

The

Staple Hill Community

Hub

IMPACT REPORT 2025–2026

To strengthen Staple Hill and surrounding communities by building on local strengths and creating inclusive, community-led opportunities for people to connect, grow, and thrive.



hello@staplehillcommunityhub.org.uk

01454868374

1a Berkeley House, Berkeley Road, Staple Hill BS16 5HS

Charity Number 1156184

A message from the manager



JULIE SNELLING

As we reflect on 2025-2026, I am incredibly proud of what we have achieved together. This report highlights not what we do for local people, but what we are able to build with them - drawing on the talents, energy and goodwill that already exist within our community.

Staple Hill is full of strengths. Our role is to help people connect with one another, share what they have and shape the support that matters most to them. Over the past year, hundreds of residents have come through our doors - not only to receive help, but to offer it. We served more than 1,300 meals, supported people into employment, provided emergency assistance in times of crisis and created safe, inclusive spaces where friendships and new ideas can flourish. Time and again, those we set out to support have become the volunteers, neighbours and friends who support others.

Behind every statistic is a person, a family, a connection made. None of it would be possible without the collective efforts of our residents, staff, volunteers, trustees, partners and supporters - each bringing something of value.

Thank you to everyone who has played their part. Together we are growing a stronger, more connected community: one that recognises its own assets, shapes its own future and ensures that no one is left behind.

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VISION

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AIMS

**Communities
Come
Together**

**People
Thrive**

**No One Is
Left Behind**

**A Community
That Shapes
Its Own Future**

Impact 2025–26 At A Glance.

20

People supported into work, training, volunteering

41 sessions

221 attendee visits
long-term flexible support with no arbitrary time limits

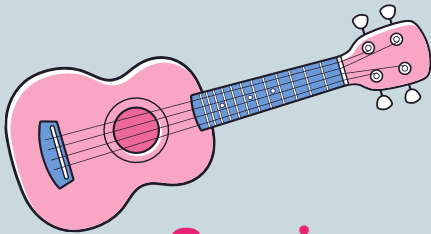
783

People directly supported
783 people directly supported through attendance at programs and services, plus over 3,000 people indirectly benefited (family members, carers and broader community) total of 3,879 people helped.

71

Emergency food parcels provided.

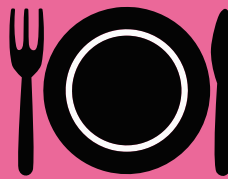
71 emergency food parcels without referral, supporting 59 adults and 30 children



50

Sessions Singing for the Brain

445 attendances over 50 sessions supporting people living with dementia and neurological conditions through singing.



1316

Meals served

Serving 1,316 meals, the Lunch Club combats isolation among vulnerable adults, fostering community connections and addressing food insecurity.

Charity Number 1156184



42

Dedicated volunteers

1837 Hours contributed, over 308 sessions, a value of £24,708 if paid at real living wage

Activities

LUNCH CLUB

Catering to vulnerable adults and the elderly to combat social isolation, poverty, and health disparities.

Supports isolated elderly. The three groups encourage older people to stay active and form new social connections within their community.

FRIENDSHIP AND EXERCISE CLUBS

JOB SEARCHERS SUPPORT GROUP

Aids those furthest from employment and facing high DWP sanctions risks

Children's School holiday breakfasts event that encourages outdoor family activities.

FRESH AIR AND FREE FOOD

SPROUTS

After school nature club for kids aged 6-11, promoting gardening skills and biodiversity.

After School Club provides opportunities for kids aged 6-11 to socialise, play and exercise. Includes a light meal.

TERRAPINS

EMERGENCY FOOD PARCELS

Immediate aid with food and hygiene essentials during financial crises, bill shocks, DWP sanctions, or while awaiting food bank referrals.

Offers a warm social space with complimentary hot drinks, biscuits and cakes.

COFFEE MORNING

SINGING FOR THE BRAIN

Singing for the Brain supports people with physical/neuro disabilities including stroke and people living with dementia

Guiding local people to service providers that can help them.

SIGNPOSTING

THE BEAUTY OF CARING

A beauty and wellbeing course that helps women build confidence, practise self-care, and connect with one another.

Offers affordable accommodation for groups aligned with our objectives, such as an all-women's choir for those over 50 and NHS vaccination clinics.

ROOM HIRE

Communities Come Together

A warm, non-judgmental environment is the foundation of everything we do. Reducing loneliness and isolation is a public health priority, and shared activities and intergenerational connections strengthen the social fabric of our community

What we delivered

49 Coffee Mornings 136 attendees from across the community
125 Friendship Club Sessions, 1425 visits across three weekly clubs
89 Lunch Club Sessions 1,316 visits — a warm, shared meal every week
50 Singing for the Brain Sessions 449 visits
42 Terrapins sessions 262 attendances
23 Sprouts sessions 67 Attendances
2 children's Christmas parties
6 sessions of the The Beauty of Caring, pilot scheme.



Singing for the Brain

Case Study — Singing for the Brain

A carer & her mum

"I come to Singing for the Brain with my mum — it is a warm and supportive environment for me and my mum who has dementia. We try to come every week, as it has become an important part of her routine. It helps her feel more connected with her friends that she has made at the club. We both find being with people who understand the illness so supportive."



"What you do here is amazing. I didn't know you were here, and now you've created a whole community for me."
— Lunch club attendee

Case Study — Friendship and Exercise Club

Margaret's Story

When I first started coming to the Friendship and Exercise Club, I'll be honest, it was mostly to get myself out of the house. I'd been feeling quite isolated and wasn't doing any other exercise at all. But coming along regularly has given me a real purpose, and now it's the part of my week I look forward to most.

The difference to my health has been remarkable. The exercises have improved my balance and flexibility, and at my age that matters more than people realise — it helps me stay mobile and independent. I've lost a bit of weight too, and I simply feel better in myself. Getting up in the mornings is easier now.

But it's the friendships that keep me coming back. I've met people from all over, and there's such a warm, welcoming atmosphere. It really has had a great impact on my life.

People Thrive

Many residents in Staple Hill want to improve their skills, confidence, and independence but lack the resources or safe spaces to begin. By offering practical learning opportunities we help people recognise their abilities and take steps toward personal goals.

What we delivered.

20 Into Employment, Volunteering or Training
41 Job Support Group Sessions 221 attendee visits
54 Job & Training Leads posted on social media throughout the year
42 Women's Wellbeing sessions attendances
6 beauty & wellbeing sessions — new provision in 2025/26



The Beauty of Caring

Case Study- Job Searchers Support Group

Finding My Way Back to Work

After many years in steady employment, I suddenly found myself needing to look for work again — and I quickly realised how much had changed. Applying for jobs is all done online now, and I wasn't used to any of it. To be honest, I felt quite out of my depth.

The Job Searchers Support Group turned that around for me. The staff are always there when you need them, and they helped me with the things I found unfamiliar — updating my CV, navigating online applications, and exploring different channels for finding work I'd never have thought of. A session with the Benefits Advisor was really helpful too, sorting out something I couldn't have managed alone.

Beyond the practical help, I've met some lovely people and no longer feel so isolated



Childrens Club -Terrapins

Case Study — Terrapins After-School Club

When Child A started attending, her speech was quite poor and her writing was below what it should be for her age. Over several months, staff worked with A to slow down her speech, making it much clearer. Child A managed to write her own name in Christmas cards — a huge step forward — and is now more confident approaching staff and explaining what she needs.

262 attendances of Terrapins in 2025/26 — up 55% on the previous year

No One Is Left Behind

Economic pressures, housing challenges, and health issues can quickly destabilise individuals and families. By offering practical, timely support — including emergency food, advice, signposting, and one-to-one help — we ensure no one is left to face crises alone.

What we delivered.

71 Emergency Food Parcels reaching 59 adults and 30 children

16 Benefits Advice Appointments at JSSG Provided by North Bristol Advice Centre

92 Services Signposted Promoted via social media and newsletter

Case Study

Graham, 64 — £5,592 Secured.

Graham sought help from the benefits adviser at Staple Hill Community Hub. With NBAC's support, he received a backdated UC payment of £1,062.84. His PIP case was also taken to tribunal, where he received a backdated payment of £4,529.27 and will receive £73.90 per week for the next three years.

£5,592 in benefits secured for a resident in 2025/26

The
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EMERGENCY FOOD PARCEL

Call to arrange
01454
868374



Emergency food parcels are available
for people in financial difficulty.
No referral needed.

Help is here if you need it.

01454868374 hello@staplehillcommunityhub.org.uk
Staple Hill community Hub 1a Berkeley House BS16 5HS



Friendship and exercise group

"I have improved my financial situation, which has helped my mental health."

— Benefits advice attendee, September 2025

"The lady I spoke to made me feel very supported and comfortable asking for this help in the first place. I left feeling happier with my situation than when I first arrived. You really are a help to me and to our community."

-Emergency food parcel recipient Autumn 2025

Case Study

Case Study — Windrush Generation

Resident C — Standing With Her

Resident C, a Jamaican-born NHS worker caught up in the Windrush scandal, faced loss of employment, restricted banking, and deportation procedures. The Hub provided emergency food, demonstrated solidarity, and connected her with debt support and legal advice. Her immigration status was ultimately confirmed. The Hub continued to support her well beyond the usual one-off provision

Every person in Staple Hill has skills, experiences, and passions that can benefit the community. By creating pathways for residents to lead activities, volunteer, and co-design services, the Hub becomes truly community-led — meeting the ABCD framework now required by South Gloucestershire Council.



We gather feedback at every community event we attend, run satisfaction surveys twice a year, and interview individuals directly for their views and suggestions — helping shape services.

We also offer free advertising space to local groups and public services.

Ignite life Community Fun day

Customer Satisfaction

What Our Service Users Say

All services rated out of 5. Surveys conducted throughout 2025/26.

Singing for the Brain	5.0 / 5
Job Support (JSSG)	5.0 / 5
Lunch Club (team score)	4.97 / 5
Friendship Club (social)	4.91 / 5
Sprouts After-School	4.69 / 5
Terrapins After-School	4.63 / 5

100% of respondents across all services said they would recommend Staple Hill Community Hub to a friend or family member.

“It has got me out of the flat on a regular basis, whereas before I never really went out.”

Lunch Club

“I received technical help with online applications that were unfamiliar to me. The Benefits Adviser session was really helpful.”

Job Searchers Support Group

“Good quality food, freshly cooked – and the social side too, since moving to the area.”

Lunch Club

“It has enabled me to keep going after losing my wife.”

Singing for the Brain

“I feel I’m being useful, which is very important to me right now.”

Dedicated Volunteer

Tracy's Story

Lunch Club

Women's Wellbeing Beauty Classes Coffee Morning

Tracy recently she saw it on Facebook, and for the past nine months she has been a regular, coming along to Lunch Club, the Women's Wellbeing Beauty Classes, and Coffee Mornings.

The difference it has made is hard to overstate. Before she started coming, Tracy was completely isolated. Now, she says simply, she feels less lonely.



"It gets me out. It gets me meeting people. It gets me motivated and looking forward to things – the list is endless. It makes me feel happy and I look forward to it."

The Lunch Club has been a particular highlight. She values how easy the Hub is to get to it is within walking distance, with a ramp and a disabled toilet that make it genuinely accessible for someone with restricted mobility.

"The food is excellent – outstanding for the price. I don't understand how they do it. Two courses for four pounds is amazing, and it's a well-balanced, nutritious meal."

For Tracy, the staff are a big part of it – she describes them as outstanding, friendly and welcoming, and says they work really hard. Her enthusiasm has spread, too: she has recommended the Hub to others, and many of them now come along themselves.

Asked what she would change, Tracy has a couple of ideas she would love to see: an afternoon Coffee Morning starting around 2pm, and some day trips out – perhaps to the zoo, or to Weston-super-Mare for fish and chips.

"I would really miss the Hub if it wasn't here. It's really important to me. It's a great place for people with restrictions in mobility. It's outstanding.

LOOKING AHEAD

Building on the strong foundations set out in this report — and with the stability of our three-year National Lottery grant — Staple Hill Community Hub has identified clear priorities for the year ahead. These focus on securing our future, strengthening governance and volunteering, and reaching more people, while keeping the community-led, dignified approach that makes our services distinctive.

GOALS

Diversify and grow our income

Pursue Small Sparks and Community Welcome Space funding and build on our three-year National Lottery grant, reducing reliance on any single source.

Embed our new strategic aims

Organise service delivery and impact reporting around our four agreed aims to evidence our impact more clearly.

Expand provision for families and children

Build on Terrapins and Sprouts and explore a summer play scheme to reach more local families.

Improve accessibility

improve our access ramp so that its easier for everyone to reach our services.

Strengthen our board and governance

Continue developing our trustee board and governance to support the Hub's next phase.

Thank you

None of this would be possible without our 42 extraordinary volunteers, our dedicated staff team, our Board of Trustees, our funding partners, our community partners — and most importantly, the residents of Staple Hill and the surrounding area who trust us with their time and their stories.

Community Partnerships



Delivering for you



Bromford.

