



**ANNUAL  
REPORT  
24/25**

## NORTH MANCHESTER COMMUNITY PARTNERSHIPS ANNUAL REPORT FOR 2024 -2025

This year has been one of energy, progress and genuine community spirit. The last 12 months have seen us grow in confidence as an organisation, strengthen our role across M8, M9 and M40, and continue to work side-by-side with residents, families, volunteers and partners to reduce inequalities and create more opportunities for local people.



Team Picture at Spirit of Manchester Awards Ceremony

With the Aced-It programme now well-established in Moston, we have seen more residents gaining confidence with digital skills, employment support and community engagement. This year also marks one of our highest years for grant income, enabling us to expand our offer and deepen the support we provide. Our team has continued to work tirelessly to develop Simpson Memorial Hall into a genuine community anchor, creating a welcoming space with the help of our Reaching Communities partnership. It has been a year where ideas turned into action, and challenges turned into new solutions. From digital inclusion and employability to green spaces, family support, intergenerational activities and city-wide celebrations, our work continues to evolve with the community at its heart.

# A YEAR AT A GLANCE

*Across North Manchester, we delivered a wide mix of programmes, sessions and events that brought people together, improved wellbeing and helped residents build new skills and confidence.*

## Key Highlights

### Africa Day 2024

Our second major celebration saw over 700 attendees. Thanks to We Love MCR, Neighbourhood Teams, Equal Education Chances, Across Ummah, Ceebee Gold Foundation, FreshRB CIC and many others, it became another unforgettable day of culture, music and unity.



### MCC Work & Skills – Work Club (2-year grant started)

Weekly employment support including job search, CV building, Universal Credit journal help and pre-employment online learning.

### Good Things Foundation – HMRC Three-Year Grant (2024–2027)

Weekly digital drop-ins supporting young parents, families and digitally excluded residents across Greater Manchester – with Child benefit, Self-assessment, NI numbers, Marriage Allowance and Personal Tax accounts and all HMRC related issues

### Woodville Family Hub – Sure Start Trailblazer

While preparing to transform an unused outdoor space, we uncovered extensive Japanese Knotweed, forcing a change of plan. We adapted quickly, refocusing on improving the crèche area and supporting the centre's wider digital offer.

### Spirit of Manchester Awards

NMCP was shortlisted for Cohesion in the Community. A brilliant night for the whole team and a proud moment for the organisation.



### Heatherdale Drive Community Garden – Cheetham

Working closely with the MCC Community Health Team, we began the redevelopment of an unused outdoor space. Work started in March 2025, marking the beginning of a green transformation for residents, schools and voluntary groups to take ownership. Planting sessions planned after Easter.

### Home Office & NCET Partnership

John and Marysia were invited to the Home Office event at the Hilton Deansgate. John joined the Q&A panel, reflecting on six years of bi-weekly NCET surgeries supporting refugees and documented migrants nationwide.



# CHAIROS

## MESSAGE FROM THE CHAIR



This past year has been one of real strength and steady growth for North Manchester Community Partnership. As a charity rooted in the heart of our neighbourhoods, we have continued to respond to the pressures of the cost-of-living crisis while expanding the support we offer to thousands of residents across North Manchester.

I am incredibly proud of what our team has achieved. With more than **5,000 people supported**, this year has shown the true impact of community-led work — from helping residents navigate complex systems such as Universal Credit and EVISA, to supporting employment, digital inclusion, wellbeing, and social connection. The expansion of our ACED-IT programme at Simpson Memorial Hall has been a standout success, transforming the building into a lively and welcoming hub where people can learn, meet others, and feel part of something positive.

My voluntary gardening work with the adults from the Shaw Centre — continues to remind me of the importance of patience, inclusion, and creating spaces where everyone can take part. I often see the same principles reflected in the gardening and green projects I am involved in: with the right care and encouragement, people flourish just as plants do. Seeing residents come together to grow, create, and econnect has been one of the quiet joys of this year.

To our staff, volunteers, partners, and funders: thank you for your commitment, energy, and belief in what we do. You make NMCP what it is, and together we will continue to nurture a stronger and more connected North Manchester.

*Collette*

# KEY ACHIEVEMENTS

2024–2025 has been a year defined by growth, creativity and steady determination. Even as the cost-of-living crisis continued to affect many of the people we support, NMCP remained focused on delivering practical help, trusted advice, and opportunities for residents to build skills, confidence and community connections.

This year we generated over £350,000 in income, drawn from a diverse range of funders who recognise the value of community-led work. Their support enabled us to deliver a wide variety of activities, strengthen our presence across North Manchester, and develop new strands of work that respond to the challenges residents are facing.

Below is a summary of some of the key areas of delivery over the last 12 months.

## Reaching Communities – ACED-IT (Moston)

Throughout the year, our ACED-IT programme has focused on expanding the offer at Simpson Memorial Hall, transforming it into an active, welcoming place that local residents increasingly see as their own.

Through ACED-IT we have:

- Delivered weekly Advice & Guidance drop-ins covering welfare, housing, school admissions, online forms, banking and more
- Hosted regular cohesion and community integration activities to bring people together, reduce isolation, and celebrate local culture
- Offered employment support through drop-ins and 1-to-1 sessions (CVs, job search, applications, and pre-employment courses)



- Run weekly digital skills sessions, including NHS App support, online safety, email use, photo management, social media, scam awareness and online-banking
- Delivered ESOL and English literacy classes, blending spoken and written English learning

The area surrounding Simpson Memorial Hall has changed significantly in recent years. By working closely with local residents and recognising the strengths already present in this community, ACED-IT is helping to rebuild confidence, encourage participation, and support long-term empowerment.

# KEY ACHIEVEMENTS

## UKSPF COMMUNITY GRANTS (WEA / GMCA)

Phase 1 – SELF (Welcome Centre & Outreach Sites)

Through this strand we delivered:

- English classes
- Arts and crafts
- Digital skills sessions (including No.93)
- Two rounds of the Breathworks “Take Back Your Life” wellbeing course
- Employment support
- Joint activities with Rainbow Surprise
- Collaborative delivery with Wai Yin Society, providing a strong, culturally diverse offer

Phase 2 – Positive Steps (Simpson Memorial Hall)

A smaller but highly targeted grant supporting:

- Digital inclusion
- Employment preparation
- English classes

Helping residents overcome the most common barriers to work, confidence and progression.



## DIGITAL INCLUSION

Digital access has remained a major priority this year. Our work included:

### NHS HDC (M9 Postcode)

Digital skills sessions delivered from six different community venues, including: Harpurhey Neighbourhood Project, Chatterbox, Blackley Hub, MCC White Moss Housing Office, North City Library and No.93.

### Good Things Foundation – Ambassador Programme (Jun 2024–Jun 2025)

Continued peer mentoring and support for digital inclusion organisations across England, Wales and Scotland. Invited to House of Lords – second Time



### AI Roadshows with Manchester Metropolitan University (MMU)

Introducing residents to AI in an accessible, safe and engaging way, these were facilitated across North Manchester

### Device Donations

70 devices from National Highways Agency and 50 devices from Good Things Foundation's Device Bank — all gifted to residents facing digital exclusion.

# KEY ACHIEVEMENTS

## OUR MANCHESTER – COST OF LIVING SUPPORT

Throughout the year, with the continued support from OUR MANCHESTER, this enabled us to coordinate warm hub sessions, community & social activities and welfare and digital drop-in support across North Manchester.

These sessions provided:

- A warm and safe space
- Food and refreshments
- Friendly conversation and social connection
- Access to advice and digital help
- A range of small group activities

For many residents, these spaces have been a vital lifeline during difficult financial times.

**MOSTON TOGETHER**

**Tuesday 25th March**  
1.30 PM - 4.30 PM

**The Simpson Memorial Hall**  
361 MOSTON LN, MANCHESTER  
M40 9NB

Join us for an exciting afternoon with kids activities & plenty to get involved in! There will be community health checks, energy and financial advice, fitness sessions, Bike checks & much more. Everyone is welcome—come along and get involved!

**Free Refreshments & Food**

North Manchester Community Partnership | North Manchester Inclusion Partnership | Our Manchester

# IMPACT

This year, our team supported **5,054 residents**, many of whom accessed more than one type of help across our different services. The scale and variety of support delivered shows just how vital accessible, community-based organisations like NMCP are to the people of North Manchester.

Through ongoing monitoring, feedback forms, and conversations with participants, we have strong evidence that our work is helping people make meaningful changes in their lives.

## Breakdown of Support Provided

- **1,831** residents supported with Universal Credit claims and journal management
- **727** residents accessed digital device training, online learning, digital upskilling, or received a gifted device/SIM card
- **1,001** residents received help with council tax, housing issues, HMRC queries, utility bills or other essential household matters
- **789** residents accessed employment support including CVs, job search and applications
- **1,677** residents supported with online visas, British citizenship, travel documents, and EU Settlement Scheme applications
- **1,677** residents also received support with creating their new **EVISA**

Across our centres, the **social aspect** of attending NMCP sessions remains hugely important. Many residents report forming friendships, feeling less isolated, and enjoying being part of a welcoming, diverse community.

## Participant Feedback & Outcomes

From our evaluation data, **over 85%** of participants reported:

- Increased ability to gain and keep employment
- Improved digital and everyday life skills
- Improved mood and general wellbeing
- Reduced social isolation
- Greater confidence and enjoyment in daily life
- Better mental health

Participants also reported improvements in community relationships:

- **85%+** said they had a better understanding of people from different backgrounds
- **85%+** said they had greater respect for others
- **Less than 3%** expressed negative views about people from different ethnic backgrounds

These findings demonstrate the power of shared spaces, multicultural connection, and our commitment to inclusion at every level.

# FACTS & FIGURES

## SKILLS, TRAINING & PERSONAL PROGRESSION

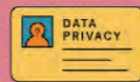
ALONGSIDE IMMEDIATE SUPPORT, WE ALSO HELPED 686 RESIDENTS TAKE STEPS TOWARDS LEARNING, EMPLOYMENT OR IMPROVED WELLBEING THROUGH A RANGE OF COURSES AND ACTIVITIES:

### ACCREDITED & ONLINE TRAINING



114

Level 2 City & Guilds  
Food Hygiene



11

GDPR



15

Level 3 City & Guilds  
Safeguarding Adults &  
Children



7

Level 2 Health &  
Safety



5

COSHH

### WELLBEING & COMMUNITY ACTIVITIES



296

residents attended  
wellbeing, exercise, arts &  
crafts or coffee morning  
sessions

### EDUCATION & ESOL



129

residents attended face-to-  
face ESOL classes



19

residents referred into  
MAES or Manchester,  
Salford, or Bury Colleges



4

residents enrolled onto  
Level 2 Customer Service

### PROGRESSION INTO VOLUNTEERING & EMPLOYMENT



12

supported into volunteering  
roles (including support  
with application forms)



49

progressed into  
part-time work



39

progressed into full-time or  
zero-hours roles



45

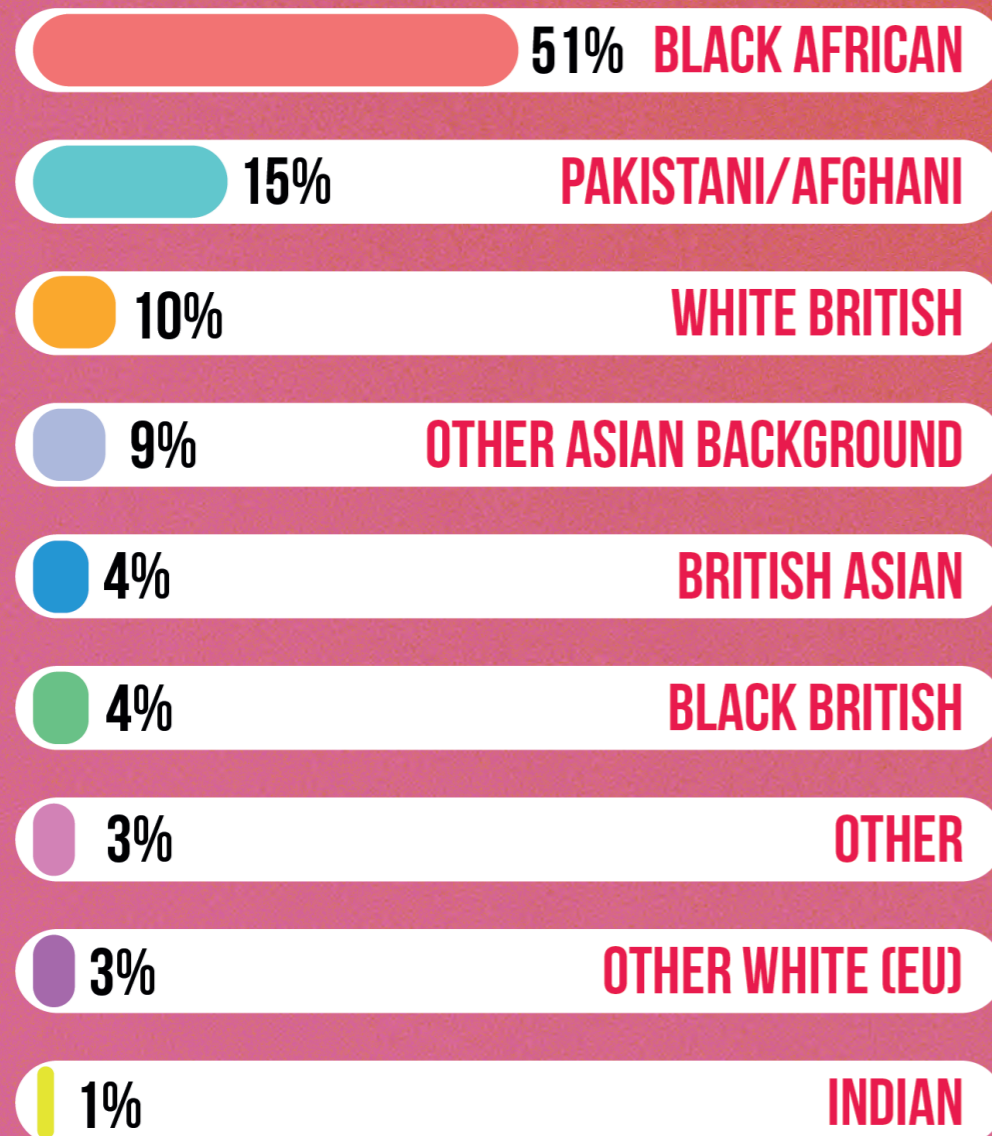
supported to start self-  
employment (including UTR  
registration and self-assessment  
guidance)

# FACTS & FIGURES

THESE SUCCESSES HIGHLIGHT BOTH THE BREADTH AND DEPTH OF SUPPORT NMCP OFFERS — FROM CRISIS HELP TO LONG-TERM PROGRESSION PATHWAYS.

## ETHNICITY OF PARTICIPANTS

OUR REACH REMAINS WIDE AND DIVERSE, REFLECTING THE COMMUNITIES WE SERVE:



## TESTIMONIALS

### Single Mum (Cost of Living Support)

*“As a single mum, things have been hard this year. The warm hub sessions gave me somewhere safe to come with my kids, get advice, and just breathe for a minute. The team helped me sort out my bills and Universal Credit, and for the first time in months I felt like someone was actually listening. Natalie & Jilani kept us going.”*

### Refugee (Immigration Support)

*“When I arrived in Manchester, I didn’t know where to start with my paperwork. Mr John helped me with my visa, my EVISA and everything I needed to feel secure. They explained it all in a way I could understand and treated me with so much respect. Without their support, I don’t think I’d be where I am today.”*



**SIMPSON MEMORIAL HALL**  
**MOSTON LANE M40 9NB**  
**WE CAN HELP YOU REPLACE**  
**YOUR BRP WITH E-VISA**  
**APPOINTMENTS & DROP INS AVAILABLE**

North Manchester Community Partnership

3. Donations and Legacies

	Unrestricted	Restricted	Total Funds
	Year Ended 31	Year Ended	Year Ended
	March 2025	31 March	31 March
	£	2025	2025
	£	£	£
Crowdfunding	-	-	-
	-	-	-

Previous reporting period

	Unrestricted	Restricted	Total Funds
	Year Ended 31	Year Ended	Year Ended
	March 2024	31 March	31 March
	£	2024	2024
	£	£	£
Crowdfunding	660	-	660
	660	-	660

4. Income from charitable activities

	Unrestricted	Restricted	Total Funds
	Year Ended 31	Year Ended	Year Ended
	March 2025	31 March	31 March
	£	2025	2025
	£	£	£
Restricted and Unrestricted Grants:			
We Love Manchester - Africa Day	-	3,800	3,800
Good Things Foundation - GTF	-	15,537	15,537
Good Things Foundation - HMRC	-	6,838	6,838
Manchester City Council - Digital Inclusion	-	600	600
HMRC - SAP Ariba	-	5,500	5,500
Manchester City Council - Specials	-	8,311	8,311
Manchester City Council - Workclub	-	12,753	12,753
Manchester City Council - Africa Day	-	1,350	1,350
Jigsaw Homes	-	500	500
Macc - North Manchester Inclusion Partnership	-	4,000	4,000
Our Manchester - North Manchester Inclusion Partnership	-	20,000	20,000
National Lottery Fund Reaching Communities	-	72,942	72,942
Mcr Active - Small Grants	-	300	300
Greater Manchester MH NHS FT - Small Grants	-	279	279
Greater Manchester MH NHS FT - Africa Day	-	1,000	1,000
Equans Regeneration - Africa Day	-	1,500	1,500
Our Manchester - Africa Day	-	1,500	1,500
Our Manchester - Cost of Living	-	17,000	17,000
Wai Yin	-	600	600
Workers Educational Association	-	55,715	55,715
We Are Group - We Are Digital	56,673	-	56,673
We Are Group - Visa and EU	-	67,874	67,874
	56,673	297,899	354,572

## 4. Income from charitable activities

Previous reporting period

	Year Ended 31 March 2024 £	Year Ended 31 March 2024 £	Year Ended 31 March 2024 £
Restricted Grants:			
We Love Manchester - North Festival	-	4,000	4,000
4CT	-	100	100
Wai Yin - Small Grants	-	384	384
The Albert Hunt Trust	-	3,000	3,000
Manchester Children's Relief in Need	-	3,680	3,680
Good Things Foundation - GTF	-	14,500	14,500
Good Things Foundation - HMRC	-	14,280	14,280
Good Things Foundation - Digital Inclusion	-	3,600	3,600
Manchester City Council - Workclub	-	7,233	7,233
Manchester City Council - Newspaper	-	3,000	3,000
MU NHS Foundation Trust - Newspaper	-	1,500	1,500
Manchester City Council - Family Hub	-	10,000	10,000
Manchester City Council - Men's Health	-	900	900
Manchester City Council - Baby Formula	-	600	600
Manchester City Council - North Festival	-	4,471	4,471
Manchester City Council - Food Provision	-	200	200
Manchester City Council - Small Grants	-	1,164	1,164
Manchester City Council - IWD	-	500	500
National Lottery Fund Reaching Communities	-	36,551	36,551
MU NHS Foundation Trust - Africa Day	-	2,000	2,000
MU NHS Foundation Trust - CDC Equalities	-	3,999	3,999
MU NHS Foundation Trust - Digital Inclusion	-	7,840	7,840
MU NHS Foundation Trust - Small Grants	-	11,000	11,000
Greater Manchester MH NHS FT	-	1,218	1,218
Our Manchester - Africa Day	-	2,000	2,000
Our Manchester - Cost of Living	-	15,000	15,000
We Stand Together	-	2,500	2,500
We Are Group - Visa and EU	-	28,700	28,700
	-	183,920	183,920

## 5. Expenditure

## Expenditure on raising funds:

Advertising &amp; Marketing

## Expenditure on charitable activities:

Events &amp; Activities

Project Costs

Salaries

Freelance Tutors

Computer Costs

Training/Staff Costs

Small Grants Distributed

Family Hub Expenses

EU/Visa Costs

MCC Workclub Costs

Travel Costs

Volunteer Expenses

Depreciation

Governance

Support Costs

Restricted Funds

Unrestricted Funds

Charitable Activities £	Year Ended 31 March 2025 £	Year Ended 31 March 2024 £
2,701	2,701	3,950
2,701	2,701	3,950
21,186	21,186	10,162
72,927	72,927	16,952
142,675	142,675	104,873
3,220	3,220	9,570
4,288	4,288	1,707
1,694	1,694	317
-	-	1,750
-	-	187
13,068	13,068	-
2,101	2,101	1,797
363	363	276
400	400	101
2,855	2,855	4,024
1,367	1,367	960
41,430	41,430	28,382
307,574	307,574	181,058
310,275	310,275	185,008
	2025	2024
	261,557	176,607
	48,718	8,401
	310,275	185,008

# GO FOR WARD

Looking ahead, we are excited to continue strengthening our ACED-IT programme in Moston and to begin our delivery under the Building Stronger Communities Together fund. This next phase will see NMCP working closely with local organisations to offer new sessions, intergenerational activities, and community-led initiatives. Together, we will take another significant step in developing Simpson Memorial Hall as a true anchor point for the neighbourhood, while continuing to champion advocacy and provide trusted support to residents across North Manchester.

We remain committed to creating lasting change for the communities we serve. With your ongoing support, we are confident that the year ahead will bring even greater impact.

**As this report comes to a close, we can share that:**

- We are awaiting the outcome of the ETB Trailblazer programme.
- We have been successful with the Building Stronger Communities Together grant for Moston.
- We have received confirmation of an extension to UKSPF (both Strands 1 & 2 through WEA/GMCA Community Grants).
- Planning is well underway for the Africa Day 2025 celebration.
- We continue to develop and transform Simpson Memorial Hall into a thriving, accessible community hub for local people.

The year ahead will inevitably bring challenges, particularly as the Cost-of-Living Crisis continues to affect many of the families and residents we support. However, our resilience and community-led approach mean we will continue to stand alongside those who need us most.



# WHO IS NORTH MANCHESTER COMMUNITY PARTNERSHIP?

North Manchester Community Partnership exists to support local people to engage socially, economically, and confidently with the world around them. Our aims focus on tackling inequality, reducing poverty, and helping residents develop the skills, opportunities, and support networks they need to thrive. Much of this work is centred on digital inclusion, employment support, and ensuring people can access training and opportunities that build long-term resilience.

We deliver our work from The Welcome Centre and Simpson Memorial Hall, alongside outreach across North Manchester. Our offers include:

- Work club and employability support
- Benefits and welfare advice
- Digital skills training and device support
- Accredited online training
- Volunteering opportunities
- ESOL sessions
- Confidence building
- Community-led groups and activities such as arts & crafts, befriending, gardening, and self-help groups

Promoting community cohesion is at the heart of everything we do.

Our journey began in April 2011, responding to the significant impacts of funding cuts on workless communities. In 2013 we formed North Manchester Work Clubs, transitioning to charity status in 2017 as North Manchester Community Partnership. We moved from Harpurhey Neighbourhood Project to the Welcome Centre in 2018, and in 2020 we established a permanent base at Simpson Memorial Hall.

We have held Open Awards accreditation since 2018, are a Level 2 Disability Confident Employer, Mental Health at Work committed, and have been accredited as a Living Wage Employer since 2020. Both the charity and John (Manager) hold IAA Level 1 regulated approval (March 2023), and we are progressing toward Cyber Essentials accreditation with further development planned to achieve Matrix accreditation.

## WHERE TO FIND US AND HOW TO CONTACT US:



### Our Registered office is:

**The Welcome Centre,**  
18-32 Brentfield Avenue,  
Manchester, M8 0TW

Contact:  
0161 5134509/  
07712633654

Email: [hello@nmcp.org.uk](mailto:hello@nmcp.org.uk)

### Also resident at :

**Simpson Memorial Hall,**  
361 Moston Lane,  
Manchester, M40 9NB  
Contact: 07307206013/  
07859795356

Website: [nmcp.org.uk](http://nmcp.org.uk)  
X: @ncmp2017

Registered Charity  
No:1173945

Open Awards Accreditation:  
61539

Disability Confident  
Committed: DCS015391  
(Level 2)

IAA Level 1 Adviser  
Registration: N202200026



# MANY THANKS

A heartfelt thank you to John and the entire team of staff and volunteers, whose commitment and hard work have made all of this possible. Our Board continues to offer invaluable support, guidance, and patience throughout the year.

We are grateful for the collaboration, insight and practical support from our partners, especially:

Wai Yin Society, Rainbow Haven, Simpson Memorial Hall, Salford CVS, the Our Manchester Team, Sure Start Centres North, Manchester City Council - Works & Skills - Let's Get Digital - North Neighbourhood Teams, No. 93, NHS HDCs, North Inclusion Group, Community Futures, Rainbow Surprise.  
Special thanks to Jonny Wineberg for his continued guidance and support.

We also extend our appreciation to:

Our Manchester Team — your support has been crucial.  
Reaching Communities — your investment continues to strengthen our community-led vision.

MCC Neighbourhood teams - M8, M9 and M40

## **Funders:**

National Lottery – Reaching Communities  
Good Things Foundation  
Manchester City Council  
We Are Group  
Our Manchester  
GMCA / WEA  
NHS – MLCO  
We Love MCR  
Equans

## **Accountant:**

Anita King  
Community Accountancy Services  
The Grange  
Manchester  
M11 3TQ

## **We bank with:**

Lloyds Bank  
Lewisham High Street  
London  
SE13 6JG