

# We are Queen's Hall Action on Poverty

Social action is at the  
heart of our mission

Impact Report 2022-2023

How your support has  
helped change lives

**THE BRICK**

QUEENS HALL ACTION ON POVERTY

# Thank you from our CEO & Chair

In a year that has been dominated by a cost-of-living crisis and economic uncertainty we are immensely proud of what our staff and volunteers have achieved here in Wigan and Leigh, for and on behalf of the most vulnerable people in our communities.

Every day we see the amazing resilience of the people we support who are experiencing poverty and homelessness. But the triple threat of a cost-of-living crisis, social care budget cuts and economic recession continues to make their lives increasingly hard.

In 2022, the ONS reported that 28.3% of households in Wigan and Leigh were living in fuel poverty, 6% higher than the national average. The Health and Social Care Scrutiny Committee was told that 1,091 homelessness applications were submitted to Wigan Council in recent months - an increase of 339 compared to the same time last year. The demand on our services in the last 12 months has been unprecedented. Whilst we must continue to provide immediate relief, emergency beds and food in the short and medium term, we must also look to make systems more resilient for the future.

Statistics like these make hard reading, but if the last two years have taught us anything, its that when we work together, we can tackle the greatest challenges of our time and achieve remarkable progress. We would therefore like to thank all our supporters: our individual and business donors, commissioners; Wigan Council and DLUHC, our grant funders; The National Lottery, and other social investors such as Charity Bank and Big Issue Invest. We thank all our staff and our volunteers for their dedication and every single person who has placed an item of food in our collection boxes, taken part in sponsored events or signed up to monthly giving.

We have set our ambitions high, and we are very grateful to our supporters for coming on this journey with us – our work wouldn't exist without you. We know there are challenging times ahead and we will remain steadfast in our commitment to show up for people who need us each and every day. We know that together we can work to build the futures that every person deserves by committing to prioritise the rights of people who are left behind due to poverty, inequality and discrimination.



**Keely Dalfen**  
CEO, The Brick



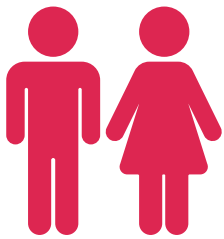
**Dr John Parker**  
Chair of Trustees

# Our year at a glance

WE HAVE DIRECTLY  
**SUPPORTED**  
**14,483**  
INDIVIDUALS

WE RECEIVED  
**4,339**  
**REFERRALS**  
FROM LOCAL ORGANISATIONS

## **BRICK HOMES**



PROVIDED SPECIALIST  
ACCOMMODATION TO  
**19** YOUNG  
PEOPLE

PROVIDED SECURE  
**LONGER-TERM**  
**SUPPORTED**  
ACCOMMODATION

**FOR**  
**25**   
INDIVIDUALS

WE PROVIDED  
**8161**  
SAFE BEDS IN 2022-23



**FOR**  
**315**  
INDIVIDUALS

# BRICK ENGAGE

OUR OUTREACH  
TEAM SUPPORTED



656

PEOPLE FACING  
HOMELESSNESS

'YOUTH HOMELESSNESS  
PREVENTION SOCIAL  
IMPACT BOND'



HAS SUPPORTED

130 YOUNG  
PEOPLE



2,963

REQUESTS FOR  
HOMELESS SUPPORT

# BRICK FOOD

“ I was ashamed. I've never asked for help.  
You were amazing. Everyone was so  
warm and kind ”



1,100

HOUSEHOLDS  
HAVE ACCESSED  
OUR FOOD  
COMMUNITY



## BRICK REUSE



WE'VE PREVENTED  
**84,225**  
ITEMS ENDING  
UP IN LANDFILLS

OUR CHARITY  
SHOPS HAVE  
**DONATED**

**382** 

ITEMS TO PEOPLE IN NEED

**527** 

FAMILIES WERE  
PROVIDED WITH FREE  
**FURNITURE**  
THROUGH OUR CHARITY SHOPS

## BRICK SKILLS

**41**



PEOPLE WORKED  
WITH BRICK MENTORS  
**DEVELOPING**  
SKILLS & INTERESTS

## BRICK BY BRICK



**73,558**

ITEMS HAVE BEEN GIVEN TO

**18,306**

FAMILIES STRUGGLING WITH  
THE COST OF LIVING ACROSS  
GREATER MANCHESTER

WE RECEIVED

**306**

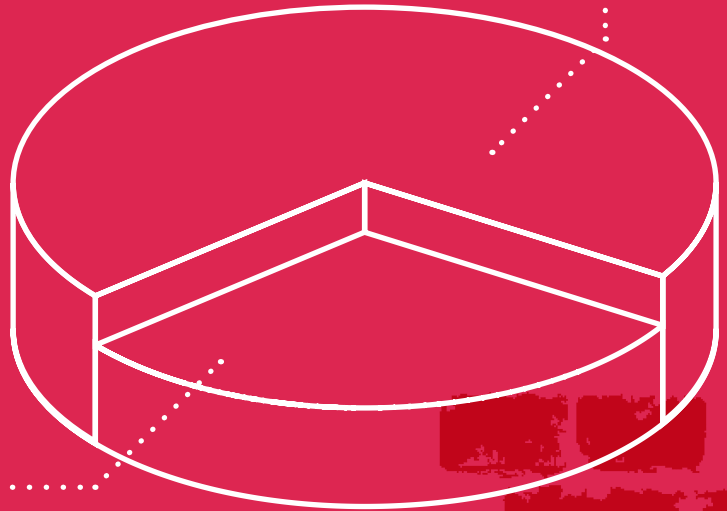
CRISIS PRESENTATIONS  
ACROSS OUR SITES

**2/3**

WERE IN NEED OF HOMELESS  
PREVENTION SUPPORT

**1/3**

OF THESE WERE  
ALREADY HOMELESS



## Key achievements from the people we work with

**100%**

of people said they  
were feeling good  
about themselves.

**100%**

of people reported improved  
Self-confidence

**89%**

of people said they have  
improved their ability to  
manage a tenancy

**77%**

of people said they were  
feeling more optimistic  
about the future

**70%**

of people reported  
improved Life skills

**“ Brick staff came to visit me in hospital. It was the first time I’d ever been given flowers. Their support made all the difference to my positive recovery ”**

**110**

VOLUNTEERS PROVIDED

**6000**

HOURS AT A VALUE OF

**£122K**

# The Year Ahead



Set against the background of a tough economic climate, with cuts to funding and increased demands on our services, and in the context of an unprecedented cost of living and housing crisis, The Brick's aims for 23/24 are ambitious but achievable, marking a step change in the charity's development. We will see our impact and influence grow both locally and nationally as part of our reform agenda.

We will continue to provide support to those facing poverty from expanding our emergency and supported housing provisions, to embedding our newly developed food community and multi-banks into the community and expanding their reach, to our newly revamped Brick Skills training, skills and homeless prevention programmes, we will continue to support thousands of people and their communities in Wigan, Leigh and the wider GM Footprint. Rolling out a trauma-informed support model across all of our services and building service user involvement into every level of the organisation.

Transforming more communities, enabling more people to truly belong, contribute and thrive.

FOR EVERY  
**£1** YOU DONATE  
WE SPEND  
**96.5P**  
ON OUR CHARITABLE  
ACTIVITIES





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65 Water Street, Wigan WN1 1DN  
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Wigan WN3 4EN  
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Email: [enquiries@thebrick.org.uk](mailto:enquiries@thebrick.org.uk)



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[www.thebrick.org.uk](http://www.thebrick.org.uk)