



# Impact report 2025

Working together to end social isolation



# Welcome from our CEO

**Welcome to our 2025 impact report. It's hard to believe, but 2025 outstripped last year in terms of additional new projects, along with the expansion of several existing activities due to increased demand.** We also planned and delivered not one, or two, but three major community-wide initiatives targeting different age groups and audiences!

We again delivered our annual event for International Day of Older Persons (IDOP) in September, providing afternoon tea at three venues simultaneously including Avon Reach, for whom we are this year's chosen charity. We also held a brand-new event in October titled 'ElderFest – living your best life for longer', run in partnership with BCP's Age Friendly Communities, our Christchurch Primary Care Network, Public Health and Prama-Life. The event was an outstanding success, drawing over 35 organisations and more than 325 attendees! We then followed that with another Christchurch Soup event, again focusing on our schools and youth organisations, which was an incredible evening! You can read more about all of these exciting initiatives later in this report.

Additionally, our seated exercise classes have recently expanded to two separate venues to accommodate an increase in numbers, whilst our Coffee Connections activities have expanded to another community café at The Bunker, St Catherine's Hill, to widen our geographical reach to isolated residents. Our two minibuses have been busy taking residents to a range of activities, including the Homelands Lunch Club which continues to flourish, and we have new lunch clubs in the pipeline for 2026!

Our volunteer numbers have also grown with the addition to the staff team of a dedicated Volunteer Coordinator, thanks to funding from Talbot Village Trust. Once again we thank all of our funders (The National Lottery, Talbot Village Trust, Christchurch Magdalen Trust, Christchurch Charitable Trust and Sovereign Network Group, to mention but a few) as well as our amazing staff team, trustees and volunteers. Here's to an even more exciting year ahead!

**Rev Sandra Prudom, Chief Executive**

2025 has seen the launch of some exciting new projects, as well as the expansion of existing activities due to increased demand.

**Sandra Prudom, Chief Executive**







Fun in the sun at  
Christchurch Carnival  
(see page 14)

## About our work

At Christchurch Community Partnership (CCP) we provide a range of services to reduce isolation and loneliness. We also connect organisations within our local community, so we can work together for the benefit of local people. Our services include:

- **Transport:** We provide essential door-to-door transport to those who would otherwise struggle to get out. We have two minibuses that take clients to a range of social and support activities, manned by a team of drivers and Bus Buddies. Our fantastic volunteers also drive clients to activities in their own cars, via our Neighbour Cars scheme.
- **Community events and social activities:** A friendly chat and a bite to eat can have a huge impact on improving wellbeing, so we deliver a range of social activities which allow people to enjoy good company and a meal or hot drink. These include regular lunch clubs, Coffee Connections groups, friendship groups and seated exercise classes, as well as a monthly Sunday roast dinner, Christmas Day lunch and other one-off and annual events.
- **Christchurch Angels:** Our amazing team of Christchurch Angels empower people to reconnect with their community, by helping them build confidence to get out and about, and connect with our own activities such as lunch clubs. We also provide one-off support where it's needed via our Helpful Neighbours scheme, which offers support with practical tasks, from fixing a shelf to helping with completing forms for Attendance Allowance and Blue Badges.
- **Connecting organisations:** To support collaboration and partnership working, we host community events such as ElderFest and Christchurch Soup, all targeting different audiences and age groups. These allow us to connect with other organisations and our community to identify gaps in provision, support new projects, and form new collaborations that better serve the community we all love. We are particularly keen to develop intergenerational activities, so are working with our local schools and youth organisations to achieve that.

# Who we support

**Over the last 12 months, CCP has supported over 914 people – 304 regular clients and a further 610 who attended or participated in one-off community events.**

Of the clients we currently hold data for, 97% are aged 50+ but most people who access our support are from older age groups, with two thirds (67%) aged 80+ and over a quarter (27%) aged 90+. Our community events have also successfully reached the older population, with 70% of attendees aged 55 or over.

We know that loneliness and isolation can be a particular challenge for older people, so these figures demonstrate that we are reaching people who most need our support.

## Referrals and connections

**We receive referrals from 19 statutory and voluntary sector partners, including adult social care, GP surgeries, social prescribers, NHS mental health teams, housing associations and other charities supporting vulnerable people in Christchurch.** In addition, we accept self-referrals through word of mouth or as a result of marketing activity, including our regular columns in magazines.

Over the last 12 months, CCP has received 141 referrals or self-referrals, with the vast majority (96%) being eligible for support. During 2025, we adapted our processes and services to allow us to accept clients that we previously would have declined, as it has become apparent that there are a lack of resources available to those living with mental health conditions in particular. The small percentage of people remaining ineligible were mostly as a result of being housebound or having significant health conditions meaning they would be unable to engage with our services. In these cases, people were signposted to more appropriate support.

Events such as ElderFest also offered our older population an opportunity to directly connect with both CCP and a wide range of other organisations without the need for a referral.

**914**  
**people**  
**supported**

**67%**  
of regular clients  
aged 80+



**96%**  
of referrals  
accepted

# Making a difference in 2025

## What has been delivered

In 2025, we delivered or supported a total of 234 events and activities including:

- **Lunch clubs:** 98 weekly lunch clubs at community halls based in a retirement complexes; we also transported clients to access one other lunch club in a community venue
- **Sunday Roasts:** 10 monthly Sunday Roasts offering a weekend lunch club in response to research demonstrating increased loneliness at weekends
- **Coffee Connections:** 39 monthly coffee mornings at a range of community locations including sheltered housing complexes
- **Exercises classes:** 53 weekly seated exercise class at an extra care scheme, for residents and other local people
- **Trips:** 28 day trips to local garden centres, the New Forest and shopping centres
- **Events:** Six one-off community events in partnership with other community organisations and support services. These included three simultaneous cream teas for the annual International Day of Older Persons, a Christmas Day lunch, ElderFest and Christchurch Soup.
- **Transport:** Our minibuses made 330 trips over the year, to activities including exercise classes, lunch clubs, and day trips, and travelled 6,240 miles. In addition, our Neighbour Car drivers made 250 journeys, and travelled some 2,825 miles.

Our Christchurch Angels volunteers supported people throughout the year to connect them to many of the activities above, as well as lending a hand with practical tasks at home through our Helpful Neighbour scheme.



53

seated  
exercise classes



108

lunch clubs including  
Sunday Roasts



9,065

miles travelled





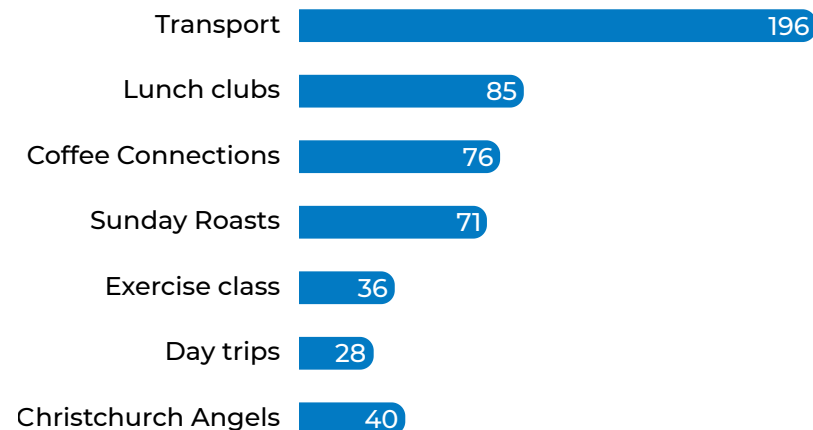
# Services designed around our community

**2025 saw the introduction of several new events or activities, including a new monthly Coffee Connection session at The Bunker, and an additional exercise class.** We have also increased the transport provision for both the seated exercise classes and Homelands Lunch Club to meet the increase in demand. In addition, we adopted two new Friendship Groups with the unfortunate closure of Age Concern earlier this year.

To support our expanding services we recruited new staff members, including a new Bus Buddy and driver, and a Volunteer Coordinator, who you can read more about on page 12.

The chart below shows the extent to which clients are using our services and support, based on the number of people using each service. The most popular service was transport, followed by weekly lunch clubs and coffee mornings. Transport plays an increasingly critical role in supporting residents to access services and activities.

## Use of our services in 2025



Transport continues to play a vital role in the support we provide

Mum has really benefited from CCP's support. She looks forward to her Tuesdays and Thursdays, it's so good that she has the opportunity to socialise with others and get out as she has lost confidence stepping out of her home by herself, so generally has a solitary existence at home. Activities with you have lifted her spirits and she has met others her age. What you and your volunteers do is amazing.

Client's daughter



## Meeting a local need

**As a charity, our aim is to ensure we are identifying and meeting actual needs, particularly those of our older residents, given the evidence proving the negative impact of social isolation and loneliness on both physical and mental health.**

One of the most effective ways we have found of combating both this and the issue of food insecurity amongst older people has been the provision of lunch clubs, and our Homelands Lunch Club and Sunday Roasts have both now been successfully running for over a year. A significant part of our strategy for 2026 will be the provision of two further lunch clubs in underserved areas, with the first planned for January 2026 in a local pub.

Statistics provided by the Dorset Intelligence and Insight Service (DiiS) show that 27% of Christchurch residents are at risk of social isolation, compared with the Dorset average of 17%. Being able to access the DiiS is particularly helpful to us in shaping our services to ensure we are addressing this issue, whilst connecting beneficiaries to activities local to them, so they can build new social networks.

This local connection is a particular priority, as transport is one of the major barriers to engagement. The 2021 Census indicated that 21% of Christchurch households are occupied by lone pensioners, compared with the Dorset average of 16%. Additionally, 32% of our residents are over the age of 65, with a higher life expectancy than most of the rest of the population of Dorset. Furthermore, 20% of Christchurch residents are registered as disabled, with very little accessible transport currently available in Christchurch. One of our strategic goals for 2026 is to increase the supply of accessible transport and we are working with other transport providers to do this, as well as seeking funding to purchase a wheelchair accessible vehicle ourselves.



### 2025 highlight: Listening to young people

This year CCP has partnered with Somerford Youth and Community Centre (SYCC) and Christchurch Town Council, to find out what our young people feel about growing up in Christchurch, and how they might connect with the democratic process. With the help of Bournemouth University Media Department, the young people from SYCC made a film which was then circulated with a lesson plan to our three secondary schools and other youth organisations across Christchurch.

The schools were excited to work through the material in their PSHE lessons and we are looking forward to seeing their feedback! It is intended that this will feed into a Youth Conversation planned for 2026. The 2025 Christchurch Soup event also gave us an opportunity to hear more from local children and young people about their ideas and views (read more about this on page 17).

# A shared focus on health and wellbeing

The Christchurch Locality Health and Wellbeing Group is a long-standing local partnership group with a focus on health and wellbeing. Membership consists of organisations which contribute to the health and wellbeing of the Christchurch community, meeting in person every quarter. This enables sharing of information, updates, and presentations of interest plus the opportunity to network. Such an opportunity builds relationships, understanding and awareness of local provision, leading to connections and collaborative working outside of the meetings.

CCP was a founder member and continues to influence and support the health and wellbeing agenda across Christchurch. Staff and volunteers provide a voice for older and more vulnerable members of the community, connecting and collaborating with other partners for the benefit of the wider community and improving their quality of life. They champion older people and their needs, enabling and empowering people to engage and participate, where they otherwise would not.

As place-based Integrated Neighbourhood Teams (INTs) develop, CCP will be integral to the success of this work and forms part of the core team for Christchurch, having established a good working relationship with the Clinical Lead and Primary Care Network.

More recently, CCP facilitated Elderfest, an event aimed at the older population, which was an overwhelming success. If only every area could benefit from a Christchurch Community Partnership!

**Catherine Boulton**

Senior Health Programme Advisor, BCP Council

# Partnership working

**Our priorities for 2025 have again been focused on our vision to end social isolation for Christchurch residents – both by developing and extending our own services but equally, by working collaboratively and in partnership with the many other organisations serving our community.**

The most significant example of collaborative working this year was in the planning and delivery of a completely new event, ElderFest, which you can read more about on page 9. What made the event such a resounding success was the collaboration between CCP, Prama-Life, BCP Age Friendly Communities, the Christchurch PCN and Public Health, along with support from Barchester and Colten Care in providing the refreshments.

All the partners were able to contribute their unique skills and experience and draw upon their own networks both for invitees and attendees. Christchurch PCN were also able to send a text invitation to all of those registered with our GP surgeries, which made a huge difference to attendance. CCP and SEDCAT also provided transport for those needing it.

One of our aspirations next year is to continue to develop more of these collaborations. Our community can only benefit when we all work together, identifying gaps and needs, and which of us might be best to address them. ElderFest was also a great opportunity for the 30+ organisations to network with each other, which will undoubtedly result in even better cooperation across projects.



ElderFest brought over 30 local organisations together and offered a valuable networking opportunity



## 2025 highlight

### ElderFest: Living your best life for longer

The first ever Christchurch ElderFest took place on Monday 27 October, bringing together over 325 local people and 35 local organisations to showcase local support for older people. From health and wellbeing resources to social groups and lifestyle opportunities, the event demonstrated what's available right on our doorsteps – and it was a resounding success!

Alongside stalls and information stations, the event featured an exciting programme of talks, offering valuable insights and updates. Visitors could also take advantage of free health checks and vaccinations, and enjoy wonderful refreshments generously provided by Colton Care and Barchester Healthcare.

Sandra Prudom, CEO of CCP, said: “ElderFest was a wonderful example of what can be achieved when we work together. The event was organised in partnership with other key local organisations, and it was thanks to this collaboration that it was such a success. Over 325 people visited, with over 100 more attending as participating organisations.”

“We already have a waiting list for next year’s ElderFest, which will be even bigger and incorporate the learning from this one!”

ElderFest brought together a wide range of partners and was an overwhelming success for all involved!

**Catherine Boulton**  
Senior Health Programme Advisor, BCP Council



# What our partners say



Christchurch Community Partnership exemplifies what true collaboration can achieve, creating innovative, inclusive, and impactful initiatives that transform lives. This year they were part of a team of key organisers that helped bring together 30 organisations to deliver the first ever ElderFest. Through this event older Christchurch residents and their families/carers:

- Heard expert talks
- Had their voice heard by participating in local research projects
- Saw a vibrant marketplace of information from over 30 organisations
- Enjoyed health checks and even a pop-up vaccination clinic

Over 325 residents attended on the day. One memorable story is of a lady who arrived feeling anxious after a recent fall and worried about her benefits; by the end of the day, she said she felt informed, confident, and even walked into town to shop and catch the bus home!

CCP also ensure their events are fun and engaging – for example, vocalist Bee Chumley supported at this year's annual afternoon teas held simultaneously in three venues to mark the International Day of Older Persons, which has now become a CCP tradition! Their visible presence in the community is inspiring – whether dressing up as slices of cake at Christchurch Carnival or sharing their work on Hope FM during an ElderFest interview – this demonstrates their creativity and commitment to making a difference.

Finally, Christchurch Community Partnership are highlighted in the Centre for Ageing Better's national impact report as an example of how strong collaboration between local partners reduces duplication and improves services for residents. This recognition showcases the value of joint working in creating more efficient, age-friendly communities.

**Heather Olive, Age Friendly Coordinator**



Christchurch Primary Care Network's Social Prescribing Team works closely with CCP and regularly refers patients to their services. CCP consistently goes above and beyond to support our most vulnerable and isolated patients. Their support plays a crucial role in reducing isolation by helping individuals attend their fun and engaging community groups, providing access to transport where this would otherwise be a significant barrier, and enabling patients to attend lunch clubs where they can enjoy a hot meal in a welcoming, social setting. Christchurch Angels is particularly invaluable, offering practical and emotional support that many patients would struggle to access elsewhere.

We truly would be lost without CCP. They are an essential source of support for our vulnerable patients and an integral part of our local social prescribing pathway. We also collaborated with CCP on ElderFest, which was a huge success in bringing together a wide range of organisations to support the local community. CCP ensured that our most isolated patients could attend by providing transport, making the event inclusive and accessible.

**Kate Daniel, Social Prescriber**



## Raising awareness

**We have continued to focus resources on marketing and communications in 2025 thanks to the Reaching Communities funding.** This has allowed us to reach more people and market our activities more effectively, as well as helping us to connect with partners and engage with the local community.

Over the last 12 months, a focus on social media has seen a 7% increase in Facebook followers (113 new followers taking the total to 1,733) as well as high levels of engagement. The CCP website had 796 unique visitors, a 21% increase on the previous year.

Supporting larger events like ElderFest and the Christchurch Soup has also provided opportunities to raise awareness of CCP's work and has attracted considerable media attention.

The impact of this investment in marketing has been an increase in awareness of our services, as well as an increase in partner engagement and support.

**"I really enjoy the volunteering role and find it very rewarding helping those who are isolated or lonely to socialise in their community."**

**CCP volunteer**

## 2025 highlight: Christchurch Soup

Over 100 people joined us at the 2025 Christchurch Soup in November, to hear six fantastic funding pitches from projects designed by and for local children and young people. Guests each received a bowl of soup, roll and drink, and they then voted with their soup bowls for their preferred project. This was a difficult decision as all were deserving of funding!

The 2025 winners were Somerford Primary School, who achieved the top prize of £1,000 for their wonderful project providing cookery lessons for pupils and their families to enjoy doing together. But thanks to both Christchurch Charitable Trust and the Primrose Fund, as well as the attendees, we were also able to award £250 apiece to the other five projects too.

Entertainment on the night was provided by the fantastic Swing Unlimited Community Big Band, and a great time was had by all!



# Volunteering

**Our volunteers give their time, care and energy to support our work, and we couldn't deliver our services without them. Their support makes a difference across all our services, from coffee mornings and lunch clubs to transport and office support.**

We currently have 76 regular volunteers, who gave a total of 3430 hours in 2025. Most volunteer support is delivered through lunch clubs, with 2,264 hours across our weekly lunch clubs and Sunday Roasts, and our exercise classes are also a popular option for volunteering (624 hours).

We were delighted to recruited a new Volunteer Coordinator, Liz, during 2025, who has provided vital support and training to our volunteers, as well as playing a key role in recruiting volunteers. As a result of this, 25 new volunteers have joined us in the last year, and were then passed over to Laura, also new to her role as Community Connections Coordinator, to deploy across our CCP activities.

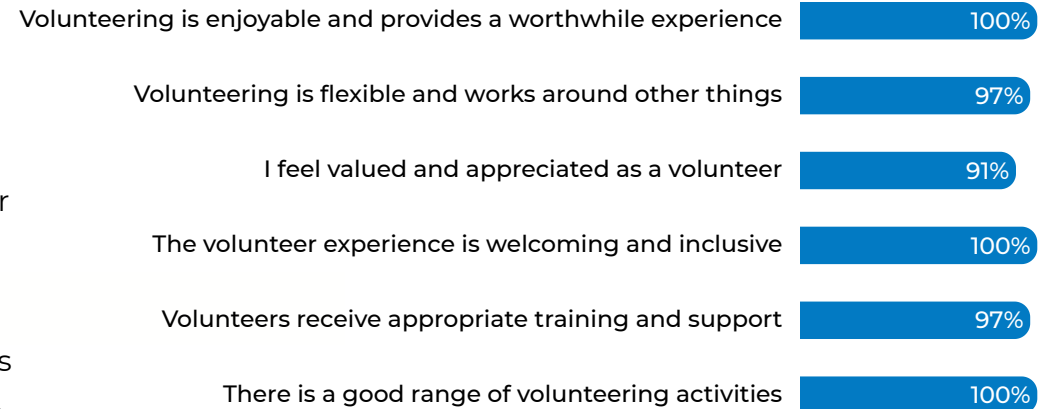


We welcomed our new Volunteer Coordinator Liz (centre) and Community Connections Coordinator Laura (right) in 2025, pictured here with CEO Sandra

## Volunteer satisfaction

33 volunteers completed a survey which explored what people liked and what could be improved about the volunteering experience. The results were extremely positive.

The chart on the right shows that 100% of respondents find volunteering enjoyable and worthwhile, and find the volunteer experience welcoming and inclusive. 91% feel valued and appreciated as a volunteer. 97% find volunteering with CCP flexible and feel that they receive appropriate training and support. It was also encouraging to see that 100% of volunteers are satisfied with the range of opportunities available to them.





# Giving something back

We asked volunteers to explain in their own words what they enjoy about volunteering with CCP and several key themes emerged:

## **Making a difference and giving back**

Volunteers are strongly motivated by the sense that they are helping others, particularly elderly, disabled, or socially isolated people, and contributing positively to their local community.

## **Social connection and belonging**

Many volunteers value the relationships they form – both with clients and fellow volunteers – and the feeling of being part of a community.

## **Personal wellbeing and mental health benefits**

Volunteering provides emotional rewards and supports volunteers' mental health, especially during life transitions such as retirement.

## **Purpose, meaning and identity**

Volunteers gain a renewed sense of purpose, identity, and fulfilment through meaningful activity aligned with their values.

## **Using skills, learning and being supported**

Volunteers appreciate being able to use their existing skills while also learning, within a well-organised and supportive structure.

We also asked what they felt could be improved about the volunteering experience. The majority reported very high levels of satisfaction, describing CCP as supportive, well organised, and responsive; the small number of suggestions focused on practical enhancements such as better communication, greater volunteer connection and long-term funding sustainability. We will explore this feedback and look at opportunities to strengthen communication and connection even further, while maintaining the strong support that our volunteers value.

**"I'm absolutely enjoying it, all the people are so lovely"**

**CCP volunteer**



**Volunteers Seija and Sue at a drop-in event held during  
Volunteers Week 2025 in June**

# 2025 highlight

## Christchurch Carnival

We were delighted to be named as one of the two charities for Christchurch Carnival 2025, alongside Julia's House.

The event took place on a hot day in August 2025, and our fabulous team braved the heat to provide a sweet treat for carnival-goers! The team joined the festivities dressed as giant slices of cake, and our CCP bus was transformed into a teapot for the day, to celebrate our much-loved annual afternoon tea events.

The Carnival raised a phenomenal £2,370 for us and we are enormously grateful for the support.





# Client satisfaction

32 CCP clients completed a survey which explored the impact of our work in relation to our key aims. The results were very positive, and indicate that our support is helping to improve clients' wellbeing, reduce isolation and connect people to their local community.

## Improving health and wellbeing

CCP helps to improve people's health and wellbeing. Of those who responded on each question, clients reported the following as a result of taking part in our activities:

- 82% eat more healthily
- 81% are more physically active
- 74% are more mentally active
- 86% feel happier
- 82% feel more independent

## Reducing isolation and connecting to the community

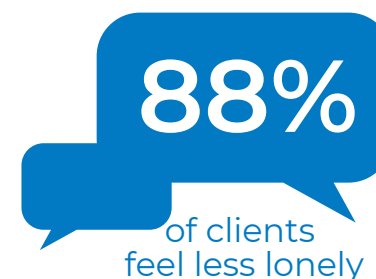
CCP is helping to connect people, supporting them to make new friends and reducing isolation and loneliness:

- 100% enjoy socialising and connecting with people
- 88% feel less lonely
- 83% have made friends

We also explored how clients feel they are treated by CCP and were very encouraged that 100% of clients feel respected as an individual, and find staff to be supportive and friendly.

**CCP has put the structure back in my my mum's week, she knows that every Thursday she gets picked up and taken to lunch. She's made good friends at the lunch club and looks forward to it every week. It's very reassuring that I know she's getting a hearty meal and company at least once a week.**

**Client's daughter**



# Making connections

We asked clients to explain in their own words the benefits they gain from CCP's support, and what they most enjoy about our activities. Several key themes emerged from the answers to both questions:

## **Social connection**

Benefits: Reduced loneliness, meeting new friends, feeling part of something

Most enjoyed: Meeting people, company, socialising, being included

## **Improved emotional wellbeing**

Benefits: Feeling happier, less lonely, enhanced quality of life

Most enjoyed: Happy feelings with others, feeling supported, positive atmosphere

## **Friendly and supportive staff and volunteers**

Benefits: Appreciation of help, kindness, reliability

Most enjoyed: Friendly welcome, good helpers, supportive staff

## **Food and shared meals**

Benefits: Enjoying lunch clubs, not needing to cook

Most enjoyed: Good meals, quality food, eating together

## **Transport and independence**

Benefits: Ability to get out, attend activities, access services

Most enjoyed: Door-to-door transport, being able to go out when otherwise unable to

## **Sense of belonging and purpose**

Benefits: Being part of a group, feeling valued

Most enjoyed: Inclusion, shared experiences, community feeling

We also asked the same clients what they felt could be improved but encouragingly, no areas for improvement were identified, indicating high levels of satisfaction.

**Being a part of something really enhances my life. I cannot get out too well on my own, the drivers and Bus Buddies do a wonderful job, I really do appreciate it.**

**CCP client**

## 2025 highlight: Seated exercise classes

Take a seat! Our popular seated exercise classes are run by wonderful instructor Sara, and offer older clients and those with limited mobility the opportunity to enjoy gentle movement and stretches. The classes have been a huge success and in 2025, we expanded them to include an additional weekly session.





## 2025 highlight: Creative engagement with local students

We have been excited this year, to work with a group of second year Communication, Design and Strategy students from the Arts University Bournemouth (AUB) who are designing a social media campaign for CCP. To help them understand us as a charity, we took three of our service users and two of our volunteers for a tour of AUB and a Q&A session as part of the live brief.

Live briefs are an important part of AUB's degrees and offer students valuable real-world experience as they work with third parties to deliver projects. The briefs were developed in collaboration with Talbot Village Trust who provide funding and support to further the work of the charities.

"As communication designers, our students gained incredible insights by meeting staff and services users," explained Briony Hartley, lecturer on BA (Hons) Communication Design and Strategy at AUB. "We heard moving stories and learnt about the amazing impact that these charities have had on their lives. It was wonderful to see the different generations forming connections over tea and biscuits in the studio. Students will be pitching social media campaign ideas for the charities and now have a much better empathy and understanding of who they are designing for."

We are very much looking forward to the presentation of the brief in January 2026, when we will take one of our buses full of clients who are excited to go!



## Our next steps

2025 has been a busy and productive year. We're particularly pleased that we have reached some of the previously underserved areas like St Catherine's Hill, and widened our reach in the Somerford/Purewell area through working more closely with Sovereign Network Group (SNG).

However, we are not resting on our laurels as there are still so many isolated residents we haven't been able to reach – yet! Plans for next year include continuing with the tried and tested services that we know benefit our clients, as well as developing more intergenerational projects. In 2026 we plan to:

- Extend our lunch club provision to the Burton and Mudeford/Stanpit areas as these are proven to be effective in addressing both social isolation and improving nutrition
- Continue with the seated exercise classes which we are told are greatly improving mobility as well as providing that vital social interaction
- Deliver Afternoon Teas to mark the International Day of Older Persons (IDOP) across three venues, bringing together isolated residents from the community with residents of sheltered housing complexes
- Organise and deliver a second ElderFest in late October in a larger venue and with additional activities, as the numbers far exceeded expectations!
- Provide monthly Sunday Roasts through to the winter months for those living alone or isolated
- Deliver the Christmas Day Community Lunch for the fifteenth year!



[www.christchurchcommunitypartnership.org.uk](http://www.christchurchcommunitypartnership.org.uk)



**Impact Report 2025**  
**December 2024 – November 2025**

Registered charity no: 1149162



Christchurch  
**Community**  
Partnership