The Creighton Centre

Building connection, confidence and community for over 100 years.

IMPACT REPORT

2025/2026

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OUR IMPACT

During 2025/26, The Creighton Centre helped people across our community stay connected, independent and well.

Through reducing loneliness among older people, providing learning and social opportunities for adults with learning disabilities, helping residents to live safely and independently in their own homes, or simply providing a welcoming community space to meet and connect, our incredible team of staff and volunteers provided practical help, friendship and opportunities to thrive.

This report shares the highlights of what we achieved together in 25/26. Page through or use the icons below to explore the different sections of our annual review.

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I think we are very lucky to have centres like this – it is a peaceful but efficient atmosphere and all the staff are excellent

-A Creighton Centre member

Our Impact

BY NUMBERS

19,833

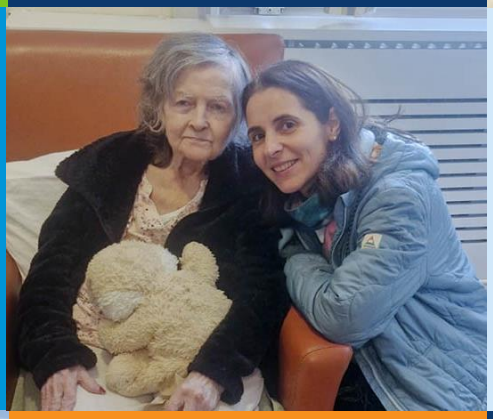
There were 19,833 attendances at our Community Centre.

254

254 Learning Disability Outreach activities and workshops.

£1.2 million

£1.2 million of home adaptation works delivered.



82

Community groups using our Centre.

360

360 older people supported through Homeline.

100

100 Homeline volunteers

526

Home safety and security improvements fitted.

229

Households supported through Safer Homes.

COMMUNITY CENTRE

The Creighton Centre continues to be a vibrant, inclusive and welcoming community hub, providing opportunities for care, connection and community for residents across the borough. At a time when loneliness and social isolation are increasingly recognised as contributing to poor physical and mental health, the Centre plays a vital role in bringing people together, fostering friendships and strengthening community resilience.

During the year we delivered 411 health and wellbeing sessions for older people and 233 health and wellbeing sessions for adults with a learning disability. In May 2025, we hosted our annual Health and Wellbeing Day, attended by approximately 175 residents and professionals. The event showcased local services and strengthened links between residents, community organisations and statutory services.

Feedback consistently highlights increased confidence, improved wellbeing, reduced isolation and a stronger sense of belonging. Through social interaction, peer support and participation in community life, the Centre helps people maintain independence and remain active members of their community.

I really enjoy coming here. The staff are friendly and welcoming and it feels like a safe and supportive environment.

82

Different groups held meetings/classes/parties during the year

987

Group members

19,883

Attendances over the year

LEARNING DISABILITY OUTREACH (LDO)

Our Learning Disability Outreach service helps adults with learning disabilities build friendships, confidence and independence. Through activities, mentoring, advocacy and one-to-one support, members can learn new skills, overcome challenges and take a more active role in their community. For many members, LDO is more than just activities, it's a place where they feel welcomed, understood, and valued, enabling them to develop lasting relationships and improve their wellbeing.

New opportunities this year included music workshops, creative writing, walk-and-talk sessions, circuit training and a book club as part of the National Year of Reading. Staff and volunteers also helped members access education, volunteering and employment opportunities plus secure help for those experiencing financial hardship through the H&F Giving Fund.

- ✓ 100% of people said that they had made friends by coming to the group
- ✓ 96% of people said that coming to our activities made them feel more confident
- ✓ 100% said that coming to our groups helped them to learn new skills and try new things
- ✓ 100% of people said that coming to the centre made them feel happy
- ✓ 100% of people said that coming to the centre made them feel included and special
- ✓ 100% of people said that coming to the centre made them feel able to have a laugh
- ✓ 96% of people said that coming to the centre gave them something to look forward to
- ✓ 100% of people said that coming to the centre made them feel part of a community

"I love reading, colouring and writing. You can do lots of things here! I like doing art and singing and going to Lucy's art studio as well.

HOMELINE

Homeline helps older people stay independent, connected and well through telephone befriending, home visits, practical advice and community activities. Staff and volunteers provide friendship and reassurance, help people resolve everyday challenges and connect them with wider support before small problems become big problems. This includes a specialist team that work with people living with dementia which provides improved information and advice support to the community, building stronger links with community dementia services across the borough.

Alongside regular contact, our team and volunteers helped people access services, resolve everyday challenges and reconnect with their local community. Whether through a weekly phone call, a home visit or support with benefits, housing or health services, Homeline provides a trusted lifeline for people who might otherwise face life alone.

360
older residents supported

100
volunteers supported the service

2,361
attendances at lunches, activities and events

9,100
volunteer hhours given

796
casework and advocacy interventions

131
new referrals received

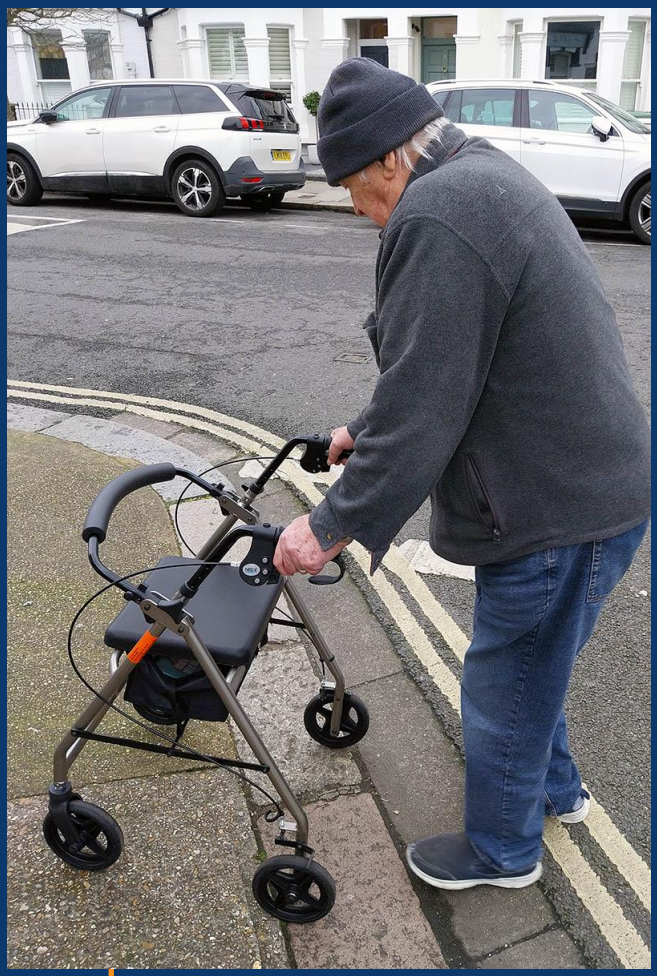
I have made a group of lovely friends through my class. It is good to socialise and be with people going through similar challenges..

Volunteer hours donated by almost 100 volunteers

KEEP ACTIVE

Keep Active bridges the gap between rehabilitation and everyday life, helping older people regain strength, mobility and confidence after an illness, injury or fall. With support from trained volunteers, participants work towards personal goals – such as walking to the local shops, attending an exercise class or simply getting out of the house again – with the ultimate aim to reconnect with their community. Keep Active also provides a pathway into other local services, ensuring people continue to receive support long after rehabilitation has ended.

- ✓ 89 referrals received
- ✓ 83% improved or achieved their mobility goals
- ✓ 81% reported no falls within three months
- ✓ 82% felt healthier and more confident
- ✓ 91 Stay Active classes delivered
- ✓ 827 attendances at Stay Active classes
- ✓ 58% felt less isolated and more connected to their community
- ✓ 46% were linked to wider Creighton Centre services and community support



The calls stop the silence. I know someone will check I'm OK..

KEEP ACTIVE

Case Studies:

During 2025-26, Keep Active supported older residents recovering from falls, illness, surgery or reduced mobility to rebuild confidence and independence after rehabilitation. Through a 9-week volunteer-led programme, residents were supported to practise everyday mobility goals, get outdoors safely and reconnect with familiar places such as local shops, pharmacies, exercise classes and community activities.

Across the year, Keep Active received 89 referrals/take-ups. Outcomes remained strong, with 83% of clients improving or achieving their mobility goals, 82% feeling healthier and more confident, and 81% reporting no falls within three months of completing the programme. The service also helped reduce isolation, with 58% of clients feeling less isolated or more connected to their local community.

Keep Active's joined-up model meant residents could be linked into wider support where needed, including Homeline, Safer Homes, Stay Active, Adult Social Care, Talking Therapies, Citizens Advice and GoodGym. Stay Active classes also provided an important next step, with 91 classes, 47 individuals attending and 827 attendances across the year.

FRANK:

regaining movement and restoring confidence

Frank was recovering from a stroke and a traumatic fall. When he joined Keep Active, his knee was frozen and painful, and he wanted to regain strength and confidence walking outdoors. By the end of the programme, he could bend his knee to a 90-degree angle pain-free and felt motivated to continue exercising and visit family.

RC:

rebuilding confidence and reconnecting

RC was referred after a fall during an exercise class, which affected both her mobility and confidence. She was matched with a sociable volunteer and began with gentle walks around Shepherd's Bush Green. By week three, she had progressed to walking as far as Westfield and was preparing to return to exercise classes, social activities and an upcoming holiday.

> *I'd be mad not to. Now I feel I can do more. I'm going to try and travel to see some of my family!*

SAFER HOMES

Small practical improvements can make a life-changing difference. Safer Homes helps families with young or disabled children, older and disabled people feel safer and more confident at home. From fitting locks, grab rails and smoke alarms to carrying out safety assessments and small household repairs, our team helps reduce the risk of accidents, improve home security and provide reassurance. The team also identifies wider wellbeing needs and connects residents with additional support.

During 2025/26, Safer Homes delivered vital practical and preventative support to vulnerable residents across Hammersmith & Fulham, helping older and disabled people, and families with young or disabled children, to live more safely and independently at home. Despite ongoing capacity pressures and exceptionally high demand, the service remained responsive, compassionate and effective, prioritising residents facing the greatest risks.

55

Adult Assessments carried out.

56

Child Assessments carried out

526

Pieces of safety and security equipment fitted

77

Small Jobs carried out

59

Home Essential Visits carried out

229

Households received assistance

SAFER HOMES

Case Studies:

The service provides practical interventions that reduce accidents and falls, improve home security and support independence, helping residents remain safely at home for longer while reducing pressure on health and social care services.

Safer Homes also identifies wider issues affecting wellbeing and connects residents to additional support, helping strengthen resilience and maintain independence over the longer term.

A key learning from the year is that relatively small, timely interventions can have a significant positive impact on safety, wellbeing and independence. Practical measures often prevent problems from escalating and enable residents to remain safely at home.

RM:

Supporting independent living for people with dementia

RM, aged 97, has dementia and has been supported by Safer Homes since 2013. Determined to continue living independently, she receives support from family and carers. During the year, Safer Homes replaced a lost door lock key, removed a bolt that risked locking carers out of the property, changed light bulbs and fitted grab rails.

RM's niece said: "You safeguard us from charlatans and from predators. If you refer us to other services, we know they are safe. Your service is invaluable and you have helped us out with so many difficulties. Your staff are marvellous, so kind and thoughtful and so knowledgeable."

AK:

Supporting a family with an autistic child

AK, aged six, was referred by his social worker following a house move. Diagnosed with autism, AK was highly active and able to open the front door independently, access cupboards containing hazardous items and climb unstable furniture, creating significant safety concerns.

Following a home safety assessment, Safer Homes fitted a key operated lock to the front door, installed locks to the kitchen door and cupboards containing dangerous items, and secured furniture to prevent tipping.

> *IAK's mother said: It has been such a tremendous help. My son has absconded before but it is impossible for him to get out of the front door now. I am calm in bed and can sleep knowing the children are safe. It has made a huge difference.*

CARE & REPAIR

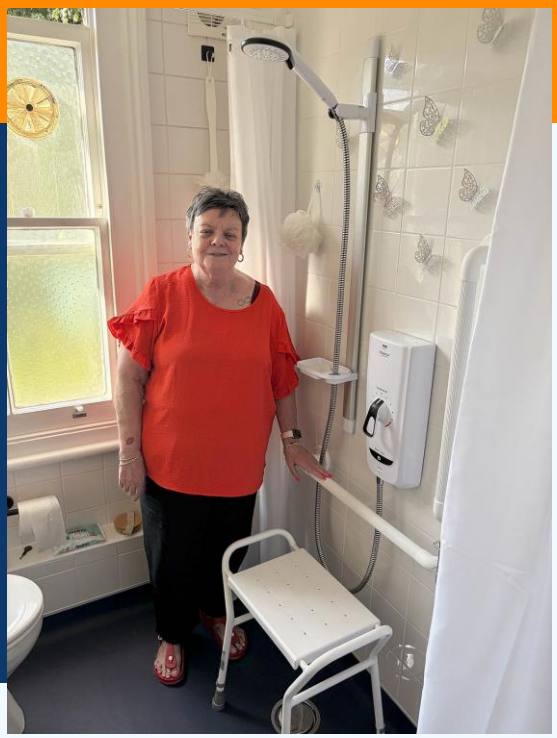
Care & Repair helps older and disabled people remain safe, independent and comfortable at home by designing and delivering adaptations tailored to their needs. Our experienced team combines technical expertise with compassion and clear communication, supporting clients throughout work that can transform their independence and confidence

From stairlifts and level access showers to other essential adaptations, every project is tailored to the individual's needs, enabling people to continue living in the place they know and love, often avoiding the need for more intensive care or residential accommodation.

> *The work done in our home has so changed our lives. Thank you.*

> *I could hug everyone who helped sort the bathroom out a million times and that wouldn't be enough.*

- ✓ 126 Adaptation projects completed
- ✓ 7 London boroughs served
- ✓ £1.2 Million invested in disabled adaptations
- ✓ 100 Bathroom adaptations completed
- ✓ 6 Social housing providers worked with, alongside private homeowners



Client Story

After a serious fall, a West Kensington client could no longer use their bath safely. Care & Repair arranged funding and installed a level-access shower in their housing-association home, transforming their independence and confidence. Here is the client's words:

I live in West Kensington in a ground floor flat rented from a Housing Association.

I have previously had your Safer Homes handyman come to improve the security on my windows and doors and fit a spy hole in my front door.

Your befriending project, Homeline, also helped my father who had Parkinson's with a home visiting volunteer.

Following a serious fall I have issues with my knees and can no longer get in and out of the bath. My landlord put me in touch with Care & Repair who sorted out a level access shower for me and got a grant to pay for it.

I now use the shower every day. I can't explain the benefit, I just love going in the bathroom now and don't need any help to wash anymore.

THANK YOU TO OUR SUPPORTERS!

Together we make a difference

Every achievement in this report has been made possible by our supporters.

Volunteers are at the heart of The Creighton Centre: providing friendship through Homeline, encouraging Keep Active participants, mentoring adults with learning disabilities, welcoming visitors in our Centre and supporting activities across the charity. Their time, compassion and dedication help people stay connected, independent and well.

Volunteers by numbers

100 Homeline volunteers.

30 Keep Active volunteers

15 Community Centre reception volunteers

6 Volunteer mentors supporting Learning Disability Outreach

9,850+ **volunteer hours** contributed across these services.

Our Supporters

We are equally grateful to our donors and funders including the London Brough of Hammersmith & Fulham, our corporate partners and to everyone who has donated, fundraised or partnered with us this year. Together, we make lasting change possible across our community.

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The Creighton Centre

Bishop Creighton House operating as The Creighton Centre

378 Lillie Road, London SW6 7PH
Tel 020 7385 9689 Fax 020 7386 9149

info@creightonhouse.org
www.creightonhouse.org

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Company Limited by Guarantee No. 3217598