



2022/23 Impact Report

What we do

Wimbledon Guild is a community charity in Merton offering practical help and support, so you'll never have to face life's challenges alone.

Whether someone is worried about money, they're feeling low or overwhelmed, or they're looking for new friends and activities locally, we're always here.

How we can help



When you want to try something new

Keen to try Pilates, have a go at tap dancing or get in touch with your inner artist? There's always a new experience to enjoy with our fun and friendly classes, clubs and talks.



When you want to meet new people

Like our activities, our busy HomeFood Café is a great place to build friendships. Or, if you can't get out, we'll connect you with someone local who'll happily pop round for a regular cuppa and a chat.



When you're feeling low

Talk to a therapist one-to-one or join one of our friendly groups to tackle difficult feelings and emotions.



When you're worried about money

From replacing broken appliances to support with bills, warm clothes or school uniforms, we can help make sure you've got the things you need right now.



When someone's died

If you need to talk, we're here to listen. We'll help you explore your emotions and work out what life looks like going forwards.



When you want to stay independent

Whether it's arranging transport, adapting your home, or support to continue doing the things you love, we're here to help.

Welcome to our Impact Report 2022/23



This year we've been busier than ever across Wimbledon Guild. All of our community services teams are now supporting more people than they were pre-pandemic.

We are seeing the impact of the rising cost of living on our community and we're working hard to provide practical help and support. We've supported over 3,500 people over the last year and the number of people asking for help remains high - on average we're getting around 700 calls per month to our reception team.

Community is at the heart of what we do and everyone who works at Wimbledon Guild - staff and volunteers - are here to help. We're more than just a service provider, we're a place where people can feel welcome, empowered and respected.

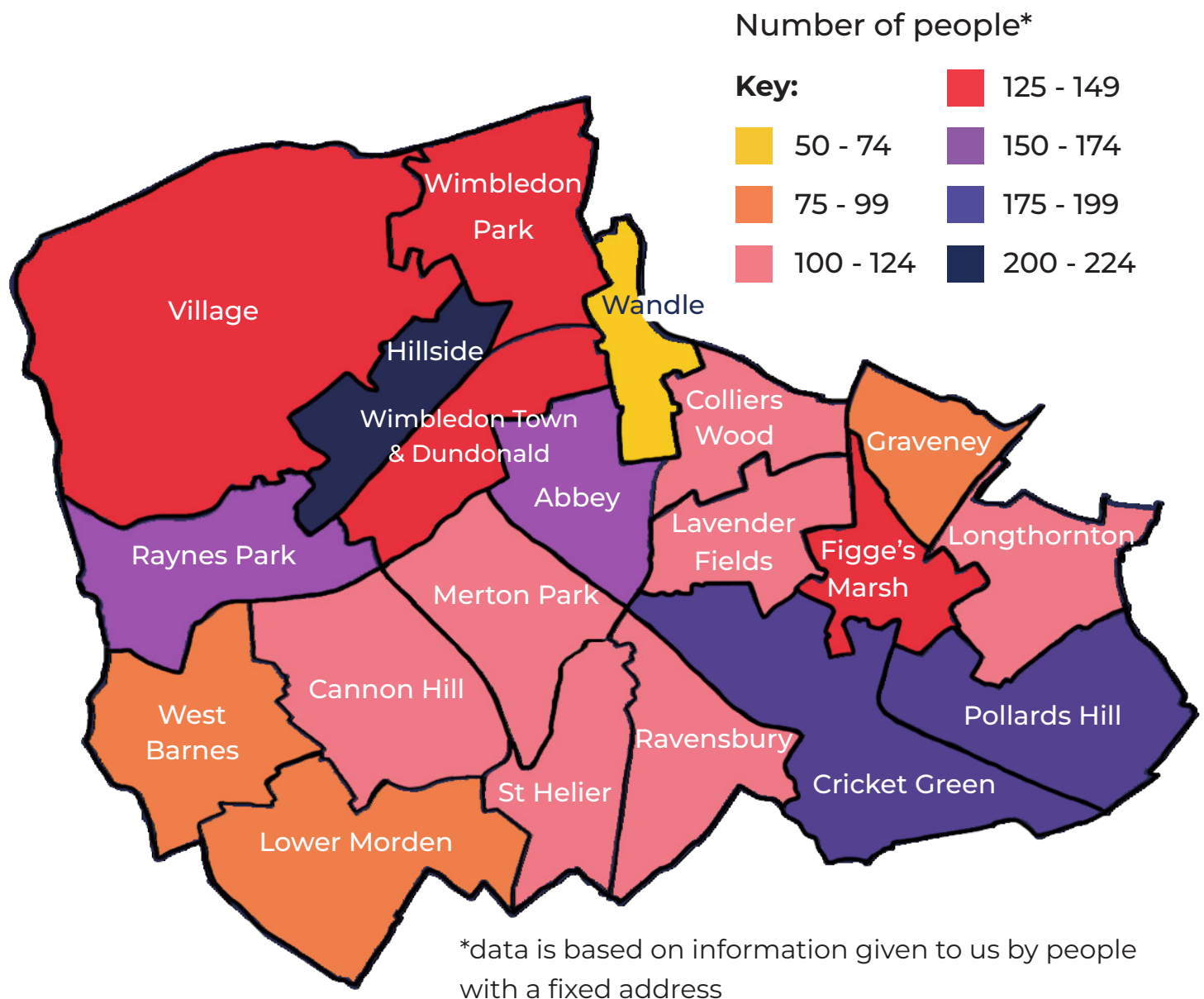
It's rare that the people we're helping have a single problem. Our team take time to talk to each person, to really understand their situation and how Wimbledon Guild can help. We'll then work together to make sure that they receive the support they need from all areas of Wimbledon Guild. We're unique in being able to support people in this way.

This report provides as a snapshot of our work but it could never accurately reflect the passion and dedication of our team to helping everyone who needs us. I'm grateful to everyone at Wimbledon Guild for the difference that we're able to make all year round.

I'd like to extend a huge thank you to our generous supporters, staff and volunteers. We couldn't do this without you. I look forward to all that we will be able to achieve together over the next year.

Wendy Pridmore, CEO

Our work across Merton



Key achievements

- In the last year we've supported over 3,500 people across Merton.
- All of our community services teams are now supporting more people than they were pre-pandemic.
- We continue to help people from across every part of the borough.
- We're receiving more requests for help from people who are younger, from Black and minority ethnic groups, and men, which is positive and more reflective of the community we support.
- All teams are now responding to the impact of the rising cost of living on our community.

Increased need for our services

Mental health support

We're seeing new counselling spaces being filled within 10 minutes of them being released. To cope with the increase in demand we're launching new services including specialist services for people from Black, Asian and minority ethnic communities, online counselling for people who are housebound and our Ukrainian refugee support group.

Grief support

Wimbledon Guild remains one of the only providers of free bereavement support within Merton. Our team supported 174 people in 2022-23 and we've increased our support to include online and evening sessions.

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"The support that Wimbledon Guild gave me during a very difficult time was like holding onto someone's hand when I needed it most."
.....

Activities

As well as physical benefits, our social and physical activities are a great way for people to build friendships. 709 people took part in an activity in 2022/23, including new activities Walking Tennis and Kurling. We've also celebrated Eid, Chinese New Year and Pride.

Merton Moves

Merton Moves, our exercise programme to help people get active, has continued to grow. Over 200 people have now taken part in our free 6-week Merton Moves pledge.

24% of Merton Movers are men, a traditionally difficult group to engage.

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"Before I heard about WG I was stuck at home. Now I love going there, doing the exercise classes and eating in the café. Met lots of people, I can't imagine my life without it!"
.....

HomeFood Café

Our community café is busier than ever and we have a team of over 20 volunteers supporting Wimbledon Guild staff. In 2022/23 we served 5,817 meals, all freshly cooked and many of them using organic produce from the Wimbledon Guild Community Garden.

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"The food is excellent and served with a happy smile. The café is good for the soul."
.....



Supporting our community with the rising cost of living

Grants

The number and value of grants we've given to households is the highest ever.

- In 2022/23 we helped 508 households and distributed £158,663.
- The average grant amount has also increased as the items we're buying for people, such as washing machines and other appliances, are also becoming more expensive.

.....
"I had just given birth and was given great advice on things I could get for the new baby. I really needed help, I was financially struggling, I couldn't have done it without your help."
.....

Community Hub

Our team have answered 1,532 calls to the Merton Community Hub. The majority of calls were requests for food and financial support.

.....
"I was desperate and needed money urgently. I cannot describe how much the service means. I had exhausted all avenues, but you helped me gain control and carry on. You helped me and my son stay together."
.....

Mental health support

Worrying about money can affect people's mental health. Our Talking Therapies team have been supporting people referred from our grants team, befriending and others.

Price freezes

We've absorbed the rising cost of ingredients and energy prices, and haven't put prices up in our HomeFood Café or for activities.

We've also added more free social activities to our timetable so people have a warm, comfortable space to come to Film Fridays, Men's Space or Ladies before Lunch.



Thank you to our wonderful volunteers

Wimbledon Guild wouldn't be able to support our community without the help of our wonderful volunteers. Almost 200 volunteers supported us during 2022/23.

We were delighted that some of our volunteers were recognised at the Merton Partnership Civic Pride Volunteer Awards 2023:

- HomeFood Café volunteers, Volunteer Team of the Year (2nd)
- Dawn, Community Garden Lead volunteer, Environmental Volunteer of the Year (3rd)
- Liam, Games volunteer, Chris Frost Volunteer of the Year (3rd)

Thank you to every one of our volunteers for your continued support, you are more valued than you will ever know.



Looking ahead

As we head into another winter we know that we'll be needed to support our community. Our team are ready to help with grants, energy saving advice, and practical and emotional support.

We're continuing to look at ways to reach as many people as possible and are pleased to be working on opening a Wimbledon Guild hub in Morden offering activities and counselling services.

Wimbledon Guild Financial Summary 2022/23

Total income:	Total expenditure:
£2,260,815	£2,857,088

With inflation and other global issues, there are increasing costs to our services. We continue to make sure we regularly look at our expenditure in line with our business plan projections. Thank you to everyone who has supported our work over the last year. A copy of our full set of statutory accounts is available at www.wimbledonguild.co.uk.



**87p of every £1 spent
goes directly towards
helping people in Merton.**



Thank you to all of our supporters, including our local community, partners, companies and trusts. We rely on your support and generous contributions to make sure that Wimbledon Guild can continue to make sure that no one in Merton faces life's challenges alone.

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