacity of the service and overcoming the physical limitation of our building - not enough small confidential rooms to meet the demand.

Operations



During the year I've been involved in a wide range of work across West End Impact in my role as Accounts and Operations Administrator, supporting everything from volunteers and events through to funding, communications, and governance. One of the highlights for me was organising and delivering the Annual Volunteer Appreciation Meal, which gave us a really special opportunity to thank our volunteers properly and celebrate the huge role they play in everything we do. I also created a new brochure/leaflet for the charity, which brings together all our services, partnerships, and impact in a clear and professional way. It's already been really useful for sharing our work with partners and supporting funding applications.



Alongside this, I was involved in helping secure funding towards a new roof for the building, which is a big step in making sure our base is safe and sustainable long-term. I also had the chance to speak at a local church about the work we do, which led to a generous donation towards our annual Christmas Meal – something that makes a real difference to the people we support. On the operational side, I've continued to support day-to-day administration, including keeping key policies and fire safety procedures up to date and helping with wider governance and compliance work, such as Health & Safety, all of which helps keep things running smoothly behind the scenes.

Support worker

I'm Matthias and I started at West End Impact a while ago as a volunteer. In April I started my new role as support worker across a lot of parts of the charity. My main role is at The Restore, the social enterprise attached to the charity. My primary responsibility has been organising the products in the shop and uploading them to the website clearly and accurately. My future goals are to complete the online product range, improve the organisation and appearance of the website, and create a more consistent social media presence.

Day to day, I have valuable conversations with regulars who also visit the charity's main site, as well as with other members of the public. The charity's ethos is to offer the same kind and open conversation to everyone, no matter which door they come through. I believe that staff and volunteers at The Restore have maintained this approach. We have also run workshops in sewing, clay sculpting and mixed media. These give people opportunities to learn valuable skills, but the priority is community, conversation and wellbeing. They provide a reason to get out of the house, meet others and feel part of something.

I also support the Wellbeing Café, which offers an affordable and tasty lunch in a relaxed, welcoming setting. It is not a counselling session or formal meeting; it is simply somewhere people can see a kind and familiar face without judgement, pressure or expectations. I believe this can help those who find formal support difficult to access.

At our Friday youth club, we welcome young people from school years 5 to 9. We accept different backgrounds and personalities while encouraging healthier ideas and ways of thinking. Activities have positive messages built into them subtly, so the club does not feel too structured or school-like.

Finally, I help with the community garden in the heart of Morecambe's West End. I have built two benches from donated pallets, and a retired landscape gardener has generously offered to design the space. I hope to help bring his vision to life, creating a welcoming garden maintained by community volunteers where people can feel a sense of accomplishment and togetherness. We also hope to open it to employees from the local surgery and pharmacy as a peaceful place to have lunch.

Growing Veg & People (The Garden of Hope)



Our Garden has transformed a concrete area that has been derelict for about 15 years into a growing space. It's a huge undertaking and takes a lot of time and effort. Just recently we had a wonderful good news story. Joe came in with a support worker, after finding life overwhelming with a lot of different things going on in his life. We helped with various forms and applications. In conversation it came to light that he is a retired garden designer. One of our volunteers took him across to our garden and he immediately saw the massive potential. His excitement and energy returned. He cleared out his garage and worked on a garden plan on his charting table. We're now in the process of clearing and applying for additional funding to bring this fantastic plan to life. It will include a new decking area with a shelter, which we will make available for the staff at Bay medical group to enjoy their lunch in a nice space. On the other side there will be a mediterranean seating area. There will be a sensory garden, raised vegetable beds, compost area, water feature, sandbox and more. We're really excited.

(Un)fortunately someone drove their car through the fence into our garden. We replaced the damaged fence panel with a new pedestrian access gate. Blessings come in many shapes and sizes.



The Restore

The ReStore is continuing to go from strength to strength. Artists display their work and we encourage many up and coming artists to explore their skills and talents and coach them to develop their art to a point where they can display and sell their artwork in the shop.

We also give volunteer experience in retail and how to manage a shop. This has led to 2 volunteers gaining employment. Our aim in the future is to help more people set up their own small business, go into further education or employment. We helped 6 people gain AQA qualifications this year.

The responsibility of curating the shop has moved from Emma to Tracy when Emma moved to Cancer Care. We're extremely grateful to Matthias for working hard to get our stock control under control.

Here's a funny story:



Sharon, one of our artists, designed a range of Morecambe based products, including this mug. We had a phone call from someone called 'That Friendly Guy' who is a streamer on Twitch TV with a world wide following. Sharon answered the phone, which was streaming live on Twitch TV. He informed us that his followers had been receiving mugs which he sends to all his subscribers, which said 'On Bay-cation in Morecambe' on them. Our Mugs had been mixed up with his mugs. He found it hilarious and told us to sell his mugs, which we received by mistake, on our website. Because he has such a big following, the mugs sold within a day for £15 each and he donated them to us as a kind charity donation. He also found one of our mugs in his stock and auctioned it on his streaming platforms, which raised another £127. He really is 'That Friendly Guy'!

The Restoration



The furniture restoration project has continued to provide a positive and supportive environment for 5 students throughout the year. The project focuses on restoring donated and damaged furniture, giving items a new lease of life while helping participants develop practical woodworking, repair & restoration skills. Alongside learning valuable hands-on techniques, the project promotes confidence, teamwork and a sense of achievement.

A key strength of the project is its positive impact on mental health and wellbeing. Clients benefit from a calm, creative, and social environment that encourages routine, focus and meaningful activity. Participants regularly report improved mood, reduced isolation and increased self-esteem through taking part in the restoration process and seeing completed pieces returned to use within the community.

The project currently supports 5 students who attend weekly 2 hour sessions. The students have shown excellent commitment, developing their practical skills as well as communication and teamwork abilities. They work alongside myself in a welcoming atmosphere where everyone is encouraged to contribute at their own pace. Over the year, the students have grown in confidence and independence, with some taking greater responsibility in workshop tasks.

Overall, the project continues to deliver both environmental and social benefits by repairing and restoring furniture that may otherwise go to waste while creating a safe and inclusive space that promotes wellbeing, learning, and community engagement.



Client A - medically retired gentleman who helps around the workshop and recently helped restore two WW1 roll of honour display frames for a local church.



Client B - Who has mental health issues and addictions due to a serious car crash, likes to help around the workshop fixing and restoring items such as chairs and coffee tables.

Client C - Retired gentleman who recently moved to the area and needed to get involved with local community projects. He has enjoyed upcycling driftwood from the local beach, making coat hangers and a consumer unit meter box.

Client D - Retired lady, recently moved away from friends to Morecambe so decided to get out and about and involved in local community projects. She has helped around the shop restoring various items including an old church pew whilst also working on her own projects such as repairing and restoring a small stool.

Client E - Retired gentleman who has mental health issues due to recent bereavements. He has recently helped in repairing chairs and a folding bookcase but also likes to come and talk through how he is feeling. The shop is his safe space.

Sadly Client F passed away 4 weeks ago very suddenly. It was a great loss to the shop and we miss her greatly. It was a delight to work alongside her. One memorable project involved attaching extended platforms to her motability scooter to accomodate her dog on rides around the park.We were honoured to receive many tools which she left to the Restoration shop.

Impact Youth

We have had a new cohort of children joining the youth club this year, and our group's ages now range from year 5 to year 9. Whilst the regularity varies, there seems to be a strong sense of familiarity for everyone that comes. We typically still meet at WEI on Fridays but have had a number of additional activities including a hike up Ingleborough and a weekend residential to the Scottish Borders, as well as spending time at the beach or in the ‘yarden’. Maddie, our Youthworker also had opportunities to work with Bay Leadership academy, our local high school. Once a term an entire year group cook a meal and then box it up to give out at our food bank. We receive about 150 meals each time. Maddie attends the day and tells the students what and who they are cooking for. The connection with the school and the students is really encouraging. All sorts of things are planned for the youthclub, as we have received additional funding for the youthwork post.





How to get involved:

While reading this you might have been thinking, ‘That’s amazing! I’d like to be a part of that!’
The great news is, you can! There are lots of ways you can get involved.

You could… **Volunteer.** West End Impact isn't a building, it's a community. We offer a thriving volunteer programme! Being part of a community of volunteers - helping our community in Morecambe - is a fantastic opportunity. Most of our volunteers feel they get more out of it than they give. There are various volunteer roles available and more to be tailor-made to your experience, passions and availability. Get in touch and we can arrange an informal chat.

You could… **Be an Impact Angel.** Impact Angels support our work financially. Without their faithful and continuous support our work would not be possible. That is why we lovingly and affectionately call them ‘angels'. If you would like to become one of our angels and contribute to this important community 'outpost' in the West End of Morecambe, please get in touch or use the details below.

Donate direct into our account and every penny goes towards our work
Account Name: West End Impact
Account Number: 51337505
Sort Code: 40-33-15
You can also donate via Stewardship (they take a small cut) or via PayPal (they take a bigger cut).

Give now at Stewardship

Donate via PayPal

If you are a UK taxpayer we can use Gift Aid to make your donation go further still, please email us.

You could… **Subscribe to our Newsletter.** Emailed to you about once a month, it keeps you updated with all the goings on at West End Impact. You can sign up to it right at the bottom of our website.

You could… **Follow us on Social Media.** We’re everywhere and we share lots of news, requests, thank yous and useful information.
West End Impact Page: https://www.facebook.com/WestEndImpact410
West End Impact Hub: https://www.facebook.com/groups/westendimpact
West End Impact Mental Health group: https://www.facebook.com/groups/3099446413399491
The Restore: https://www.facebook.com/therestoremorecambe
Instagram: @the_restore_
X: @WestEndImpact

You could… **Shop**. You would find the greatest unique and handmade gifts for Birthdays, Christmas or just as a treat for you in our Restore. You might just find that amazing piece of furniture in the Restoration or have your favourite but tired looking table/cupboard/chair restored to full glory.

You could… **Donate to our food bank.** We have a donation bin at Morrisons in Morecambe, Pets at Home, St. Patrick’s school in Heysham or you could drop it off at Impact. It’s also really helpful if you donate money, so we can strategically buy the items we are particularly short of any given week.

You could… **Fund us.** If you happen to be one of those amazing organisations that funds charities like ours, thank you for taking the time to read this. You’ve kept us going for a lot of years and we’re not finished yet. We’re working hard to become more self-sufficient, but will always need outside funding to keep up the good work. Please get in touch with any more questions, come visit us or pass our details on to others. We really appreciate your support.