

Reach



Reach Impact Report 2024
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“I know if I need any advice or help with anything, I can talk to her. She is aware when I am in pain and discusses solutions etc. I couldn't wish for a more caring, empathetic and inspirational befriender.”

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Message from

The CEOs

As we look back on everything we've achieved together, we want to say a massive and sincere thank you to each and every person who has supported us this year. A special thank you goes to our funders and sponsors, without whom we could not have achieved all that we have. Your support and belief in what we do have made an incredible difference in the lives of the children, families and elderly who we support.

Throughout the year, from generous donations and tireless volunteering, to words of encouragement, your support has and always will be crucial to the work that we do and our continuous growth. It's truly inspiring to see how much can be accomplished in supporting those who need us most when a community comes together.

To our fantastic team, your passion and dedication are pivotal to our projects. We are endlessly grateful for your hard work, creativity and commitment every single day. And to the children, families and elderly we support... you remind us daily why the work we do matters so much.

We look forward to all that 2025 will bring and seeing the impossible become possible.

Let's keep building brighter futures together.

Jean Barrass & Angela Barry

“It’s lovely to have a night off cooking and my children can spend time with me doing fun activities they wouldn’t get to do at home.”



Achievements

We are incredibly proud of everything we do here at Reach Family Project and it's even more special when our work is recognised and celebrated by others. This past year has been nothing short of amazing - we were nominated for not one, not two, but THREE prestigious awards and we are thrilled to share that we WON all three!

- 🏆 Women in Business Award – Charity Champion Award
- 🏆 Bolton News Business Awards – Heart of the Community Award
- 🏆 National Diversity Award – Community Award for Age

To honour these incredible achievements, we've proudly added a display cabinet to showcase these awards - and the many more to come! As we step into 2025, we can't wait to share even more exciting award announcements with you all!

Vision, Mission & Values

Vision

That no one will feel excluded from society, lonely or forgotten but instead know that they are valued.

Mission

To promote social inclusion and improve the quality of life of both children and families and those who are elderly and disabled in the Bolton and Bury area.

Values

'Loving others, giving out' : to always show love and care for those we support, always going the extra mile. To be reactive to the changing needs of the communities we work in.

BEFRIENDING

Real Life Stories

Anne was referred to us by her son, who doesn't live locally, as he was concerned about her not having any regular visitors. Anne suffers from dementia, which has recently been progressing more rapidly due to her loneliness.

We have introduced Anne to our Tuesday group, which she now attends once a week, and she has made some great friends. Alongside this, we've matched her with a befriender who visits her each week to check on how she's doing. Additionally, we provide Anne with a weekly hot meal delivery, which also serves as a welfare check.

Recently, we received some household support funding, and we've been able to help Anne with gas and electricity support, as well as food vouchers, as we were aware she was struggling financially. This support has made a huge difference to her.



What We Offer

In 2024, the Befriending Project focused on strengthening our systems, procedures, and staffing to ensure we could maintain the high-quality service required to meet the rapid growth we've experienced. While growth was inevitable, the effort we invested in reinforcing the foundation of our project enabled us to navigate this expansion effectively and confidently.

A significant highlight of the year was receiving the prestigious National Diversity Award, a testament to the impact and inclusivity of our work. This achievement underscored the dedication of our team and volunteers in serving the elderly and vulnerable members of our community.

Befriending 1:1

Our core mission remains unchanged: to inspire and facilitate 'neighbours looking after neighbours'. By matching volunteers to those referred to us, offering one to one home visits and friendship.

Pastoral Support

This project was created to provide immediate support to those most affected by isolation, ensuring they are visited promptly rather than waiting for a befriending volunteer. Individuals over 80 or entirely isolated are prioritised through our pastoral project, receiving a visit within 2-3 weeks.

A member of the pastoral team continues regular visits, offering companionship and support until a volunteer befriender is available. This approach bridges the gap for vulnerable individuals, ensuring no one feels neglected during the waiting period.

Reach Together

Reach Together social eating project for over-65s has been running successfully for two years and is now a permanent part of our work. The group regularly welcomes 18–20 local elderly participants, who enjoy a free hot meal, a warm, welcoming space, and a variety of activities.

We've been delighted to see genuine friendships and a strong sense of community care flourish among attendees, making Reach Together a cornerstone of our efforts to combat isolation.

Hot Meal Delivery

We provide our most vulnerable service users with a weekly hot meal delivered directly to their homes, free of charge. This initiative not only ensures they have at least one nutritious meal each week but also gives us an additional opportunity, beyond scheduled visits, to carry out welfare checks and monitor their well-being.

Above and Beyond

We strive to go above and beyond in the care and support we provide, remaining responsive to the evolving needs of those we support. This year, with funding from the Household Support Fund, we once again provided gas and electricity payments as well as food vouchers to those in need.

We make a special effort to celebrate our service users, ensuring everyone receives a handwritten birthday card, with particular attention to milestone birthdays. At Christmas, we delivered hot Christmas dinners to those who are housebound, provided hampers for individuals spending the festive season alone, and through our successful gift appeal, ensured every service user received a thoughtful present.

Our commitment remains steadfast: to show our service users that they are valued, cared for, and never forgotten.

Statistics

6454

**Befriending
Visits & Calls**

473

**Extra Pastoral
Hours**

77

**New Service
Users**

7899

**Volunteer
Hours**

150

**Total Service
Users**

59

**New
Volunteers**

1331

**Hot Meals
Provided**

153

**Total
Volunteers**

75

**Extra Pastoral
Users**

**CHILDREN
&
FAMILIES**

Real Life Stories

Carla was referred to our Children & Families team by her children's primary school for help managing their behaviour. She quickly built a strong relationship with her volunteer support worker, openly admitting she often avoided giving the children consequences for a "quiet life."

Encouraged to attend our Time Out parenting course, Carla initially felt anxious but gained confidence and became an active participant. She applied the strategies at home, and despite initial resistance, her children's behaviour improved significantly.

Carla proudly reports a stronger relationship with her children and an "almost complete turnaround" in their behaviour. Her story demonstrates the power of supportive relationships and practical parenting tools.



What We Offer

We are dedicated to helping families thrive in every aspect of their lives, empowering them to reach their potential. Through our work, we see significant improvements in areas such as parenting, household routines, money management, healthy lifestyles and community involvement. We achieve this through a range of tailored services:

Parenting Courses

Our six-week parenting courses run across Bolton, welcoming all parents. These sessions help families strengthen relationships by focusing on children's needs, parenting styles, boundaries, discipline and safety. Consistently praised by parents and referrers, the courses foster lasting friendships and peer support networks among participants.

Peer Support Groups

The Time Out Drop-In was created in response to parents' desire for ongoing connection after completing a parenting course. This warm and welcoming space encourages isolated parents to engage with others, seek advice and access support on issues such as parenting, healthy routines, budgeting and housing. Parents attending with children benefit from volunteers modelling positive interaction through toys, games and creative play. Activities such as baking, crafts, games and quizzes allow parents to build friendships with one another. Despite some of the parents' challenges, the group is filled with laughter and joy and all those attending speak highly of the support they receive and the fun they have.

One-to-One Support

We provide personalised, early intervention support for families facing a variety of challenges. Accessed via self-referral or through agencies such as children's services or schools, families are paired with trained volunteers who offer weekly visits. These sessions help families achieve their goals, from building better parenting techniques and behaviour strategies to joining community groups, budgeting and accessing education.

Reach Together - Families

Our Reach Together Families Group is a recent initiative designed to bring children and families together for fun, connection and support. Held weekly, these free, two-hour sessions offer something for everyone. Families can enjoy free play, games and a variety of activities, including crafts, jewellery making and physical games e.g. football and skipping. A healthy two-course meal is provided for everyone to enjoy whilst creating a space for connection and social interaction. The sessions end with a whole-group game or activity, ensuring everyone leaves on a high note. Parents also have the opportunity to access support and advice from our trained staff, making these sessions both enjoyable and enriching for the entire family.

Above and Beyond

As with other teams of Reach Family Project, our Children & Families team prides ourselves on going the extra mile. Whether celebrating milestones with cakes and cards, providing additional toys and resources to families, or offering financial assistance through food vouchers and energy support, we ensure families feel valued and special. Thanks to funding from the Household Support Fund, we've made a tangible difference in many lives across Bolton and we remain committed to continuing our vital work in the year ahead.

Statistics

193

**Sessions
& Visits**

17

Volunteers

171

**New Service
Users**

1470

**Volunteer
Hours**

238

**Total Service
Users**

7

**New
Volunteers**

COMMUNITY

Real Life Stories

A young person recently moved in with their aunt after experiencing domestic abuse and an unstable family life. The young person arrived with only one outfit, leaving the aunt to purchase school uniforms and other essential clothing.

Although the aunt was dedicated to providing care and stability, she expressed significant financial difficulties, especially with the added costs of clothing, food, and utility bills.

Recognising their need, Reach stepped in to provide immediate assistance. We supplied the family with £50 supermarket vouchers to help with food costs and contributed £100 towards gas and electricity payments. This support alleviated some of the financial burden, allowing the aunt to focus on creating a safe and stable environment for the young person.

This intervention highlights the importance of community-based initiatives in supporting families facing sudden and unexpected challenges, helping to create stability and resilience during difficult times.

Christmas Gift Appeal

Our Christmas Gift Appeal is the highlight of our year and the weeks leading up to it are filled with excitement, community spirit and festive cheer. It's a wonderfully busy time as members of the public, businesses and supporters come together to donate and collect new gifts for children and the elderly across our town.



Christmas Gift Appeal

On the big day, parents are invited to choose three gifts per child from a beautifully organised selection, sorted by age and gender. Staff and volunteers guide parents through the process and after selecting their gifts they can make use of our wrapping station to have them wrapped and labelled.

To add to the festive atmosphere, we also host a cosy café area, where free hot drinks and snacks are offered for everyone to enjoy. The event truly embodies the joy and generosity of the season, bringing our community closer together.



Gift Appeal Figures

Children	Families	Elderly	Total Gifts
391	158	128	1632

Household Support

This year, we were once again proud to be selected, following a successful application, as one of the few organisations in Bolton to receive Household Support Funds. These funds are dedicated to helping those most affected by the ongoing cost-of-living crisis.

The funding was allocated across our Children & Families team and Befriending team, benefiting not only those already supported by our services but also individuals and families across the wider community. Recipients were provided with a one-off payment to help with their gas and electricity bills, as well as a supermarket shopping voucher to assist with essential purchases.

Household Support Figures

Elderly Households Supported	Children & Families Supported
108	107

What We Offer

Our Community Project, introduced last year, brings together all our community events and initiatives under one umbrella. This branch of Reach works with other local groups, charities, and organisations to support the community through one-off events as well as short- and long-term projects. This year, these efforts have included:

Community Dance Classes

We have continued to partner with REFRESH, a local dance school and Brightmet Community Group to offer free community dance classes. The sessions are aimed at those children who might not otherwise have the chance to attend a dance school. The classes have been well attended, with positive feedback from children and their families.

Sew Simple

Our ongoing partnership with the local group Sew Simple has allowed us to provide sewing classes for adults throughout the year. These sessions have attracted a diverse group of participants, including young mums and elderly individuals. Alongside learning valuable sewing skills - particularly helpful during the cost of living crisis - participants have also built meaningful



Stay and Play

Introduced this year, our Stay & Play provides a safe, stimulating environment for children aged 0 - 5 years. With a wide range of activities on offer, both indoors and outdoors, children are able to explore and learn in all areas of their development. The sessions are also a great place for parents and carers to meet new people, build relationships and seek advice and support from our trained staff. Healthy snacks and drinks are provided for all children and adults attending.

Other Events

We are delighted that our ongoing partnership with Kings Church Bolton and Brightmet Community Group has enabled us, once again, to support additional events this year. These included a 'Winter Event,' which provided essential winter items for children and young people and a 'Shoe Event,' offering new and preloved school shoes. We look forward to continuing these partnerships next year and building further relationships with other organisations to expand our support across our communities.

Statistics

478

Total People Supported

3

Events

20

Children Attended Dance

3

Community Groups

63

Families Attending Event

58

People Attended Stay & Play

352

Volunteer Hours

14

People Attended Sewing

Meet The Team

Core Team



Jean Barrass

— Joint CEO —

Children & Families
Project Manager



Angela Barry

— Joint CEO —

Befriending Project Manager



Tanya Cutter

Community Support Manager



Michelle Hardman

Volunteer Manager



Helen Norwood

Chair of Trustees
(Volunteer)

Befriending



Hayley Green

Pastoral Support Worker



Charlotte Hurst

Pastoral Co-ordinator
(Volunteer)



Kirstie Hurst

Administrator
(Volunteer)



Debbie Jenkinson

Referrals Co-ordinator

Children & Families



Julie Fallows
Administrator
(Volunteer)



Dawn Kay
Family Support
Co-ordinator (MAT cover)



Neve Woodfield
Group Worker Assistant

Central



Joshua Barry
Trainee Photographer
(Volunteer)



Joanna Gresty
Business Engagement
Co-ordinator



Ste Hardman
Graphic Designer

Stakeholders/Partners

Logos



Bolton
at Home



Eagley School
House Nurseries



Sir J & LST
THE SIR JAMES & LADY SCOTT TRUST



 **KINGS** Church

McCARTHY STONE
FOUNDATION

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