



Community Solutions North West Ltd

Registered charity 1180530

Impact Report 2026

Incorporating activities for the year ended 31st March 2026.



About us

Community Solutions North West is a community-focused charity dedicated to improving wellbeing, reducing loneliness and social isolation, and helping people build healthier, more connected lives.

We believe that every person matters and that everyone deserves the opportunity to feel supported, valued and part of their community. We work alongside individuals facing challenges such as bereavement, poor mental or physical health, unemployment, financial hardship and significant life changes.

Through a range of services including befriending, mentoring, counselling, employability support, social groups, crisis intervention and wellbeing activities, we help people develop confidence, resilience and meaningful connections. Whether through home visits, telephone support, community activities or one-to-one guidance, our aim is to empower people to improve their wellbeing and achieve positive, lasting change.

Our Place - Elmfield Hall

Elmfield Hall is at the heart of our organisation and serves as a valuable community hub for Hyndburn. During the year, significant improvements were completed through funding from the Community Ownership Fund, helping secure the long-term future of the building and expand opportunities for community use.

A key development has been the transformation of the former stables into high-quality office and meeting spaces. These facilities are already being well utilised by businesses, community groups and partners, helping create a vibrant and sustainable community asset for the future.

Volunteers - The Heartbeat of Community Solutions North West

Our volunteers are the heartbeat of Community Solutions North West. Their dedication, compassion and generosity make an enormous difference to the people and communities we support every day.

During the year, volunteers contributed 12,299 hours of their time, creating a social value of almost £155,000. Whether supporting our services, events, fundraising activities or Mr Gatty's Tearoom, volunteers help us reach more people and deliver greater impact. This supports their wellbeing too!

We are incredibly grateful for their commitment and look forward to welcoming even more volunteers as we continue to grow our impact throughout the coming year.

Our objectives

- To transform the lives of people in our community
- To alleviate all age social isolation, loneliness, and poverty
- To meet diverse needs with an individual response and to empower those on the margins of society
- To provide meaningful personal development opportunities through volunteering
- To be known as an organisation that goes the extra mile.

What we do

- Befriending
- Social and Support Groups
- Training and Workshops
- Counselling and Mentoring
- Employability
- Practical and Crisis Support
- Volunteering and Personal Development

Our values

- Go the Extra Mile
- Embrace Change
- Be Solutions Focused
- Be Positive
- Value Team
- Agree and Commit
- Take Ownership



A message from our Chair of Trustees

I am proud to welcome you to Community Solutions North West's Impact Report 2026.

When I reflect on the past year, what stands out to me most is not simply what has been delivered, but the people behind it and the lives touched along the way. Behind every number in this report is a person who needed support, reassurance, opportunity or someone to believe in them at the right moment. These stories matter, because they remind us why organisations like Community Solutions North West exist.

Across our communities, many people continue to face real challenges, financial pressures, loneliness, poor health and uncertainty about the future. Yet alongside these challenges, I continue to see extraordinary resilience, kindness and determination. Community Solutions North West exists to walk alongside people during difficult moments, helping them find confidence, stability and hope, while creating stronger and more connected communities for the future.

What makes me most proud is not only the impact we make, but the way we work. We listen, we adapt and we care deeply about the people and places we serve. We combine compassion with practical action, building trusted and lasting relationships and creating support that reflects the realities of people's lives. We are also an organisation that continues to grow, learn and adapt innovative approaches through strengthening partnerships, embracing new ideas and always asking how we can do more and do better.

This year has also marked an important transition for the Board. I was honoured to step into the role of Chair of Trustees following Paul Counsell's decision to step down, and I would like to sincerely thank Paul for his leadership and contribution over many years.

We have also welcomed new trustees - Liz Boswell, Mike Rose, Loraine Cox and Paul Steer - whose expertise and perspective will support our next chapter, while David Dean continues to bring valued continuity and experience.

Above all, I want to recognise the incredible people behind Community Solutions North West - our staff, volunteers, partners and supporters. Their compassion, professionalism and commitment inspire me every day. They are the reason this organisation is trusted, ambitious and able to make such a meaningful difference. As you read this report, I hope you gain a sense not only of what has been achieved, but of what is possible when people, communities and organisations come together with shared purpose and determination.

Anna Rojek



"You've given me the confidence I have always needed to gain employment and provided courses that have helped me massively get to where I need to be."

Our core services

Throughout the year, Community Solutions continued to deliver a wide range of services designed to improve wellbeing, reduce loneliness and social isolation, and support people across our communities. At the heart of our work are the Five Ways to Wellbeing - Connect, Be Active, Take Notice, Keep Learning and Give - which shape the way we design and deliver our services and the opportunities we create for people to thrive.

For many people, the first support they need is practical help in a time of crisis - from housing, benefits and budgeting advice to emergency food, fuel and household essentials. This year, we distributed £11,000 through the Household Support Fund for emergency food, provided more than £24,000 in unclaimed benefits, and supporting home essentials and repairs. We provided over 400 blessing boxes to people who had little to look forward to at Christmas and we also held a Christmas welfare drop-in, bringing around 60 people together for food, warmth and connection.

Alongside this practical support, our therapy and mentoring services provide the time, care and different approaches people need to overcome complex challenges, often rooted in trauma or disadvantage. Therapy helps people improve their mental health, develop coping skills and navigate life's challenges in a safe, structured and supportive environment. Our one-to-one mentoring then wraps around that support, helping people feel ready for change and confident in applying what they have learned as they continue their journey of growth and recovery.

Many of our services also create opportunities for progression and growth, whether that means building confidence, developing skills or strengthening community connections. Our training programme is shaped directly by the needs of the people and volunteers we support, and this year included sessions on Confidence Building, Boundaries, ADHD and Autism Awareness, and Anxiety Care. New topics included Crucial Conversations, Journalling and Art Therapy, alongside Assertiveness, Gaming Your Skills and Build Your Future for young people. We also remain committed to supporting people through grief and loss, with workshops and our fortnightly Grief and Loss Café continuing to be well attended and deeply valued. Employment support, alongside the Youth Hub, also remains an essential part of our offer.

Our support and social groups are another central part of community life at Community Solutions, and they are developed and delivered with the help of our fantastic volunteers. We now run around 15 groups each week and are always looking for new ways to spark interest and encourage participation. Thanks to support from Sport England, this year we placed a greater focus on movement, bringing more exercise, games and sporting activities into our groups. A grant from the National Gardening Scheme also helped launch a new volunteer growing project and Horticulture Group, which has gone from strength to strength with further support from the Hyndburn Green Spaces Forum. This growing work will also contribute to our cooking group and to healthier options in Mr Gatty's Tea Room.

Underpinning all of this is the energy and generosity of our community fundraising and events. Our raffles and tombolas are led by a dedicated group of volunteers who support us both at events and out in the wider community. This year's Summer Fair was our best yet, with more than 30 stalls and plenty of fun family activities. Our Christmas markets were also a great success, and the popularity of our Christmas Community Choir has made it clear that it may need to become more than just a seasonal favourite!



"I just wanted to say thank you to you for all your help in getting me the help that I desperately needed last year. I am in a completely different place than I was."

A year in numbers

1,662

Total people supported

633

New referrals received

39

New volunteer applications

594

New participant referrals

Support

21,177

Direct support hours

365

Home befriending visits

1,734

Telephone befriending calls

857

Befriending hours

707

Social group sessions

2,717

Mentoring sessions

448

Therapy sessions

483

People mentored

236

Training sessions

2,311

Learning hours

Volunteers

12,299

Volunteer hours

£155k

Real value

Wellbeing scores

69%

Increase in wellbeing scores of participants

64%

Increase in wellbeing scores of volunteers

Crisis Prevention

£32,248

Crisis prevention support secured

Financial summary

Financial activities incorporating income and expenditure account for the year ended 31st March 2026.

Income & Expenditure

£1,068,552

Total income

£975,090

Total spend

Statement of funds

£790,576

Restricted income

£278,006

Unrestricted income

Support Service Contract Accrington Youth Hub

Community Solutions North West's Accrington Youth Hub, delivered in partnership with the Department for Work and Pensions, has continued to play a vital role in supporting young people aged 16–24 across Hyndburn. Based at Elmfield Hall, the Youth Hub provides a welcoming, community-focused environment where young people can access tailored support to help them move towards employment, education, or training.

Over the past year, the Youth Hub has supported young people facing a wide range of barriers, including low confidence, lack of work experience, and challenges with mental wellbeing. Through personalised, one-to-one guidance, group activities and training, participants have been able to build confidence, identify their strengths, and take positive steps towards their goals. The Hub has delivered targeted employability support, including CV development, interview preparation, and access to improved local job opportunities.

A key strength of the Youth Hub is its collaborative approach. By working closely with local employers, training providers, and community organisations, the programme has created clear pathways for young people to progress into meaningful opportunities. Alongside employment support, the Hub has also prioritised wellbeing, recognising that personal development and emotional resilience are essential to long-term success.

We are extremely pleased to have secured funding to support the youth hub for a second year, reflecting both the demand for the service and the positive outcomes achieved so far. This will allow Community Solutions North West to build on existing relationships, expand its reach, and provide consistent, ongoing support to young people who need it most.



Looking forward: Business Club and Fundraising

As we look ahead, Community Solutions North West enters a new and exciting chapter of development and opportunity. Thanks to the support of the Community Ownership Fund and National Lottery Heritage Fund, we have been able to invest in Elmfield Hall. Energy efficiencies are reducing our environmental impact and running costs, and we have secured planning permission for solar panels and funds are being sought. Restoration works are creating new spaces for community support services and to generate sustainable income so we can continue to serve the needs of both the community and our partners.

A key focus for the year ahead is the continued development of our commercial and community spaces at Elmfield Hall. We are actively welcoming businesses and organisations to make use of our meeting rooms and office spaces, offering flexible, professional and affordable options in a welcoming and community-focused setting. Whether for team meetings, training sessions, or longer-term office use, our spaces provide an environment where organisations can work productively while also contributing directly to local impact.

Alongside this, we are continuing to grow our Business Club, bringing together local employers, professionals and organisations who want to connect, collaborate and support positive change across Hyndburn and beyond. The Business Club offers opportunities to network, share expertise, and play an active role in supporting community-led work, while also gaining visibility and connection within a growing local network.

Like many charities, we continue to operate in a challenging funding environment, while demand for support across our communities continues to increase. In response, we are working closely with partners to develop more joined-up, preventative and sustainable solutions to some of the most complex challenges facing local people. For example, we are working alongside the Central Primary Care Network to support NHS frequent attenders who require intensive wellbeing, mentoring and therapeutic support. By addressing the underlying causes of repeated healthcare attendance, we are helping individuals improve their wellbeing while reducing pressure on health services. We are also active members of the Get Hyndburn Working Group, collaborating with partners to tackle worklessness and economic inactivity across the borough. This includes developing innovative approaches to support unemployed adults, young people and those not in education, employment or training (NEET), helping them build confidence, develop skills and access new opportunities. Alongside this work, we continue to play an active role in initiatives such as The Hyndburn Way and the Hoarding Improvement Partnership, bringing organisations together to share expertise, strengthen collaboration and improve outcomes for local people.

These partnerships demonstrate the power of collaborative working and highlight how organisations can achieve far more together than in isolation. To continue this work and respond to increasing demand, we remain reliant on strong and sustainable partnerships, alongside support through fundraising, sponsorship, strategic support, and regular giving.

We know that when businesses and communities work together, real and lasting change happens. If you are looking for a meeting space, office base, or a way to connect your organisation more closely with local impact, we would love to talk to you about how you can get involved and be part of our journey forward.

“Supporting Community Solutions North West has been a really positive experience for us as a business. The spaces are excellent, the team are welcoming, and it feels good to know our involvement is helping make a real difference locally. We’re proud to support their work and be part of a network that gives something back to the community.”



Community Solutions North West Ltd
Empowering people for healthier, better lives.



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“You have kept me from becoming totally isolated and vulnerable when nobody else cared. If you clone MR a dozen times to help everyone that is lost like me.”



@CommunitySNW

