

# 2024-2025

## E.A.S.E. (Empowering Action and Social Esteem) Limited Impact Report



**EASE (Empowering Action & Social Esteem) Ltd**  
Hanwell Community Centre  
Westcott Crescent, Hanwell, W7 1PD  
[www.empowering-action.org.uk](http://www.empowering-action.org.uk)

**Charity No: 1098965 | Company No: 04291837**

Supporting the Journey to Improved Wellbeing



# Contents

Message from the Chair and CEO	3
Our Vision, Mission and Values	4
About Us and What We Do	5
Our Impact and Achievements	6-11
A Year of Feedback	12-13
Thank You To Our Funders	14

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# Our Messages

## Message from the Chair & CEO

We are pleased to present the Impact Report for the financial year ending 31 March 2025.

This year has tested the resilience of the voluntary sector and E.A.S.E. has not been immune to these challenges. A reduction in multi-year grants, tighter funding streams, and increasing demand from families affected by the cost of living crisis have all placed pressure on our charity and yet amidst these difficulties our commitment to community remains unwavering.

Over the last year we supported 1,183 children, families, young people, and adults many facing complex challenges such as poverty, isolation, trauma, and inequality. Whether through our children's centre outreach, youth clubs, financial advice, domestic abuse support or older people's social activities, E.A.S.E. has remained a trusted and responsive presence in the lives of those who need us most.

We are incredibly proud of our staff team and volunteers who have remained committed, professional, and person-centred through times of transition. Their dedication has ensured that even with fewer resources, the quality of our work has remained high which has been reflected in strong feedback from beneficiaries and partners.

Looking ahead we know that sustainability will require strategic focus, partnership working and increased core funding. We are actively engaging funders, commissioners and local alliances to secure the future of our most critical services beyond March 2025. At the same time we are investing in our internal systems, evaluation tools and team culture to build long-term resilience.

We would like to thank all our funders, supporters, trustees, staff and most importantly our community for their trust and belief in E.A.S.E. We remain committed to our mission, hopeful, prepared and energised for the year ahead.

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# Vision Mission Values

## Our vision, mission and values

### Our vision

A resilient united community

### Our mission

To improve individual, family and community wellbeing

### Our charitable objectives

To relieve poverty and advance education, in particular but not exclusively, by the provision of training courses and youth activities to persons who are in conditions of need, hardship, or distress by reason of their social or economic circumstances

## HBL vision

The HBL neighbourhood will be a vibrant and safe place to be:

A place where people feel they belong, can thrive and are inspired to create opportunities to work and play together

## Our Values

- To put people first
- Act with integrity
- Strive for excellence
- Take pride in what we do
- Respect others

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# About Us and What we Do

## About Us

EASE formed in 2001 and as a local charity in 2003, Our community services and activities have provided high quality support to families and individuals living in Hanwell and further afield. EASE has held Copley Close Children’s Centre contract since April 2011 and is Locally Trusted Organisation for Hanwell Big Local. This year was the last year for the Hanwell Big Local (HBL) which comes to a close early in 2025. Hanwell Big Local was one of 150 areas across England that were enabled to create lasting change in their neighbourhoods over a 10 year period, through a grant of just over £1 million.

## What we do

We provide the following services:

- Free and confidential information and advice
- Free and confidential 1:1 coaching sessions with a qualified professional
- Free 1:1 employment and careers support
- A wide range of physical and creative weekly activities and workshops
- Weekly youth clubs for young people aged 11+ at 3 various locations
- After school club and Holiday schemes
- Various activities and workshops for children under 5 and their parents/carers

### EASE & Hanwell Big Local

**1183**

Adults & children benefitted from one or more services that EASE offered this year

### Details

Our beneficiaries included:  
**681** Adults  
**247** Under 5 Children  
**255** Over 5 Children

### Outcome

- Increased our reach by more than **25%**
- Provided a safe community environment

**474**

New registrations

Our new registration included, new children, young people and adults

- Increased our community service users by more than **8%**

**163**

Beneficiaries who used two or more of our services each week

Our services cover all ages ranges from under 5 children, school age children (6-10) and young people (11+)

- Flexible service offerings across age groups for our community
- Variety of service offerings for families

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# Our Impact and Achievements (1/6)

	of service users	Details	Outcome
80%	noticed an increase in their wellbeing since attending EASE's services		<ul style="list-style-type: none"> <li>This has been maintained at <b>80% or over</b></li> </ul>
75%	made friends with other people in the community	A larger number of weekend community events	<ul style="list-style-type: none"> <li>Increase of <b>3%</b></li> </ul>
96%	felt welcome and included		<ul style="list-style-type: none"> <li>This has been maintained at over <b>95%</b></li> </ul>
91%	received a professional service		<ul style="list-style-type: none"> <li>This is a new impact measurement this year</li> </ul>
87%	felt the service was person-centred?		<ul style="list-style-type: none"> <li>This is a new impact measurement this year</li> </ul>
89%	reported taking part has made a positive difference to me/my family		<ul style="list-style-type: none"> <li>This has been maintained at over <b>85%</b></li> </ul>
77%	felt less isolated		<ul style="list-style-type: none"> <li>This has been maintained at over <b>75%</b></li> </ul>
93%	felt safe with us	A safe community location is welcomed	<ul style="list-style-type: none"> <li>Increase of <b>5%</b></li> </ul>
94%	were extremely satisfied with the support received from EASE	Not only do we offer a safe community location, there is a friendly, professional team who greet and support our clients for all our services	<ul style="list-style-type: none"> <li>Increase of <b>17%</b></li> </ul>
82%	were highly likely to recommend EASE to others		<ul style="list-style-type: none"> <li>Increase of <b>6%</b></li> </ul>

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# Our Impact and Achievements (2/6)

	Registrations	Details	Outcome
<b>64%</b>	of new registrations heard of EASE through word of mouth	We are still a well known local community resource	<ul style="list-style-type: none"> <li>This has been maintained at over <b>60%</b></li> </ul>
<b>21%</b>	of new registrations heard of EASE through social media or promotional material	More of our community members are engaging via Social Media resulting in the increase	<ul style="list-style-type: none"> <li>Increase of <b>3%</b></li> </ul>
<b>15%</b>	of new registrations were referred by another service	Our community referrers are engaging with us in higher numbers	<ul style="list-style-type: none"> <li>Increase of <b>5%</b></li> </ul>
	Information and advice	Details	Outcome
<b>139</b>	clients received support with finance, debts or housing	Appointments have become more complex in this current cost of living crisis	<ul style="list-style-type: none"> <li>Consistent increase in length of appointment times</li> </ul>
<b>£102,098</b>	clients have increased income per year		<ul style="list-style-type: none"> <li>This income claimed increase is due to the current cost of living crisis</li> </ul>
<b>87%</b>	Clients were more in control of their finances/ housing/ debt	Empowering our community members with knowledge has been key this year	<ul style="list-style-type: none"> <li>Increase of <b>22%</b></li> </ul>
<b>92%</b>	Clients have learnt to understand their finances/ housing/ debt situation better	Empowering our community members with debt advice has been key this year	<ul style="list-style-type: none"> <li>Increase of <b>18%</b></li> </ul>

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# Our Impact and Achievements (3/6)

	Refresh clients	Details	Outcome
<b>33</b>	Adults received counselling through our Refresh Project	We are still receiving a high number referrals	<ul style="list-style-type: none"> <li>This has been maintained since the project inception</li> </ul>
<b>100%</b>	were extremely happy with the service they received	Our clients are extremely happy as there are higher numbers requesting this service	<ul style="list-style-type: none"> <li>Increase of <b>17%</b></li> </ul>
<b>94%</b>	felt more confident in themselves	We are improving this for many of our community members	<ul style="list-style-type: none"> <li>Increase of <b>19%</b></li> </ul>
	ReWork clients	Details	Outcome
<b>137</b>	Adults received intensive work and career coaching through their 1 to 1's	This service ran for a full year this year	<ul style="list-style-type: none"> <li>This service was introduced half way through last year. Appointment numbers increased for this full year</li> </ul>
<b>33</b>	received intensive work and career coaching through attending our dedicated Work Club	Work Club ran from July 2024 through to December 2024	<ul style="list-style-type: none"> <li>This was a new service offered and was based on the Skills Builder framework</li> </ul>
<b>22</b>	received intensive work and career coaching through attending our dedicated Work Shops	Our 4 week workshops ran twice in the year during November 2024 - December 2024 and January and February 2025	<ul style="list-style-type: none"> <li>This was a new service offered and was based on the Skills Builder framework</li> </ul>
<b>97%</b>	were extremely happy with the service they received		<ul style="list-style-type: none"> <li>This is a new impact measurement for this year</li> </ul>

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# Our Impact and Achievements (4/6)

	Physical, Creative and Wellbeing Services	Details	Outcome
329	adults attended one or more physical, creative or wellbeing course	Our wider range of service offerings this year has contributed to a higher number of adults beneficiaries	<ul style="list-style-type: none"> <li>Our adult beneficiaries grew by <b>120%</b></li> </ul>
84%	of adults had gained more emotional management skills	Our wider range of wellbeing service offerings covering Bereavement, Trauma and Loss as well as Sleep Recovery, Mindfulness, Yoga and Breathwork	<ul style="list-style-type: none"> <li>Increase of <b>8%</b></li> </ul>
83%	more interested in trying new things	Our wider range of topics providing new knowledge	<ul style="list-style-type: none"> <li>Increase of <b>4%</b></li> </ul>
80%	of clients had learnt a new skill	Some clients felt they would reflect further on their newly gained knowledge later on	<ul style="list-style-type: none"> <li>This has been maintained at over <b>80%</b></li> </ul>
	ESOL Clients	Details	Outcome
43	women attended ESOL classes	We have a partnership with ELATT	<ul style="list-style-type: none"> <li>This number has been maintained annually</li> </ul>
100%	Pass Rate	Our partnership with ELATT and our joint support for our community members needing to learn English as a second language has continued very well	<ul style="list-style-type: none"> <li>Increase of <b>33%</b></li> </ul>

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# Our Impact and Achievements (5/6)

## Young People

## Details

## Outcome

99

attended one or more of our 3 youth clubs

Weekly youth clubs for young people aged 11+ at 3 locations

- This has increased by **38%** this year

69%

reported learning skills to boost confidence and optimism for the future

Our workshops provided at our youth clubs covered a variety of topics e.g. Money Management, Self Harm, Diabetes Awareness

- Decrease of **4%** – due to an increase in young peoples poor mental health

85%

reported learning skills to reduce risky behaviour

- Increase of **17%**

77%

reported learning new skills that positively affected their relationships

- Increase of **1%**

## Young School Aged

## Details

## Outcome

36

children attended our After School Club

Weekly after school club for young people aged 6 – 10 years

- This number has been maintained annually

## Holiday Scheme

## Details

## Outcome

98

children attended our Holiday Scheme

Our holiday scheme offered a variety of activities to different age groups catering for e.g. 5 – 7 year olds and 8 – 12 year olds

- We were able to offer this during the main 2024 – 2025 school holidays and half-terms, including Summer, October, February and Easter

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# Our Impact and Achievements (6/6)

	Services for under 5	Details	Outcome
220	Parents/Carers attended one of our under 5's sessions with their children each week	Includes, Bumps to Babies, Sensory and Creative Play, Stay and Plays and Baby Massage	<ul style="list-style-type: none"> <li>Our new Stay and Play location was greatly appreciated and supported by parents / carers</li> </ul>
247	Children attended one of our under 5's sessions with their parents/carers	Includes, Bumps to Babies, Sensory and Creative Play, Stay and Plays and Baby Massage	<ul style="list-style-type: none"> <li>Our new toys and games provided at our newest location as well as across our existing locations has been wonderful for our children to play with. Our soft play at Bumps to Babies especially lovely for our new born babies in our community</li> </ul>
1210	weekly attendances overall	Includes, Bumps to Babies, Sensory and Creative Play, Stay and Plays and Baby Massage	<ul style="list-style-type: none"> <li>Our parents / carers have appreciated the variety of drop-in sessions enabling them to come to any session during the week in a very safe community environment and space highly curated by our Early Years Practitioners</li> </ul>
85%	Parents/carers gained improved knowledge of their child's health and wellbeing through key messages delivered	Includes, Bumps to Babies, Sensory and Creative Play, Stay and Plays and Baby Massage	<ul style="list-style-type: none"> <li>Parents / carers discussed or were shown information during sessions as well as given information including breastfeeding support to take home</li> </ul>
92%	of parents/ carers reported an increase in their child's vocabulary since attending sessions	Includes, Bumps to Babies, Sensory and Creative Play, Stay and Plays	

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# A year of feedback (1/2)

## Children Under 5 services

- "...I'm very pleased with this group, specially with the lady that leads the group. She makes me feel welcome and tries to interact with the children and the parents. Honestly, before I just used to attend the group because of my children, but now I feel comfortable coming in. Thank you for putting things in place for the kids to have an amazing time here. This group is very important for kids and parents please keep it up..." - **Stay and Play sessions**
- "...Love coming to the events organised by EASE. Great toys! The practitioner is incredible and does amazing work with the children. Grateful we have so many sessions available to us..." - **Sensory and Creative Play sessions**
- "...My son improved his talk by joining this stay and play he is more happy now. He likes to play football and in the winter he cant play outside, so he can play here its quite big, good and warm place - Thank you so much..." - **Stay and Play sessions**
- "...Given my baby an opportunity to socialise, explore and build her confidence. My baby loves coming to this group she really enjoys the singing at the end..." - **Bumps to Babies sessions**
- "...Helped me to meet new mums..." - **Bumps to Babies sessions**

## Wellbeing services, Refresh project

- "...I have been able to process bereavement. I have learnt to be assertive and have increased my self-esteem. I have removed the blockage I was feeling and I am hopeful..." - **1-1 psychological coach sessions**
- "...The 1:1 psychological coach has been amazing - the sessions came at a great time. Thanks, I don't know what I would have done without you and all the workshops..." - **1-1 psychological coach sessions**
- "...The counselling sessions have given me the right kind of time and space to consider and reflect on things with gentle and positive support from Anisha and I've been able to get to the point of engaging with the whole, tricky issue for me, of getting back to regular work..." - **1-1 psychological coach sessions**
- "...Very informative and enlightening Menopause sessions. I'm extremely happy I attended this course and will definitely adopt suggestions and incorporate recipes. Thank you EASE..." - **Menopause Workshop**
- "...Various Technique within the mindfulness I can practice and in my lifestyle, emotional, panic attack, anxiety..." - **Mindfulness and Meditation classes**

## Summer Highlight



Our summer holiday club for different age groups ranging from (5 up to 10 years) was exciting for our community children, with arts and crafts, fun activities in the park; ending each week with cookery as well as a bouncy castle

## Autumn Highlight



We extended our range of wellbeing services. Introducing a wider range of therapies, based on feedback. These were received positively by our community. This included Art Therapy and an all day Mental Health Awareness event which included free massages and yoga sessions

## Decembers Highlight



Under 5's Christmas event was amazing with many families from our community attending with lots of fun and smiles throughout

## Spring Highlight



Our ReWork project workshops covered a wide range of topics and was based on our collaboration with the Skills Builder framework with our local council covering childcare support for working parents / carers

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# A year of feedback (2/2)

## Information and Support Service

- "...I particularly like your family support workers approach and professionalism, she is so caring and efficient; it has made the world of difference to my mental health, regarding my finances and coping with the paperwork..."
- "...The service helped me lot . Yes the support worker been really helpful and supporting with me and my children trying her best to help to from the her service..."
- "...Very happy with the service, it is good.. Have a service like this in the community and valued and respected by the support worker..."
- "...I struggle to understand English as a second language I find it hard to express what help I need having the support of this service has really help me have somewhere to go with my letters for benefits etc. I feel happy after the help I receive..."
- "...I am very happy for service E.A.S.E. I like everything the family support worker does for me. It is great really I appreciate..."
- "...Information given was excellent ; service was great..."
- "...They are very good, they welcome you. ALL staff very nice..."

## Physical and Creative Services

- "...I was very depressed and lonely, since I started sewing class I am happy and looking forward for next lesson. I formed friendships and more aware what if going on in my community. This class is very good for people with mental health issues..." - **HBL Sewing Classes**
- "...In joining the boxing class I got to meet new people and to learn new skills . I like the challenge of doing something new and appreciate the chance of getting a taster in this sport. I believe the sessions of learning and training with supportive classmates has been beneficial for everyone's physical and mental wellbeing. Great instructor, quick to put all newcomers at ease. He has shown care, patience and humour whilst teaching and guiding us through our paces..." - **HBL Boxing Classes**
- "...I love this class. The teacher is full of life and she really made us work hard and improved a lot. Loved the teacher..." - **HBL Pilates Classes**
- "...I think it is really good and helpful to make this kind of activity in the community centre especially for those who are new to the area and I really like the yoga sessions..." - **HBL Yoga Classes**

## Summer Highlight

Come and try sessions were run for our young people at all our Youth Club locations during July 2024. Plus our Youth Club workshop topics for June and July were: Drugs and alcohol awareness, knife crime awareness, self defence, racial discrimination awareness and a talk from the Metropolitan police

## Autumn Highlight

Our Youth Clubs introduced a new location for Monday nights which included a weekly music production and recording session. Everyone was excited to join in and the new location has been popular with a steady increase in attendances at this new site

## Decembers Highlight

17% of our clients who access our information and support service have children under 5. Our family support worker has helped them with their housing benefit, DLA and PIP claims. We have been able to provide them with foodbank vouchers, clothing vouchers and white goods working alongside other charities in our local area

## Spring Highlight

We began the preparations for our end of project celebration for Hanwell Big Local (HBL). Our aim being an event to bring together our team, our service providers and most importantly our community members. We wanted a party atmosphere with lots of entertainment for adults and children to enjoy

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# Thank you to all our funders



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