



Health Action Local Engagement

Healthy Living Charity

*Annual Report
Our Impact
2023 - 2024*



A Word From Our CEO, Dan Sutherland

Thanks to the dedication of our staff team and the support of our funders HALE has been able to expand it's reach to support over 20,000 people across our District this year.

As HALE celebrates its 20th Birthday we reflect upon and appreciate all those who have been part of the journey that made this achievement possible.

We have also had cause for celebration this year when The Young Peoples Contact Service (of which HALE provide the YPSP) won the British Journal of Nursing Gold Award for 'Innovative Project of the Year' and our Adult Social Prescribing Service was finalist for 'Social Prescribing Partnership of the Year' at the National Association of Link Workers awards.

It gives me pleasure to share with you this report on how all the different services and staff working here at HALE have been making an impact in people's lives. Our approach based on empowerment and respect builds those deep connections that are so effective in supporting people on their journey to wellbeing and good health.

over
20,000
individuals
supported

1862
clients
supported

Adult Social Prescribing

We have continued to deliver our adult social prescribing services in 6 out of the 10 Primary Care Networks across the Bradford District, working closely with a total of 36 GP practices. This year we supported 1862 clients.

Working across 2 services - CLICS and PCN/Affinity, our offer has continued to enable GP practices to provide their patients with tailored, asset based, personalised care. Clients are supported in developing their own care plans by focusing on what is important to them. This in turn has reduced the reliance on reactive health care.

We continue to connect clients and provide a bridge for them to access support around: anxiety/ low mood/ low level mental health, social isolation, struggling to live independently, money/ debt/ benefit advice, housing problems, education/training/ employment, bereavement support and much more....

Whilst operationally the overall picture was of success and celebrations this period has also seen some major changes. Samantha Monk, who had very successfully led the team to date, moved onto a new role in December 2023 with the Deputy Social Prescribing Manager, Laila Ahmed, stepping into the Service Manager role on an interim basis.



Adult Social Prescribing continued CLICS Project

In the fourth year of the RIC funded contract our CLICS (Central Locality Integrated Care Services) programme has intrinsically linked social prescribing and embedded close relationships with practice based Advanced Practitioners and GPs for practices in central Bradford. We supported 1288 clients through CLICS this year.

Working in partnership with our partners at the Girlington Centre and Grange Interlink, the service has continued to go from strength to strength, integrating clinical and non-clinical services to support people's needs in a holistic way.

Through CLICS we also worked closely with the Proactive Care Team (PACT) to support clients with multiple complex issues, thereby ensuring a combined medical and community wrap around support service for some of our clients with the greatest need.

"The CLICS service continues to provide an invaluable support to our patients it has significantly improved our ability to provide social support for our patients. I am not sure how we previously managed without CLICS, from providing benefits advice to mental health support signposting for courses to essential basics like food parcels these have helped our patients lead healthier more fulfilled lives, please carry on the good work !"

1288
clients supported
through
CLICS

CLICS Case Study

Jasmine was diagnosed with Parkinson's and lives with her husband and their children. She wanted support around financial advice and benefits and to find out about the possibility of part time employment. She also wanted to know if there were any exercise or health classes running which suitable for people with Parkinson's or mobility needs.

The Community Connector linked Jasmine to a benefit team to apply for PIP as well as other benefits. They supported her to register with Access Bus, enabling easily access to a local Parkinson's group and activities. Jasmine was also linked into Community Companions at Mind who provide help to access the town centre and local shops. She has registered onto the BEEP programme to increase her physical activity in a safe way.

Jasmine was considering working from home and was referred to Skills House and the Opportunity Centre who were able to share information on providing interpreting work from home and further training.

512
clients referred
from 10 GP
practices

Adult Social Prescribing continued PCN 1, PCN 10 and Affinity

Our PCN 1, PCN 10 and Affinity social prescribing offer has supported a further 512 clients referred from a total of 10 GP practices.

A new two-tier model of working was implemented, enabling our staff to be more clinic based, further strengthening our working relationship with practices and ensuring joined up ways of working for our clients.

"Thank you for your support and encouragement, I now feel less anxious and more connected to my loved ones".

"Your visits have energised me!"

"I found the help I received has helped me open my eyes to the lifestyle changes I needed to put in place, and I have seen improvements ever since, thank you for your support."

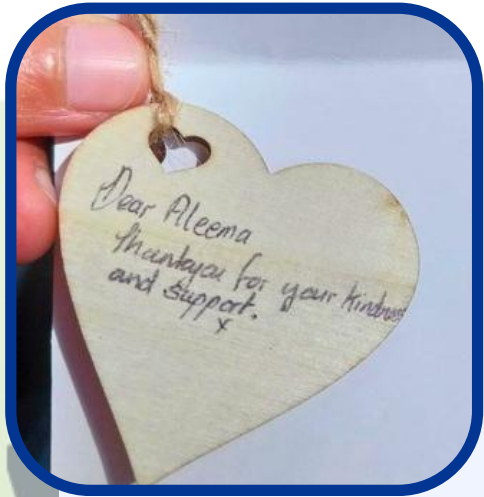
PCNI, PCN 10 & Affinity Case Study

Mary had been referred to the Social Prescribing service due to low mood, isolation and hoarding issues. During a home visit the Community Connector was met by Mary's daughter, who was very stressed due to all the things Mary had collected over the years. Mary explained she had been waiting for someone from the CMHT to visit to help her access some therapy to help her deal with her hoarding issue.

Mary explained she had begun hoarding after her mum passed away and hadn't been able to let her things go. This was causing arguments with her daughter who lived with her. HALE were able to help with a small pot of funding that had become available and used this to pay for some sessions from a decluttering service.

Mary was also linked to a bereavement support service where she could receive support from fellow members and start the grief healing process.

The Community Connector discovered that Mary had not been awarded the correct benefits. A referral to the Welfare Rights Organisation quickly led to a recalculation and a challenge to a previous benefits decision. This resulted in increased payments to Mary.



Adult Social Prescribing continued

MAST

Two of our Social Prescribers form part of the cross service multi-disciplinary team MAST (alongside Project 6, The Cellar Trust, Keighley Healthy Living, Carers Resource). The team provide up to 12 sessions of support for frequent attenders at both BRI and AGH A&E departments.

Clients are made aware of community services available to them, with the support given resulting in reducing re-admissions to hospital.

Working alongside MAST colleagues and wider hospital teams we provided a blended delivery model in hospital and have offered community-based support to 62 clients around alcohol, drug dependency and wider low level mental health support. The social prescribers have also referred clients onto social group support including our HALE social activities.

"My MAST worker was so understanding and non-judgemental and listened to me so much, she made me feel so understood, this world needs more people like her. My MAST worker was more than fantastic and big credit where credit is due, she got me through a really bad patch."

MAST Case Study

Sam was referred to MAST after overdosing on medications and being admitted to BRI. The main reasons for him feeling suicidal were due to finances and childhood trauma resurfacing.

Sam stated that in his generation “men should not be crying or talking about their feelings, and he should just man up”. He felt he was not able to live an authentic life as he felt he was masking his feelings and did not feel comfortable in expressing these feelings.

He accepted a referral to HALE Social Prescribing Service for emotional support, accessing peer support groups and also to check his benefit entitlements, as he was struggling financially.

Sam now attends an Andy's Man Club weekly and has accessed therapy to talk about childhood traumas that he had experienced. He was initially reluctant to do this but with support and encouragement from his Community Connector his confidence started to grow.

Attending Andy's Man club and seeing other men being open about their emotions has had a positive impact and has allowed Sam to feel more comfortable in sharing his feelings in a supportive environment. The result has seen a positive impact in the relationship with both his wife and daughter.



Social Prescribing client feedback quotes

"I was feeling so lonely before you came, I feel so much better after speaking with you. I feel now things are moving ahead for me and things are not on standstill. I feel more motivated, and I want to go out and meet other people I have even considered doing some volunteer work. Thank you so much for all your help".

"I really appreciated all the help you have given me. I don't know where I would be without you. I am learning to access public transport which will help me to do things independently. I was feeling overwhelmed when my husband passed away, you offered me emotional support at the time when I most needed it thank you so much."



Social Prescribing Day Event

Our annual Social Prescribing Day Event in March was held at The Broadway Bradford; this central and easily accessible venue saw our greatest attendance with over 171 people coming along to celebrate our work.

The Rimington Pharmacy Team were on hand to undertake blood pressure and diabetes checks whilst giving information on promoting healthy lifestyle choices. The Living Well team engaged with over 90 people who signed up to their program list for news and updates. Various VCS and health service partners manned stalls chatting to local people. The day was packed and busy with a vibrant hum throughout the day.

Towards closing time a woman came in as staff were packing away and said :

" I can't stay for long as I must get back to work. I just wanted to say that HALE saved my life, seriously it is true. I had attempted suicide and was at the lowest point in my life. My GP referred me to one of your connectors. They saved my life, with support and understanding I got the help I needed for my mental health . God bless you all".



REACH

The REACH project, run in partnership with Cellar Trust as Lead Partner Organisation, offers group volunteering and support for clients with serious mental health conditions.

Our Group Volunteer Co-ordinator, Alice, has an active case load of 15 clients at any one time, providing support and encouragement to clients who are at a stage where they feel ready and confident to engage in group activities.

REACH Out peer support activity groups were created to give a safe and welcoming environment for those wanting to talk about their shared experiences, express themselves through activity and art, and above all, to not feel isolated. Core to REACH Out is to create a group where people gain the confidence to lead on their passions and interests.

Our first group started in Keighley with two clients attending weekly. They created friendship in and outside of the group and participated in discussions, walks, and arts and crafts. With the small success of the first Reach Out group, the second has opened in Shipley and a steady group of eight to ten people attend weekly.

The aim is to continue the friendships created and encourage peers to lead on activities themselves, boosting confidence and self-esteem.

Over
860
clients
supported

Rethinking Pain

Working in close partnership with Lead Organisation Keighley Healthy Living, our groundbreaking Rethinking Pain service is starting to receive recognition, both nationally and locally, for its fast paced, community based approach in supporting clients with long term pain conditions.

This year our HALE team have supported over 860 clients to access the 3 Tier non-medical model of holistic pain management.

Our Health & Wellbeing coaches have supported the wider team in delivering 'Understanding Pain' Pain Management sessions to client groups in a range of community languages, both online and in person, as well as delivering the new health modules around sleep, healthy eating, and physical activity.

They have also supported clients to access CBT therapy alongside sign posting and referrals onto community based activities.

The full Rethinking Pain team delivered focus group consultation sessions for our harder to reach clients, collating information and insight from our seldom reached residents to help shape the delivery and activities of the service moving forward.

Rethinking Pain Case Study

Sabrina was referred to Rethinking Pain through her GP, she is a 58-year-old and lives in Shipley. Sabrina had severe back ache, which was felt as intense tingling down her body and she often felt very numb .

Her GP prescribed medication, which was not helping with her pains and Sabrina felt that she was in the vicious cycle of pain - taking medication to ease this, pain returning, and medication needed to be increased. Sabrina was concerned that she was becoming addicted to the opioids prescribed and went to see a consultant with the aim of reducing her dosage.

Sabrina was supported by her Health & Wellbeing Coach, who gave her the time and space to share her feelings and her long-term goals around managing her pain. Together they began to put together an action plan by which she would start to decrease her dosage.

Sabrina began attending a Peer Support Group and also attended Understanding Pain Training.

Feeling more confident and capable of managing her pain without painkillers, Sabrina decided to fundraise for charity with a planned 13-mile walk. Starting with short walks and then building these up and slowly increasing the length, Sabrina had thought that she would only manage to do around 5 miles of the walk. She was thrilled and proud that on the day she completed the entire 13 miles!

Sabrina has now reduced the amount of medication she takes and is looking forward to future achievements and further challenges.

164
referrals
received
into YPSP

Youth Work

Young People's Social Prescribing (YPSP), LD, Relationships & Sexual Education (RSE) in Schools and Youth Engagement

2023-2024 has been another busy year for the Youth Team.

We received 164 referrals to our RIC and Affinity Young People Social Prescribing Services, and we have worked with these young people on a 1:1 and group basis.

Through our group sessions, our young people have been able to participate and enjoy activities allowing them to build skills, have fun and meet new people. This included bowling, lazerzone, watching a Bradford City Game (bonus....they WON!), movie nights, pumpkin carving, Mexican cooking and more.

As the end of the RIC funded projects approached, we took part in a presentation and Learning Session entitled 'Integrating the VCSE'.

We also joined forces with the Adult Social Prescribing team to celebrate National Social Prescribing Day.



Youth Work continued...

We were lucky to be able to partner with other organisations to offer our young people a wider range of services, including:

- All Stars – a 6 week programme offering sessions about anxiety, autism awareness, bereavement and school avoidance. This was delivered in partnership with All Star Entertainment.
- Art Therapy – a 6 week art therapy course, held at and in partnership with Cartwright Hall.
- Emotions session – a 3 hour session focussing on different emotions, what causes them, how they make us feel physically in partnership with Affinity Care.

Our young people welcomed 5 Councillors from Bradford Council to have an open discussion on how poverty is affecting young people in Bradford. This was a big step for our young people, whom have not previously had an opportunity to talk to those people who have the capacity to make positive change for them.



Youth Work continued...

As part of our work promoting YPSP to those with a Learning Disability and their families we have attended many events.

We also worked alongside PCN to host a Summer Extravaganza in Bowling Park, for the whole community, offering fairground rides, face painting, balloon modelling. Local organisations and the Fire Service held stalls, offering support to families and young people. Over 500 people attended and all had a fabulous day, free of charge.

Feedback from Bradford District Care NHS Foundation Trust shows that referrals to Social Prescribing for people of all ages with a Learning Disability/Difficulty and/or Autism have increased across the District.

The biggest highlight of the year was our Affinity Young Peoples Social Prescribing Service been nominated for - and WINNING the British Journal of Nursing 'Innovative Project of the Year' Award. We are all so proud of the partnership and service we have, and having this nationally recognised is amazing.

RSE work
delivered to
3734
Young People

Youth Work continued...

RSE

Our RSE project offers:

- Face to face delivery within schools – within the classroom, through assemblies or drop-down days.
- Curriculum review/ audit
- Staff development – We can put together bespoke training to meet school/staff needs.
- Peer reviews – done with student in school, to understand what they think about the RSE content within their school.
- Parent/carer events

In 2023-2024 we delivered to 3734 students, and 25 staff undertook RSE training. 18 People engaged with us at a parents evening event.

'I'm glad the kids learn this stuff now – glad I'm not having to teach it though haha.' (Year 8 parent)

Youth Work Case Study - Sam

Sam was referred to HALE as his Mum felt that he had no voice or influence and was struggling with his friends, family and home life. Mum believed that Sam was struggling with his anger in an unhealthy way by lashing out or not talking at all about how he was feeling.

Initially, Sam was reluctant to speak to his YP social prescriber, so Mum ended up doing most of the talking. He opened up a little and spoke about hobbies and activities he enjoyed. Mum spoke about how his father had a new daughter, causing Sam to feel angry with Dad. Sam agreed that he felt angry, but didn't want to speak about his feelings involving Dad and the visit finished shortly after.

Sam attended HALE's bowling night a week later. At first he was quiet and didn't engage or interact with other young people. After some encouragement, he got really stuck in, playing games, engaging and interacting with others. Sam's Mum was surprised at how confident he became and how much he enjoyed the session. She texted afterwards to say how much he had enjoyed the session and couldn't wait for the next one.

At the next session, Sam opened up more and became emotional, speaking openly about his feelings towards his Dad. Mum had never seen this side of Sam. We spoke briefly about all-star sessions that were coming up and he agreed that he would come along.

Sam attended all of the all-star sessions. Mum spoke to YP social prescriber about the difference she had noticed in him and how much happier and settled he had become.. His anger had calmed down and he spoke openly about how he was feeling. He had become more confident and looked forward to the sessions, as he had made friends and enjoyed seeing them weekly.

Youth Work Case Study - John

John was referred to us regarding anxiety around his parents' relationship, as well as Mum's health issues.

He came along to a sports/games evening and was surprised how friendly and fun it was. He asked for appointments to be at school so these were set up.

Over seven one to one sessions, John talked freely about things that concerned him, as well as enjoying playing various games. He took three sample wellbeing journal pages home and brought them back completed- chatting about them and expressing that he'd enjoyed doing them.

The social prescriber also discovered through this that John is a brilliant storyteller and quite a comedian! He then took a full journal away and would bring this to each session, to share what the challenges, successes and highlights had been from the previous weeks.

In evaluation, he said:

'In some ways I haven't changed that much - I'm still quite nervous, but in other ways I have. I'm more confident.'

His Mum said:

'John has increased in confidence; he is more open about things now; and he had a better relationship with his Dad. Really looked forward to your meet ups.'

YPSP Feedback

"He sees people from all sorts of backgrounds, it's so lovely to see them get along."

"It's been good to meet with other young people who know what you're going through; having someone to talk to about things."

"More confident socially, I take more opportunities now."

"Hi, thank you for all the support you have given him. He has really come out of his shell and is a lot more confident at expressing his emotions."

"I want you to know how grateful we both are for the support you've provided, Thank you."



ShIPLEY Wellbeing Hub

Our Wellbeing Hub supported 331 clients this year, providing access to fast-track services for those who were reaching crisis point and did not know where else to go for the specialist support they needed.

Our Hub is one of 6 Wellbeing Hubs located across Bradford District and Craven, working in partnership with local NHS, Bradford Council, and the Voluntary and Community Sector to support individuals experiencing issues with mental health, domestic abuse, financial difficulties, and addiction.

We also provided information and guidance along with general health & wellbeing support for those who just needed that listening ear to help them find their own solutions, by talking things through with someone outside of their situation.

Of the referrals received 98% of clients reported that they would have gone to their GP had they not come through to the Hub, which clearly demonstrates that the Wellbeing Hub has been able to provide an alternative pathway for advice and guidance to people rather than them presenting at an already overloaded primary care provider.

331

Wellbeing Hub
clients
supported

Shipley Wellbeing Hub continued

The Wellbeing Hub has also provided funding to several groups within the Shipley footprint areas, including a weekly Men's Den at Bolton Woods Community Centre providing a safe space for local men to meet and talk, a weekly Mental Health Peer Support group in Shipley Library and a bereavement group.

We provided a hub and spoke service by offering staff Wellbeing Hub time in local venues and we have also funded an outdoor activity program for young people that included the opportunity for them to try golf as an alternative to formal exercise and a woodland group for younger children helping to support them to connect with their local environment and produce artwork from what they found.

Funding from the Shipley Wellbeing Hub also supported courses of counselling sessions for 8 Young People which were delivered by Step2 either online or in person at the HALE office.



Community Centre Health Partnership Project

Our new CCHP Project, funded by the WISHH Community Partnership, started in January 2024. Because HALE has been Community Partnership Anchor for WISHH since the role was created, it was decided that we would host and manage this project.

The overall aims of the project are:

- to support community centres in becoming thriving and sustainable community hubs
- to increase local access to and engagement with a range of information, activities and early health interventions which support improved self-management of health and wellbeing in local communities.

Macarena Yunge joined us as Community Centre Health Partnership Coordinator, who will also support the WISHH Community Partnership with project management and other work. In these early months, her main area of focus has been to conduct an initial diagnostic stage for the project in order to create an implementation plan to guide further work.



WISHH Health & Wellbeing Champion

Our WISHH groups have continued to grow and develop. Based on the success of the project and the health outcomes achieved, a further 12-month funding was approved in January 2024, which will take us to March 2025.

The Men's Shed has continued to go from strength to strength, developing new activities, recruiting new people and expanding our workshop building.

Our client numbers have increased to approx. 15 men meeting over three sessions. Some work on their own projects whilst others participate in community projects.

It has been heartwarming to see our community members from all walks of life coming together and helping one another. We continue to support some clients with severe MH illness, who have recently been able to come without carers. Others have had relationship breakdowns and have found the safe space a real support.

"The shed is great place we can come and share with each other in a supportive and confidential situation."





Our leaflet of self guided walks from local GP practices – the WISHH Way Walks - was updated and circulated to the 5 practices in the area. The weekly Walking Group continues to be popular, with many clients attending regularly and building friendships with each other.

It has been of particular help for those caring for elderly parents and also those who have children with additional needs.

" The walking group is where I feel at home and something I really enjoy doing. "

A lady with early dementia

Our Men Together gents group added a range physical activities, supporting clients to move more in a gentle and regular way. These included walks, bowling, the golf driving range and a canal trip. Clients greatly appreciate the wider variety of activities and have said that they feel an increased sense of belonging both to the WISHH area and each other.

The canal trip was perhaps the highlight of the summer despite the weather and was enjoyed by all who attended.

"I really enjoyed the trip it was a world away despite being so close to home"





HALE Social Group Activities

We continued to provide a wide range of organised activities for people living in the locality and surrounding areas through our Baildon Well Being Café, Baildon Buddies, Guys & Dolls, Book Club, Bereavement Group, Knit and Natter, Wrose Buddies and Warm Spaces Groups.

Just over 150 people attended regular sessions held in Shipley and Baildon this year.

People in varying circumstances - some elderly, some frail, dealing with the loss of their partner, some with the onset of early dementia and their carers - find company, conversation and stimulating activities at our groups, creating a great sense of camaraderie, fun and liveliness.

Our group facilitators organised trips, outings and guest speakers as well as sing-a-long sessions, arts and crafts workshops, entertainment and seasonal themed events, including coronation celebrations for King Charles' inauguration - complete with a full-size King Charles cardboard cutout!





Case Study

“I have now been with HALE for over eight years. I was first introduced to HALE by my GP after losing my husband and was told about the group. I started coming to the Knit and Natter Group, there was definitely more nattering than knitting going on so this year we decided to change the name of the group.

Things have changed since covid and we are now more of a coffee, bingo and quiz group which I help run with Liz. We have a great set of ladies who really appreciate coming to have a laugh, cry, to find and give support! Some ladies can come feeling really down but will always leave with a smile. Some members would come all week if they could. For many of our members the only time they meet and chat with other people in a social setting is here. It just makes it all worthwhile to be appreciated with people who become your friends. “

“I really do enjoy coming, and my confidence has grown. I wish that the group could run for longer than it does as I enjoy it so much.”

“It’s good for my mental health- otherwise I would be living with myself 24/7.”

“It’s sometimes a push, but you have to get out there and make yourself go and then you feel better!”

5571
people engaged with
663
sessions delivered

Community Development & Engagement

Ensuring people's voices are heard and their opinions are considered in relation to change has been at the heart of our ethos and has been delivered through a variety of approaches and funders, throughout the Bradford district & Craven areas.

HALE are the lead organisation, coordinating Citizen's Engagement on behalf of the local Health and Care Partnership, involving both our own team members and partner organisations across the district.

The Engagement team have worked with the health and care partnership to help plan and deliver the Listen In programme. We attended events and activities in and around Bradford and Craven where we could connect with community groups, to build relationships and understand what matters most to local people when it comes to their health and care. A key function of the team has been to maintain contact with individuals and groups, ensuring a closing of the loop in terms of "you said, and we did".

Direct conversations with people about their experiences, thoughts, feelings and opinions of local services has also been a key role for engagement staff and enabled the collation of valuable insight, which was fed back to the partnership board.

The team were also involved in promoting engagebdc, a virtual platform allowing people to engage, share their views and find out more on health care services and activities.



Maternity Neonatal Voices Partnership & Women's Health Network

This has been a period where the MNVP began to strengthen its voice and reach in communities of interest and across maternity services.

This year saw the MNVP working with two Hospital Trusts to co create a work plan on the Care Quality Commission survey. Increased working hours for the co leads.

MNVP also had a presence at the Baby Week events in Keighley and Bradford, giving us valuable opportunities to raise awareness and gain feedback from members of the community.

It has been an exciting period for the WHN, with work taking place to raise awareness of the the network, hosting quarterly main meetings and linking with women and health services across the district for the re-branding of WHN and re-launch of the women's hub.

We revamped and updated our messaging to reach more women, using social media to advertise and engage with the community. We held an event at a women's centre inviting women from the community and made a short film demonstrating our impact, which we were invited to showcase at the Kings Fund. The film has received positive reviews and comments from across the country.

Regular meetings, events and workshops aimed to provide a safe space for women, to ensure the voices of seldom heard women are actively engaged and supported to participate in the WHN.

691
people reached
through MNVP
meetings & events



Warm Homes Healthy People (WHHP)

HALE staff made a real effort this year to try and reach members of the community who don't normally access community centres, running WHHP sessions in libraries, GP Practices and shopping malls, supermarkets and pharmacies, as well as attending a range of community events with the WHHP stalls and information.

We remained busy during the warmer months, with many people interested in this service so they can get their homes winter ready - some wanted referrals and others took information leaflets to access the service at a later date. Many people are still struggling with the cost of living and appreciate any help they can get.

During our conversations at WHHP sessions we were also able to signpost to a range of services, e.g. Carer's Resource, Equality Together, and also give advice about how to access dental care, mental health support including our own Social Prescribing service, debt advice, foodbanks and HALE Social Groups.

As well as referring 184 people to Green Doctors for support around heating their homes we also made referrals to the Energy Voucher scheme, Wellbeing Hub Network and Health Homes project.

815
contacts
184
Green Doctor
referrals

WHHP sessions
delivered at over

50

community venues
throughout the
area

WHHP continued

We helped those in need by delivering 8 food parcels, 57 HALE warm packs (which included items such as blankets, hot water bottles and soup), provided duvets to 3 people and provided a further 3 people with coats and shoes.

Our team also provided information and advice around small lifestyle changes that people can make to help improve their overall wellbeing through healthy eating and getting active.

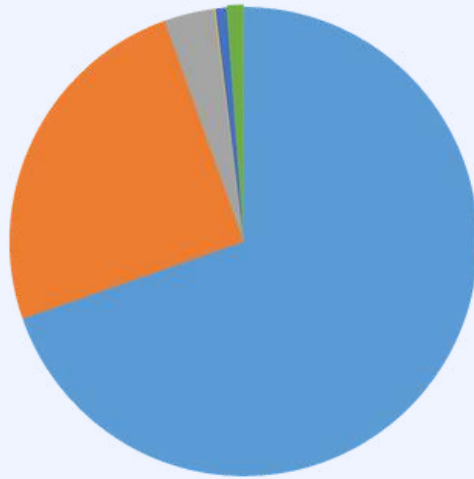
"Through conversations with the facilitator and the Ward Officer for the area we heard more about the deprivation faced by some members of the community. We were able to provide a number of warm packs which included blankets, hot water bottles and soup."

She was immensely grateful to receive these, which she said would be useful for homeless people in the area and would distribute the packs to them. She was very passionate about supporting her community and really appreciated us being able to provide these items.

This gave us a real sense of the importance of our work and the benefit it has on people's lives as we continue to support our communities in the best way we can."

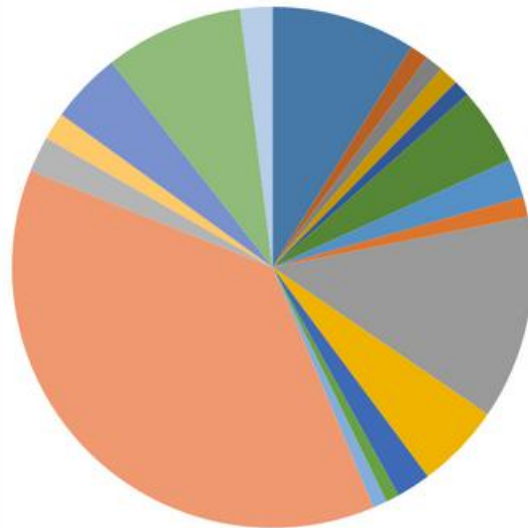
Finances 2023/2024

Expenditure



- Staffing 69.7%
- Delivery/Project Costs 24.9%
- Operational/Central Costs 3.5%
- Governance 1.2%
- Depreciation 0.8%
- Publicity 0.1%

Income



- NHS Bradford District & Craven CCGs 37.4%
- CABAD 12.7%
- Affinity 9.0%
- VCS Alliance 8.6%
- Community Partnerships North 5.3%
- Bradford North Western PCN 4.8%
- Project 6 - MAST 4.4%
- Cellar Trust 2.4%
- Step 2 2.2%
- Keighley Healthy Living 2.1%
- Groundworks 1.7%
- Bradford City 5 PCN 1.2%
- City Health Federation 1.2%
- Bingley Bubble PCN 1.1%
- Bowling Highfield 1.1%
- Bradford City Primary Care Network 1.0%
- NEWCA 0.9%
- Moorside Surgery 0.8%
- Other income & contracts < £10k 2.0%

Feedback from our annual Staff Survey

"HALE is an amazing organisation to work for, I feel so well supported and the staff are amazing."

"First job I've ever had that I've enjoyed :)"

"Great bunch of lively people to work alongside. Feel we are doing valuable stuff to positively impact people's lives."

"Hale is a very supportive organisation to work for. Staff Well-being is at the forefront."

