

Abbey

Community Centre



Impact Report 2024-25



Abbey Community Centre, 172 Belsize Road, Kilburn London NW6 4BJ

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Charity no. 295191 Ltd company: 2028600



Annual Impact Stats

April 2024–March 2025



Food Support

providing shared meals & food bags

755 food crates saved from landfill

1908 food bags distributed

1175 to isolated older people

733 to low-income families

111 hours volunteering on food bags

352 hours of free healthy low-cost cooking & nutrition classes



Warm Welcome Space

Open to all, 5 days a week with free wifi and hot & cold drinks

1100 distinct beneficiaries

230 sessions provided

11,500 attendances

5750 contact hours

2250 instances of signposting / information provision annually by our Reception staff and volunteers



paul mata

Local Guide · 42 reviews · 7 photos

★★★★★ 10 months ago

A great community centre much needed which has lots of options for activities



Nada Lafta

Local Guide · 42 reviews · 8 photos

★★★★★ 5 months ago

Nice and friendly place for our little one

Annual Impact Stats

April 2024–March 2025



Children's Services

supporting children under 5 & their families (free & low-cost places)

Creche

31 individual children attended

1385 creche places filled

152 sessions delivered

143 referrals and signposting to relevant services given

327 food bags, **235** books, **80** packs nappies, **40** packs wipes, **40** Sainsbury's vouchers given to families in need

Stay-and-Play Drop in

387 individual children attended

3036 drop in places filled

151 sessions delivered



Extracts from October 2024 survey results

54 responses from parents/carers attending Drop-In & 9 from creche

99% said that coming to Abbey has helped their child to play more independently

98% said that they felt supported by the Abbey staff team

96% said their child's confidence had improved thanks to Drop-In/Creche

94% said that attending enabled them to access more information on local services

84% said attending had helped them discover new ways to play with their child



Annual Impact Stats

April 2024–March 2025



Digital inclusion and learning

making tech accessible for over 60s

140 distinct beneficiaries

823 contact/support hours generated

264 hours of sessions

780 session places filled

17 phones & tablets and **50** SIM cards donated to us and redistributed to members in need



Kilburn Good Neighbours

*Queen's Award for Voluntary Service
– winning home befriending scheme
for over 65s*

92 active members

39 active volunteers

51 member-volunteer matches

25 referrals and signposts

2061 scheme contact hours with members (staff & volunteers)



Fitness and Physical Health

Free, accessible & fun exercise groups

369 unique beneficiaries

661 hours of provision

6389 places filled

27 different activities offered – Zumba, gardening, Men's Fitness, Tai Chi, Strength & Balance, walking groups and trips...

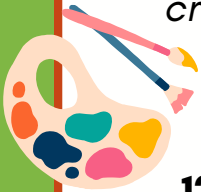


Annual Impact Stats

April 2024–March 2025

Community Activities Programme (CAP)

For over 50s to socially connect, be creative, stay active and healthy



684 active members

174 new members joined

1208 activity sessions provided

76 different activities provided

12,959 session places filled

18,292 contact hours with CAP members

6 regular volunteer-led CAP activities



Extract from October 2024 survey results - 162 respondents

Taking part in Abbey's community activities and social groups....

...helps me connect with people in my local area - **94%** agree

... helps me discover new skills and/or explore new interests, **92%** agree

... supports my general physical health and wellbeing, **84%** agree

... supports my general mental health and wellbeing, **90%** agree

... helps people from different backgrounds to mix and get on well together, **94%** agree

... helps me learn about other organisations I can contact for support, **77%** agree

**Creative Writing - Recycle-art -
Choir - Coffee Morning -
Colouring Calm - ESOL - IT -
Cooking - Sewing - Crochet -
Book Club - Karaoke - Bingo -
plus all our fitness activities**

Annual Impact Stats

April 2024–March 2025



Volunteering Opportunities

For people of all ages: to share, increase & develop skills, boost employability, grow local friendships, confidence and fulfilment

Completed volunteer assignments: **2333**

Total hours volunteered: **4757**

Number volunteer run/led CAP activities: **6**

Number volunteer run CAP activity sessions: **144**

Hours of volunteer run/led CAP activity sessions: **233**

New volunteer enquiries received: **389**

New volunteer applications received: **226**

New volunteers recruited: **73**

Our roles

Tech Buddy
Befriender
Reception
Admin/Data entry
Food Club
Community Lunch
Creche/Drop-In
Activity Leader
Coffee Morning
Gardener
Trips Assistant



"This experience has **benefitted me in many ways**, some of which I can't name until years from now when I look back and realise how impactful my time here was. It takes a specific type of person to be able to work here, and being given that chance shows how much **trust and confidence** others have in my abilities. **To be able to see people's faces light up** when I interact with them and to hear their words of encouragement, means the world to me. One example is when I was helping an elder during a Tech Buddy session and we had some extra time left, she shared some inspiring poems she wrote. Because of this great session and **the connection we built**, the next day, her caregiver dropped off her poem book for me at the centre. Another example was at Stay-and-Play drop-in on Wednesday mornings. I was able to interact and ease a little kid out of his comfort zone who had previously always kept to his mother. Every week he walked in looking for me. **Moments like this remind me of the positive impact I can have on others.**" – Amanda, Intern

Case studies

April 2024–March 2025

Children's Services: Aarvi* & Ila*

Aarvi* (8 months) and her Mum Ila* received some one-to-one support from Zamzam at our Children's Services. Ila explained that she usually places Aarvi either in a seated position or lying on her back as she fears that placing her on her tummy might cause discomfort. **Zamzam took time to explain the importance of tummy time for both muscle and cognitive development.** With Mum's consent, Zamzam gently placed Aarvi on her tummy and after observing that she appeared comfortable, placed musical toys within her reach to encourage her to pull herself toward them. At the end of the one-to-one, Aarvi responded positively to tummy time—she did not cry, and began attempting to drag her body toward the toys. **Zamzam advised Ila to continue tummy time at home** in a safe environment (e.g. on a clear floor, using a layered mat or quilt if on hard flooring, and always under supervision).

Zamzam saw Mum and baby a week later; Aarvi was able to move from a seated position into a crawling position on her own. She could twist and turn her body and was able to bring herself back onto her tummy. **Mum was very pleased with her baby's rapid progress and appeared to be more confident herself.** Here's Ila's feedback:

*"Dear Zamzam, Thank you so much dear for talking to me, and making me understand the importance of tummy time for crawling. In just two days my 8 months old has started transitioning from sitting to tummy very smoothly and is already pulling efforts to crawl which was a delayed transition previously. Lot of love to you and thank you." *Names changed*



Case studies

April 2024–March 2025

Children's Services: Family H*

Family H, asylum seekers from Afghanistan, recently moved to the area. The father, who is registered disabled, walked into the centre with his child (aged 2), and our Reception staff directed him to our Stay-and-Play session. He has since attended these sessions regularly with his child, who **presents with challenging behaviour**.

Our team also observed that the 2 year old had **speech delay** and had not had his 2.5 years development check with health visitors. The child had **bad oral health** with lots of tooth decay and that his siblings had the same symptoms. They gave the family toothbrushes and toothpaste and **signposted them to register with a dentist**. Dad was also concerned about the boy's eyesight.

With the help of a Pashto speaker, the Children's Services team were able to **identify the family's needs and obtained his consent for several referrals, all within their first two sessions**. Given that the family does not speak any English, they believed a Family Support Worker was needed to help coordinate the necessary services.

Zamzam attended a handover meeting with the new Family Support Worker, who coordinated referrals to the Oral Health, Speech and Language Team, Camden Health and Wellbeing, Health Visitors, an optician, ESOL classes for the parents, Little Village for clothes and shoes and support with choosing a nursery. *Names changed



Case studies

April 2024–March 2025

Kilburn Good Neighbours: Sarah*, Volunteer

"I have visited an elderly local lady, Annie* for several years. Initially we would just chat or go out for a local 'walk' (I push her wheelchair) or to the park. Now I also help with any bits of admin or tech support that need doing. **I've become very fond of Annie.** I think we are a **good match**, in terms of personality and interests – Lydia did a great job in putting the two of us together.

What I have realised is that **it's so easy to make a difference** to someone – just by turning up consistently. You can't solve all the other person's problems but nor are you expected to; you just do what you can to be helpful in the time that you have. And **it's been very rewarding** for me too. I have learnt a lot from getting to know someone with a **different set of circumstances and background to my own.** To become friends with a complete stranger at a vulnerable time in their lives has been a surprisingly profound and **humbling human experience** for me.

I volunteered for the programme because I suspected there were lots of elderly or disabled people in our area **who are hidden from view**, and *'there for the grace of God go I'*. I have no children and that might be me in the future. **I want to live in a society where people are kind and support each other**, and that means 'doing unto others as you would have them do unto you'.

I am not particularly religious but I think these are good principles for living that can be hard to put into practice, **especially in a big city like London.**

What is great about the centre and the Good Neighbours programme is that it provides a **structured, reassuring way to make a connection that is easy and 'safe' for both parties.** I have been impressed with how well **organised and supportive** the team have been." *Names changed. Different KGN member/volunteer pictured here.



Case studies

April 2024–March 2025

Community Activities Programme: Jini*

Jini* is a local lady **in her late 60s from Sri Lanka**. For her work, she was a **home carer** for the elderly, a physically and mentally demanding role. She was always tired and often very upset due to aggressive behaviour from her clients. Jini retired and tried to keep busy, but felt lonely and unhappy, especially because she had **tragically lost her young grandson**.

In April 2024, Jini was waiting for the bus at the local stop when she overheard some women chatting about Abbey Community Centre. Her interest was sparked and she came to visit the centre to find out more about our activities. She joined **Friday Coffee Morning** initially and went on to participate in Colouring Calm, Re-cycle Art and Low-Cost Cooking.

Jini visits Abbey Community Centre every day now, sitting in the foyer for a cup of tea or in the garden, reading a magazine or newsletter. She loves the new fresh fruits we have available too. She said that **life feels better** since joining Abbey: it has been very **good for her mind** and she has met many new people.

'I enjoy coming everyday here. People are attentive and caring. I feel safe and peaceful here. I prefer being around people. This place makes me feel happy.'

**Name changed*



Partnerships

April 2024–March 2025



Big thanks to all our statutory, local and pan-Camden partnerships and funders for their collaboration. This year, we worked with...

LB Camden Strategic Partners team
Camden Adult Community Learning
Camden Health and Wellbeing team
Camden Supporting Communities
Camden Adult Social Care
Camden Children's Services
Camden Housing team
Camden Speech and Language team
Brent Children's Centre
SEND Drop-in (SENDIASS)
Little Village
C4 Community Centre's Consortium
Voluntary Action Camden
Volunteer Centres Camden & Islington
Central & NW London NHS Foundation
South Sudan Women & Training Development
Warm Welcome Spaces campaign
Active for Life campaign
Healthwatch Camden
Kilburn Priory Health and GP Centre
The Felix Project
Hands on Hearts Community Project
Arsenal Football Club
Restart Project & Kilburn Repair Club
Goodgym Camden & Brent
Age UK Camden
Bumble Bee Physio
Abbey Road Housing Coop
Henna Asian Women's Association
Susannah Hall & Kentish Town City Farm
CEA CAPA Education Abroad
Hubbub & Starbucks
SER Contractor
Ameresco
Kew Gardens
London Children's Flower Society
The Royal Parks Nurseries
Sidings CC
SHAK



"I just wanted to drop you all a note to say thanks so much for organising and hosting us yesterday- I can't tell you how am impressed I am with everything you have to offer and the impact it must have on your community. I really enjoyed the classes and meeting everyone 😊 thanks for making us feel so welcome!" -

Laura, London Marathon Foundation



Partnerships

April 2024–March 2025

Accessible, subsidised community space

Abbey Community Centre offers accessible, subsidised and sometimes free spaces for community groups and organisations to meet, come together and unite in social action. This year:

500 hours of free centre space for community partners
198 hours of discounted space for community partners
in kind value at least **£23,960** (based on £40 hourly rate)



Partner Feedback

LB Camden, Job Hub, Employability Support

'During our time co-locating across various locations across Kilburn we have been fortunate to have worked with Abbey Community Centre, working from both of their sites. Only last week, I heard an older resident gaining confidence via a digital support class. They were sat next to a resident enrolled on the knitting club. The employment support that we provide is therefore only a small part of the wider holistic support on offer at Abbey Community Centre. ACC is crucial in creating social cohesion, giving meaning and empowering residents whilst equipping them with the tools for self-reliance. Long may it continue.' **Tom Palmer, Job Hub Lead, LB Camden.**



Partner Feedback

Age UK Camden - Debt, Money and Scam Prevention Advice Sessions

'The Abbey Community Centre has enabled Age UK Camden Information & Advice Service to provide an outreach service for debt and money advice to older local residents. Abbey Community Centre is ideally based within the Kilburn area of Camden which has been identified as an area of Camden which has high deprivation. Local residents are grateful that we are able to use the Centre as it is more accessible to them, especially those with limited mobility. Without the ability to use the Centre, Age UK Camden wouldn't be able to reach the local residents especially those with limited mobility who are unable to travel or use public transport. The Abbey Community Centre is very familiar to those in the local area so it gives them the reassurance and comfort that they are being seen in a place they know well, trust and are familiar with. The facilities at the Centre are very accessible and the staff at the Centre are friendly, approachable and helpful. Publicity of our services in the centre has been crucial to getting people involved. There is always a waiting list to access our services at the Centre.' **Ann-Marie Carrol, Debt and Money Advice Officer, Age UK Camden**

Funders

April 2024–March 2025



Our work wouldn't be possible without funding and grants from trusts, foundations, corporates and the lottery in addition to donations from individuals. Here's who funded our work this year.



COMMUNITY FUND



THE
MERCERS'
COMPANY



London
Catalyst



NORTH
LONDON
WASTE
AUTHORITY



SERCONTRACTOR
BUILT ON SATISFACTION



The Kristina Martin
Charitable Trust



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**WALKING AND
CYCLING GRANTS**
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THE HAMPSTEAD WELLS
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The Austin and Hope Pilkington Trust



JOHN LYON'S CHARITY

Waitrose
Community Matters