

Our vision is:

a connected

kind

&

can-do



in GL11 and surrounding areas.

We achieve this by:

Creating a safe and supportive community space;



enabling friendship



bravery



learning



and growth.



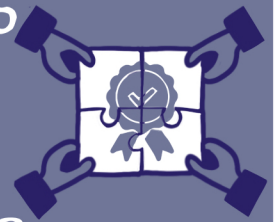
Working with communities



and partners to achieve



equal access to good quality services for everyone in Gloucestershire.



Our values



A message from our CEO



Indigo Redfern,

GL11's CEO

I am delighted to share our Annual Report for 2022/23 with you.

While we have all been relieved to see the levels of Covid infection reducing in 2022, we are now managing the after-effects on the mental and physical health of our community, so our counselling and health coaching projects are busier than ever.

The impact of the cost-of-living crisis has also brought challenges which we have quickly responded to: GL11's new Cost-of-Living Day offers comprehensive benefits, housing, debt support and advice.

Despite the many challenges, our team of staff and volunteers were here for our community: providing a safe and supportive community space to come and be warm, feel welcome, learn and grow.

As ever, all these achievements have been made possible entirely through our strong relationships with all our partners and funders across councils, public health, the NHS and in our local community.

As we prepare for the next year, we know that our most powerful and effective resource in achieving our goals is the commitment and generosity of our wonderful supporters: thank you for being one of them!

GL11 Highlights

#WarmGL11

In the Autumn of 2022, we launched #WarmGL11 to support our community from the looming cost-of-living crisis.

We took a joined-up approach to the crisis, with nine local partners providing our community with access to a warm space, low-cost food, support and advice and a welcoming place every day of the week.

#WarmGL11 continues to support local people with weekly sessions in the Cafe at GL11.



Cafe relaunch

After many unpredictable months following the pandemic, we were ready to re-open our cafe more fully.

In January, we recruited a new, full-time chef and trained existing volunteers to support the new opening hours.

Our cafe is now open for hot food, five days a week; serving more than 220 portions of food each week, including healthy and exciting vegan options.



Pain study success

We were delighted to be approached by NHS Gloucestershire to work alongside them.

Our network of connections positioned us perfectly to capture the community's viewpoint to gather feedback from people living with chronic pain.

Through our conversations we were quickly able to collect very specific data to advise both the NHS, and a wider network of UK partners, about chronic pain and its direct impact on individuals.



MBE for Covid-19 work

In December 2022, our CEO, Indigo Redfern was awarded an MBE.

The Honour recognised Indigo's role in leading GL11's award-winning services to the local community over the last 20 years, and particularly its fast-paced response to COVID, which is now used as a national example of best practice. Upon receipt of the award, Indigo said,



"I am delighted to accept this MBE on behalf of all the volunteers, trustees, staff past and present at GL11, and our generous funders, who this honour is really for."

From patient to person

Denise* was referred by her GP to the GL11 Counselling Service in 2023.



Her mental health was preventing her from working.

In her first counselling session Denise talked about historic experiences of childhood abuse and the recent death of her mother.



Her childhood trauma was negatively impacting her emotions and her bereavement was making it even worse.

Denise worked with her GL11 counsellor to set some goals for six sessions of counselling.



They agreed to work on coping strategies to help Denise better manage her anxiety and low mood.

They also created space in her counselling sessions to explore her complex feelings around the loss of her mother and how these were impacting her.



Together with her GL11 counsellor, Denise explored the patterns of when she felt low or anxious and what triggered these feelings.



She discussed the death of her mother including the difficult and conflicting emotions that had surfaced with this grief.



The counsellor helped Denise to identify patterns in her relationships and how she could set healthier boundaries with other people.



The counselling sessions also supported Denise to understand the importance of self-care and compassion.

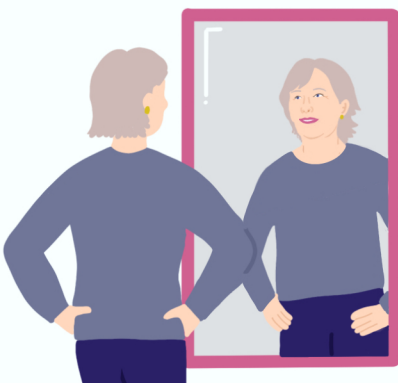


Denise is now managing her mental health more effectively



She uses the strategies that she learnt in her sessions, such as journaling, grounding techniques and creative activities.

She feels more resilient and more self-aware.



Her counsellor has been in touch with GL11's volunteering coordinator who will help Denise explore opportunities as a stepping stone to getting back into employment.



Denise is now focused on her future and hopeful about returning to work.

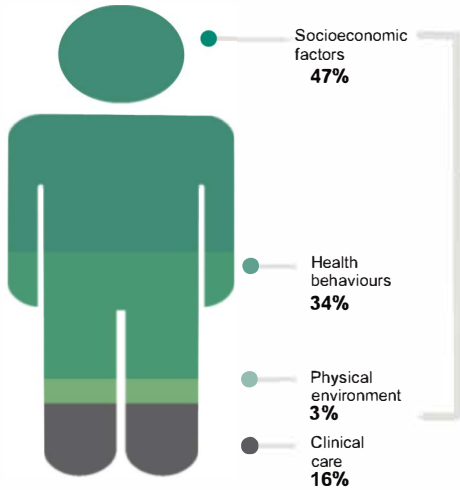


Working together

The NHS Adult Social Care, Children and Families, Housing and Benefits services are all struggling to keep up with demand and many people are not getting any services at all.

The challenge:

Social, economic and physical factors significantly influence behavioural health outcomes*.



* Source: Gloucestershire NHS Strategy Dec 22. (NHS One Gloucester Integrated Care Strategy)

84% of the factors that influence a person's total health are found outside clinical care*.

GL11 is helping by focusing on:

- Isolation
- Poverty
- Healthy behaviours
- Physical environment

...to help meet the needs of our community.

GL11's activities:

<p>47% Isolation & poverty</p>	<ul style="list-style-type: none"> • Social groups • Friendship groups • Buddies/befriending • Volunteering 	<ul style="list-style-type: none"> • Community cafe • Training partners across Gloucestershire • Supporting small hubs
<p>34% Healthy behaviours</p>	<ul style="list-style-type: none"> • Money advice • Community pantry • Food bank 	<ul style="list-style-type: none"> • Warm GL11 • Employment support
<p>3% Physical environment</p>	<ul style="list-style-type: none"> • Parenting + nutrition • Walking group • Yoga 	<ul style="list-style-type: none"> • Creative activities • Counselling + health coaching
<p>16% GP care</p>	<ul style="list-style-type: none"> • Care and repair service. 	<ul style="list-style-type: none"> • Links with GPs and social prescribers.

Our impact

Here is a snapshot of how our work has made a difference to people in our community during 2022/23.

Isolation

* over **20** different social and accessible activities **every week**

* over **200 hours** of peer group support for people with Long COVID

* we served **892** community meals a month

...and our volunteers gave around **1,600 hours** of their time.



"This is my happy place. It is welcoming, chatty, laughing and helpful."

92%

of people feel more engaged with the community.



94%

of our participants say they have made friends at GL11.



Poverty

* **581** baskets of groceries enjoyed by our Community Pantry shoppers

* **104** food hampers delivered to local families in the festive season

* **8** Foodbank requests fulfilled **every week**

* **#WarmGL11** hubs hosted weekly - serving hot meals and providing debt, benefit and housing advice, digital support.



"I live on my own and am struggling to make ends meet. There is a really good choice here, so I come every week. It helps me a lot."

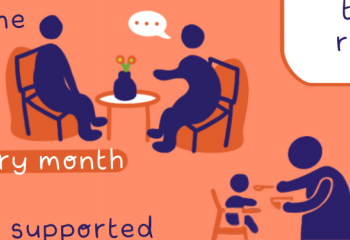


Healthy behaviours

* **42** referrals to our one-to-one health coaching sessions

* **129** counselling sessions delivered to local people **every month**

* over **300** parents and carers supported each week with emotional wellbeing, nutrition and parenting skills.



"I enjoy my sessions, having someone to talk to has been, really beneficial."



86%

of people said that coming to GL11 has helped them feel better able to tackle life's challenges and plan for the future.

Physical environment

We set up **Care and Repair** handyperson service to help people over 65, or those living with a disability, stay independent and remain in their homes for longer.



"The sliding door you fixed will help me get around much better in my wheelchair."



93%

of our participants said they had seen an improvement in their well-being - leading to better mental and physical health.

Together for our community

As part of our warm hubs initiative, one of our volunteers visited the Chantry Centre to share our cost of living leaflets.



She told local parents about the advice and information they could access at the GL11 Community Hub.



That Wednesday, our weekly Cost of Living Support day was brimming with parents, grandparents and small children.



The GL11 team rallied around to make sure there was enough staff available to sit and talk to each guest.



Toys were provided and a safe space was created for the children to play in whilst their grownups talked to the support workers.



Lots of families enjoyed our £1 meals; some of them stayed and ate both lunch and dinner!



Several parents used the community pantry and others spoke with our money advice service.



One mother spoke to GL11's housing advice service as her family was living in a two-bedroom flat that was damp and full of mould.



After one conversation she told us she felt like a huge weight had been lifted from her shoulders.



With the Mother's permission, GL11's housing advisor got in touch with the environmental health team at the local council



- they started the process of getting the property condemned.

In just a few months the family were given a two bedroom house.



GL11 staff supported the family right up to the point of moving, including helping them apply for a furniture grant from Barnwood Trust for their new home.



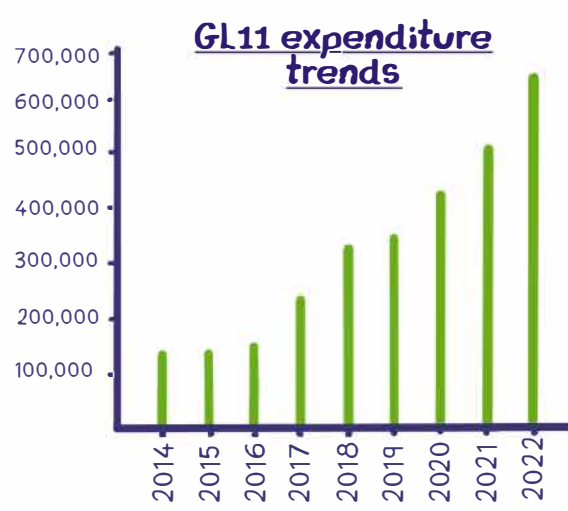
Money matters

Statement of financial activities For the year ended 31 March 2023

	Restricted	Unrestricted	2023 Total	2022 Total
Income from:				
Donations	697,975	4,085	702,060	512,293
Charitable activities:				
Wellbeing		6,456	6,456	3,690
Families and youth projects		2,601	2,601	1,503
Room hire		3,328	3,328	3,559
Cafe and pantry		14,407	14,407	7,131
Investments		3,908	3,908	1,219
Other income		21,164	21,164	17,747
Total income	697,975	55,949	753,924	547,142
Expenditure on:				
Raising funds	4,412	24,881	29,293	36,011
Charitable activities:				
Wellbeing	242,176	8,138	250,314	100,104
Families and youth projects	62,889	298	63,187	50,780
Employment support	74,565	1,686	76,251	64,224
Cafe and pantry	54,489	1,387	55,876	19,576
Outreach	13,954	314	14,268	
Mental health	110,025	4,724	114,749	
UK shared prosperity fund (UKSPF)	42,123		42,123	
Covid 19 response				284,691
Total expenditure	604,633	41,428	646,061	555,386
Net income/(expenditure)	93,342	14,521	107,863	-8,244
Transfers between funds				
Net movement in funds	93,342	14,521	107,863	-8,244
Reconciliation of funds:				
Total funds brought forward	246,562	183,193	429,755	437,999
Total funds carried forward	339,904	197,714	537,618	429,755

Grants of more than £5,000:

Active Gloucestershire	8,286
Berkeley Vale Primary Care Network	66,190
Barnwood Trust	70,000
Big Lottery Fund	99,945
Envert Community	30,000
Employment Skills Hub Outreach	9,200
GEM project	23,050
Gloucestershire CC DigiHub	10,200
Gloucestershire County Council	57,395
Gloucestershire Gateway Trust	10,000
Magnox Ltd	9,999
National Benevolent Charity	5,000
Peter Lang Childrens Trust	35,005
Severn Wye Energy	5,294
Stroud District Council	34,333
The John Horseman Trust	5,000
The Julia and Hans Rausing Trust	13,719
The National Lottery	9,905
UKSPF	33,581
VCSE Alliance	60,000
Western Power Distribution Foundation	9,990



We would like to say a GINORMOUS thank you to each and every one of our donors and partners.



The future

While continuing to provide a safe and supportive community space, GL11 is now working with key partners to improve the quality and access of services, to benefit our whole community...

1. GL11 Community Incubator Unit



2. Chronic pain project

GL11 will continue to work with the NHS in relation to the treatment of chronic pain.

In 2023-4, we will create a community action group consisting of people with lived experience of chronic pain.



We will ensure that these voices and experiences are instrumental in informing the implementation of the changes recommended in the report.

3. Supporting new community hubs



GL11 has secured funding to support grassroots development of ten new community hubs across the Stroud district.

90% of the £275,000 we have secured will go directly to the hubs, where local people decide local priorities.



We will use the remaining 10% of the funding to provide training and support to the hubs as well as gathering data on their impact.

How you can help

Volunteer

Drop in for a chat about volunteering opportunities. Regardless of your ability or experience, we can find the right role for you.



Donate

Giving is not just about donations; it's about making a difference.

Every act of kindness, no matter its size, is always appreciated.



Become a friend

Join our Friends of GL11 family today by donating just £2, or more, a month to help keep GL11 open to all.



We only get by with a little help from our Friends!



Scan the QR code to sign up now or visit bit.ly/GL11Friends

Take part

We have a huge selection of activities for you to get involved in.

No matter what your age, gender or interests. Visit our website to see what's on.

