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Charity number: 1153055
Company number: 08503176

We would like to warmly thank all our Trustees both past and present for their stewardship over the years. The astounding work of our staff and volunteer team shows that poverty, rough sleeping and homelessness is not an inevitable part of society and that given the right resources, focus and commitment that everyone can have a safe and secure place to live.



To find out more and connect scan the QR code

www.thebrick.org.uk

We are Queen's Hall Action on Poverty

THE BRICK
QUEENS HALL ACTION ON POVERTY



Impact Report 2023-2024
How your support has helped change lives

Thank you from our CEO

"I feel like there is light at the end of the tunnel. There's help there and you should accept it. Sometimes you can't do it on your own. I was overwhelmed with all the support"

The last 12 months have not been easy. We have faced increased pressures on our social care system, a cost-of-living crisis and an aftermath of a pandemic that did not affect us all equally. Throughout this all, our staff and volunteers have gone over and above in their care and support for people whose lives have been shaped by poverty and disadvantage.

This report highlights what we have done to meet increasing need, the range of housing and support we provide and shines a light on our amazing people, projects, and success stories. We couldn't do all this work without the support of our staff, volunteers, supporters, donors, funders, and fundraisers. We want to thank you, because with true collaboration to tackle life's challenges comes the opportunity for change. In the last year there has been an outpouring of care for our community. So many people going beyond their professional and civic duty to help. It is humbling to receive the support we have, and a privilege that we live and work in a borough that works so tirelessly to ensure that no one is left behind.

Keely Dalfen

Keely Dalfen
CEO, The Brick



93% people supported by The Brick said that they had experienced an increase in their financial wellbeing

454 
HOUSEHOLDS WERE
PROVIDED WITH FREE OF CHARGE
FURNITURE PACKAGES

590,378
HOUSEHOLD ITEMS
DONATED TO FAMILIES
STRUGGLING WITH
THE COST-OF-LIVING



1805

HOUSEHOLDS
HAVE ACCESSED
OUR FOOD
COMMUNITY

WE PROVIDED
14,373
SAFE BEDS IN 2023-24



FOR

422
INDIVIDUALS

4,026 
VISITS TO THE BRICKWORKS
FOR COMMUNITY SUPPORT

A recent independent evaluation reported that for every £1 invested into the Brick Multibank returns a social value of £5.01.



What we do

OUR OUTREACH
TEAM SUPPORTED

3001

SESSIONS FOR PEOPLE
REQUESTING HOMELESS
SUPPORT



Alleviate Homelessness

The Brick supports people who are experiencing homelessness in Wigan and Leigh from the street to independent living. Our services include residential and supporting services for those who, for many reasons and circumstances, are unable to find suitable accommodation to meet their needs. We achieve this via our different stages of accommodation. We currently have a portfolio of 10 properties in Wigan and Leigh that provide safe and supportive accommodation for up to 96 residents at any one time. We work within a Trauma Informed Care (TIC) and Psychologically Informed Environment (PIE) approach which basically means we focus more on the underlying trauma that caused an individual to become homeless rather than their homeless status. At The Brick we find this approach vital if we are to truly empower an individual to succeed with independent living.

Whilst having a roof is a great start, we do so much more – from helping people to register with a GP, open a bank account, access benefits, engage with other services to volunteering/employment, getting back into education/training, and moving on into independent living. This is just the tip of the iceberg though; in terms of the emotional support and encouragement our team offer to the people we work alongside. What we are seeing more and more is an increase in the people coming to us who are experiencing severe and multiple disadvantages, sometimes referred to as “complex needs”.

This means people who have experience of 2 or more of the following areas, in addition to their homelessness:

- Mental ill health
- Physical ill health
- Addiction
- Involvement with the Criminal Justice System
- Violence or abuse

Supporting people with some or all of these issues can be challenging for our staff, and we ensure they all have access to reflective practice, emotional support and our Employee Assistance Programme. We are also grateful for the partnership working across the borough, enabling our staff to work alongside other agencies to provide the best person-centred support we can.

OVER 12 MONTHS
WE DIRECTLY
SUPPORTED
16,534
PEOPLE



Alleviate Poverty

It is our mission to enable people on low incomes to seek solutions to the issues affecting their lives. We seek to work with, not do to, knowing that people experiencing poverty are the real experts. To do so requires our staff to build relationships based on trust. We try to see the whole person, rather than just the specific issue for which that particular project has been designed. Our young person's homelessness prevention Pathfinder has been designed for young people at risk of homelessness. Through coaching, it enables these young people to overcome any challenges that are impacting their accommodation. Our priority is to work with 16-25-year-olds, but we are able to support people up to the age of 35. We aim to improve individuals' confidence and resilience to avoid longer term homelessness, while supporting them to sustain an existing tenancy or move into new accommodation.

We believe that everyone has the right to life's essentials, which includes cleaning and hygiene products as well as food.

Our Multibank is an innovative solution to fight poverty and fight pollution. We take surplus goods, such as personal hygiene items, bedding and clothing that would have gone to landfill and distribute these goods via teachers, social workers, and charities to families in need. We also operate a food community, which is set up just like a shop and members can access affordable food with dignity and choice, as well as serving as a springboard to other opportunities and ideas such as volunteering and classes.



**72% said that they had improved
motivation, aspiration and outlook
for the future.**

“This project has had a big impact for me. It shows that people care. I had nothing and I am so thankful”

A year in reflection

“The Brick has been a life saver to me. I’m a little less stressed knowing I can go down and get food. At first, I was too proud to ask for help, but now I’m glad I did”

Housing Support

The Brick have a range of commissioned and non-commissioned accommodation and tenancy support projects where we provide interventions to prevent rough sleeping, successful move on to independence and recovery from homelessness.

Housing Support achieved:

- Opening a new emergency accommodation hub for 20 people in December 2023 to meet increasing demand.
- Acquiring 15 self-contained flats with 2 flats developed for people with physical disabilities.
- Opening the Brick Works as an open access engagement centre for people in crisis to receive housing support.
- Provided 14,373 safe emergency beds in 2023-2024 for 422 individuals.
- Provided secure long term supported accommodation for 91 individuals including specialist housing for 23 young people.
- Our outreach team supported 727 people facing homelessness.
- We carried out 3,001 support sessions for people requesting homeless support.
- We carried out 1,971 independent living mentoring sessions for people living in our accommodation.



**OUR OUTREACH
TEAM SUPPORTED**

727

**PEOPLE FACING
HOMELESSNESS**



Community Support

As well as accommodation we offer open access community drop-in support at two locations in Wigan and Leigh, offering advice as well as access to food, essentials, and furniture to help with tenancy sustainment.

Community support achieved:

- 4,026 visits to The Brick Works for community support.
- 245 individuals supported at The Brick Works with various housing related needs.
- Youth homelessness Prevention Project supported 77 young people and delivered 247 support sessions.
- 590,378 household items donated to families struggling with the cost-of-living crisis.
- Assisted 344 partner organisations such as schools, charities and social work teams through donating items from the multibank.
- 1,805 households have accessed our affordable food community.
- Supported 454 households with free of charge furniture packages.
- Prevented 1,603 items of furniture from ending up in landfill.



“Without the help of The Brick, I would have days where I wouldn’t eat. And now I know I can manage”

A year in reflection

“(The Brick)..made me feel better as I can provide for my family and I can concentrate on my gas and electricity bills. My home is warmer and looks better. The children are happier in the home. Also made the children want to look after the bedroom and help me tidy the house”

Volunteers

As a charity we rely on the support of the community, whether individuals, groups, or businesses.

22 businesses have supported us with corporate volunteers. We would like to thank Bupa, Barclays Bank, Nationwide, Wincanton, Omnicell, Virgin Media, Pets at Home, Netball England, Wigan Council, Royal Navy, Fleet Dynamic, Stephenson’s Solicitors, B&Q, Heinz, Johnsons Honda, SMN Tree Surgeons, Pfizer, Natwest, P&G, Handelsbanken and Wigan Warriors for their support.

We encourage people with lived experience to join our volunteering team and aim to deliver inclusive volunteering opportunities that consider the needs and experiences of people with lived experience and also to support their development and progression. In 2023/4 we have supported 21 volunteers with lived experience across a diverse range of roles.



160
VOLUNTEERS HAVE
DONATED 7,407
HOURS TO THE CHARITY
AT A VALUE OF
£135,236



The Year ahead

As we look ahead to the next 12 months of considerable challenge, we have never felt more prepared to serve our community. In March 2024, we were grateful to be awarded significant social investment of £2.33m. This loan from SASC's Social and Sustainable Housing fund (SASH II) will enable The Brick to purchase 9 two-to-six-bedroom properties in Wigan and Leigh, which will give us an additional 40 units of supported accommodation for people transitioning out of homelessness.

In 2024/25 we will work beyond equality to embrace the vitality of equity. Whilst equality ensures fair treatment and access to the same opportunities, equity recognises that not everyone starts from the same position. To do this we will encourage true collaboration and partnership because we cannot solve longstanding structural injustices alone. Poverty causes ill health, drives inequality in health outcomes and increases use of health services, and therefore we look forward to working alongside our partners GP Alliance, We are With You and The Health Outreach Inclusion Team to expand our offer of drop in clinics to improve health outcomes for the most marginalised groups in the most disadvantaged places. There is so much to do, and so much profound need, so we are especially grateful to Wigan Athletic and Wigan Warriors who have put our name to their home, The Brick Community Stadium, to cement our long-standing relationship. We will use this opportunity to promote wider community initiatives and develop collaborative partnerships to sustain our work and together build a compassionate network for change.



82% said they had improved their confidence and self esteem.

“It has made me feel valued. Made me feel like I am worthy enough to receive nice things. I walk taller now as I feel better about myself”

“This project has had a big impact for me. It shows that people care. I had nothing and I am so thankful. I feel like there is light at the end of the tunnel. There's help there and you should accept it. Sometimes you can't do it on your own. I was overwhelmed with all the support”.

We would like to thank the following for their support:

- Wigan Warriors
- Wigan Athletic
- Wigan Council
- Comic Relief
- Garfield Weston
- Greenmount Projects
- Westwood Motor Group
- Jigsaw Homes North
- GMCVO
- Sport England
- The Neighbourly Foundation
- Workers Educational Association
- The National Lottery
- The Department of Levelling Up Communities & Housing
- Amazon
- Rt Hon Gordon Brown
- Accrol
- Bell Group
- Stephenson's Solicitors
- Chapel House Motor
- NRB Accountants
- Vincents
- The Ainscough Family
- Standish Charities
- Enterprise RAC
- Wigan Masonic Group
- Sterling Meat Company
- Local Vocals
- Online Home Shop
- Sky Up
- Richardson Brothers Foundation
- Paint Ltd Spotted Bee
- Wigan Peddlars
- George & Annette Bell Foundation
- FubHub
- Nisa
- M&Y Maintenance & Construction
- Wigan Town Relief in Need Charity
- Forest Recruitment
- Mac Groundworks
- Lawrence Hunt & Co
- Lupine Travel
- Asana Property Group
- Trustees of the Revd James Banks Charities
- Ashton Trinity Lodge
- Standish Energy Limited
- Essential HR
- Lansafe
- Crown Flooring
- Plumbase Wigan
- Online Home shop
- Proctor & Gamble
- McBrides
- Big Issue Invest
- Social & Sustainable Capital
- Charity Bank
- GMCA
- Millenium Care
- Vision Linens
- Richard Howarth
- Kraft Heinz
- Heatable
- Pall Mall Carpets
- PNP Electrical Services

