



# The Greatham Foundation



## Social Impact Report

2024/2025



Visit Our Website

# Who We Are

For over 750 years, our Charity has been a cornerstone of the community—offering vital care, support, and services to those who need it most.

Established in 1273 by Bishop Robert de Stichell, The Greatham Foundation (formerly known as the Hospital of God) employs over 100 staff and delivers a broad range of services aimed at supporting older people, particularly those living with dementia. Its portfolio includes:

### Stichell House

A 35-bed purpose-built residential care home set in landscaped estate grounds

### Community Day Services

Support for people with dementia and their carers in East Durham and Hartlepool.

### The Bridge

A one-stop dementia care and advice hub.

### Community Pastimes

One-to-one and small group services for people with dementia or experiencing social isolation.

### Almshouses

Independent living accommodation in Greatham, Norton, and Stockton-on-Tees.

### Commercial Properties

The Foundation owns and leases over 120 private properties and facilities.

### Grants Programme

Annual funding to voluntary and community organisations making a positive social impact.

We complement our charitable activities to provide an income by providing for rent or lease, housing, farm and farmland and some commercial property in the village of Greatham, Hartlepool.

The Greatham Foundation Ltd is a registered charity (registration number 1123540) and a company limited by guarantee (registration number 6533385, England and Wales).

# Our Mission, Vision & Values

Building on our century's long history, our ambition is to be a force for good, using our resources, skills, knowledge and abilities to have a significant impact in communities. We aim to be a leading charity that is modern, forward thinking, robust, sustainable and resilient. A charity that is respected and valued by communities, people, partners and peers.

### Our Mission

To build on our centuries-long history, we support and empower older people and those affected by dementia, to live well through the provision of care and community-based services, homes and grants by putting them at the centre of everything we do.

### Our Vision

is for older people and those affected by dementia to live well within supportive communities.

### Our Values

- To be kind, caring and compassionate.
- To put people at the heart.
- To be professional, learn and empower.
- To be open, transparent and honest.



# Executive Summary



This report provides evidence of the impact our charity has achieved across the 2024/25 financial year (November 2024 – October 2025), demonstrating how our community-based, preventative, and long-term support services improve outcomes for individuals while delivering measurable cost avoidance for the NHS and Local Authorities.

By supporting people to live independently for longer, reducing avoidable hospital admissions, delaying the need for residential care, and strengthening unpaid carers' ability to continue caring, our services play a vital role in alleviating pressure on acute, residential, and crisis services.

Our model of care is fully aligned with the NHS Long Term Plan and the Adult Social Care reform agenda. We provide high-impact support that extends independence, reduces demand on statutory services, and builds resilience at individual, family, and community levels.

Throughout 2024/25, our preventative, person-centred approaches have generated tangible benefits for individuals, families, and communities, while delivering measurable financial value to the health and social care system. By embedding local, community-based support, we have consistently demonstrated that early intervention improves wellbeing outcomes, reduces reliance on statutory services, and helps shift resources from crisis response to preventative care.

From delaying residential care and preventing avoidable hospital admissions to supporting carers and enabling older people to remain safely at home, our work exemplifies the transformative impact of investing in compassionate, person-centred community services.

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**Margaret Bousfield**  
Chair of Trustees

# A Year in Numbers

The figures below give an idea of the reach of our charity. However, the true measure of our impact is found in the difference we make to people's lives, a flavour of which is detailed in the pages which follow.

<b>Average Monthly Number of People Supported Directly and indirectly across all services</b>	<b>699</b>
- Average number of Almshouse Residents	133
- Average number of people supported at Minerva House	28
- Average number of people support at The Heathers Day Centre	40
- Average number of people supported by Community Pastimes	37
- Average number of people with dementia supported by The Bridge	57
- Average number of carers supported by The Bridge	371
- Average number of residents supported at Stichell House	33
<b>Estimated Total Savings of Community-Based Dementia Services per year (avoided A&amp;E visits and hospital admissions; delayed residential care admission &amp; reduced carer breakdown and GP visits)</b>	<b>£2,062,082</b>
<b>Average Number of Employees</b>	<b>103</b>
<b>Employee Retention Rate</b>	<b>85.96%</b>
<b>Average Almshouse Occupancy Rate</b>	<b>97%</b>
<b>Average Monthly Number of Almshouse Home Visits/ Reducing Isolation Calls</b>	<b>70</b>
<b>Almshouse Social Inclusion Activities</b>	<b>122</b>
<b>Residential Care Hours at Stichell House</b>	<b>52,929</b>
<b>Average Occupancy Stichell House</b>	<b>94%</b>
<b>Average Overall Property Occupancy Excluding managed void properties</b>	<b>98%</b>
<b>Estate Property Portfolio Includes Estate Properties, Almshouses, Away Almshouses, Commercial Properties &amp; Farms</b>	<b>207</b>
<b>Grant Funding Distributed</b>	<b>£93,000</b>
<b>Voluntary &amp; Community Sector Organisations Supported with Grant Funding</b>	<b>74</b>



# Our Impact

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## Community Based Dementia Services

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Our vision is that no one person living with a dementia or their family carers ever feel alone. We know the value and impact of standing side by side, of listening, helping and supporting, providing practical and emotional support, of working with partners and systems to make a difference.

We provide a holistic, person-centred dementia service, co-designed to support people living with dementia and their carers across the spectrum of need – from early or young onset to end-stage—while supporting carers and families. The service model integrates information, engagement, therapeutic activities, whole family support and social inclusion across building-based and community services.

Our approach is built around connected pathways of support, rather than a linear pathway, recognising that people's needs can and will change over time.

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Feedback from our most recent quality questionnaire for community dementia services:

**100%** satisfaction

**91%** reporting that their loved one had the opportunity to develop new friendships through our community-based services

**66%** reporting an improvement in their loved one's wellbeing

**88%** of carers reported an improvement in their own wellbeing

**84%** said the services had maintained or improved their loved one's physical and mental wellbeing

**91%** said their loved one had the opportunity to access a variety of activities.

**97%** of respondents reported that the service contributes to improving and maintaining their loved one's physical and mental health, keeping them healthy, happy, and safe.

**88%** said the service empowers people to have more autonomy, choice, and control in their lives and the care they receive.

**91%** reported that the service enables individuals to get out and actively participate in the community.

**94%** stated that the service contributes to the development and maintenance of social networks, helping to prevent social isolation.

**72%** confirmed that the charity ensures high-quality care and that the outcomes and aspirations of people are met.

# The Bridge

The Bridge Dementia Advisory Service provides vital advice, guidance, and emotional support to individuals living with dementia and their families. In addition to one-on-one support, our experienced Dementia Advisors offer training, distribute helpful resources, and connect carers to additional services that can assist them in their journey.

To keep clients informed and engaged, The Bridge distributes a newsletter every six weeks, highlighting upcoming events, activities, and relevant services across the community. The Bridge Dementia Advisory Service provided consistent support throughout the reporting period.

57

People with dementia supported monthly

371

Carers supported monthly

494

Events and Interactions

Activities Delivered	
Courtesy Calls / Mailing List Review	56%
Peer Support / Young Onset Group	10%
Special Events	10%
Memories in Tune	7%
Cognitive Behavioural Therapy (CST)	6%
Coffee Mornings	3%
Walk-in Advice	3%
Satellites	2%
Dementia Choir	1%
Dementia Friends Sessions	1%
Carer Education Sessions	1%

Throughout the reporting period, The Bridge has continued to grow from strength to strength, expanding its support for individuals living with dementia and their families. Strong partnerships with the local mental health team in Hartlepool have remained a cornerstone of this success, ensuring a consistent stream of referrals—often following diagnosis or completion of cognitive stimulation therapy, which is also delivered on-site at The Bridge.

As a well-established presence in the community, The Bridge continues to lead the way in outreach and collaboration. Satellite sessions across Hartlepool and active participation in voluntary sector meetings have kept The Bridge connected, visible, and responsive to local needs.

One of the highlights has been the successful revival of Memories in Tune, a live music event that had previously paused during the pandemic. Its return has been met with enthusiasm and joy, offering attendees the opportunity to come together, share experiences, and create meaningful new memories with loved ones. The event continues to grow in popularity and impact, with more participants joining each month.

“Always had time to chat with us, didn’t judge and always felt supported, the work they do is invaluable for families just starting the dementia path to know there is help out there”

- Participant

## Case Study: Supporting Families Through Dementia and Delirium

A lady contacted The Bridge Dementia Advisory Service seeking advice about her mother, who has a diagnosis of dementia and was experiencing fluctuating symptoms following a recent hospital admission. She was concerned that sudden changes in her mother’s condition might indicate a decline in her dementia.

An Advisor from The Bridge spoke with her to gain a full understanding of the situation and provided guidance on delirium, explaining its different forms—hyperactive and hypoactive—and how it can sometimes be mistaken for a deterioration in dementia symptoms. The Advisor shared practical strategies to support her mother, including “living in the moment,” entering her mother’s reality rather than trying to correct her, and using techniques such as the “bookcase” method, which helps people reconnect with memories from their perceived recent past.

The Advisor also informed the family about the Community Dementia Liaison Service, arranged a referral, and ensured follow-up support could be provided. The conversation then explored future care options.

The lady expressed her gratitude, saying: **“Thank you so much for your help last week, it was much appreciated and very helpful.”**

This case demonstrates the value of The Bridge Dementia Advisory Service in providing timely, expert advice and coordinated support, empowering families with knowledge, practical strategies, and access to community services to manage complex dementia-related issues and make informed decisions about care and wellbeing.

# Hartlepool and Minerva House Day Centres

## For people living with dementia and family member carers.

Our Hartlepool Day Centre at Heather Grove and Minerva House Day Centre in Horden, East Durham offer therapeutic, person-centred care for individuals living with dementia. These welcoming spaces provide a safe and supportive environment where people can take part in a wide variety of engaging, stimulating, and enjoyable activities.

Our dedicated team uses creative approaches to deliver sessions that not only support cognitive and emotional wellbeing but also bring joy and laughter—something often heard echoing throughout both centres.

At the heart of our approach is a commitment to supporting not only individuals living with dementia but also the families and carers who walk alongside them. We recognise that caring for a loved one with dementia can be both rewarding and deeply challenging—and that carers need dedicated support in their own right.

This holistic, wraparound model of care strengthens the entire support network, leading to better outcomes for both carers and the people they support.

# The Heathers Day Centre

## Making a Lasting Impact.

A dementia diagnosis does not mean life cannot be fulfilling. Our Hartlepool Day Centre “The Heathers” offers a vibrant, supportive space where individuals can socialise, explore new interests, and continue to live meaningful lives. The centre provides not only friendship, stimulation, and high-quality support for those living with dementia, but also valuable respite for carers. Set in a safe, warm, and welcoming environment, our team delivers a wide range of engaging activities, including:

- Arts and crafts
- Baking and cooking
- Bingo and games
- Singing and dancing
- Gardening and woodwork
- Reminiscence sessions

Guests also benefit from accessible minibus transport to and from their homes, ensuring easy access to our services. Each day includes a nutritious two-course lunch, along with refreshments and snacks, supporting both physical wellbeing and social connection.

At The Heathers Day Centre, every day is an opportunity for joy, companionship, and meaningful engagement. We take positive action to foster social connection and inclusion.

During this reporting period, The Heathers Day Centre delivered

2,728

Attendances

9.1

Individuals supported at each session

40

Individuals supported each month

The Centre’s person-centered approach fosters long-term relationships, with individuals attending for an average duration of 1.1 years—a testament to the quality of care and the positive impact the service has on those who attend.

“He has become brighter and more stimulated, talking better, interacting better, enjoying people. I have seen a great improvement”

- Family Member of a Guest

“I can catch up with friends, go out for lunch, do housework and gardening without always being watchful of what my loved one is doing. I am so glad of a few hours just for me”

- Family Member of a Guest



# Minerva House

## A Modern, Inclusive Approach to Dementia Support

Minerva House offers a safe, warm, and welcoming environment where you can build friendships and take part in a variety of meaningful activities.

We take pride in being a modern, inclusive, and person-centred day centre—distinct from traditional models of care. At Minerva House, every individual is valued, and support is tailored to reflect personal interests, abilities, and preferences. Our goal is to create a vibrant space where people feel empowered, respected, and connected.

During this reporting period, Minerva House delivered

2,039

Attendances

7.5

Individuals supported at each session

28

Individuals supported each month

Minerva House is more than a day centre—it's a place of ongoing support and connection. People typically engage with the service for an average of 1.5 years, reflecting the centre's meaningful role in the lives of those it serves.

“The staff are absolutely brilliant with my Dad. Management have helped with Social Services so he can access the centre an extra day. Without this centre, there is a strong possibility my Mam would have considered long term care. This service is a lifeline for myself and my Mam”

- Family Member of a Guest

“The visits from the Family Support Worker are appreciated, I know I can call on them for help, advice and support”

- Family Member of a Guest



## Case Study: Maintaining Independence & Connection

Mrs W regularly attended Minerva House, where she particularly enjoyed social interaction, arts and crafts, and jigsaw puzzles. To explore her future care needs, she moved into a local care home for a short-term respite stay but chose to continue attending Minerva House one day a week due to her strong connection with the centre.

During respite, Mrs W felt that full-time residential care was not appropriate for her at this stage. She expressed a clear preference to maintain her independence with some additional support and return to attending Minerva House three days per week.

This approach was fully supported. Mrs W moved into her own bungalow close to Minerva House, arranged additional care at home, and resumed her three-day attendance. The collaborative and person-centred response enabled her to maintain autonomy while continuing to engage socially and meaningfully in familiar surroundings.

# Community Pastimes

## Supporting Connection & Enjoyment

Community Pastimes supports small groups of individuals who may be living with memory problems or a dementia diagnosis to engage with the wider community through shared hobbies and interests. The service is designed to enhance wellbeing by promoting social connection, enjoyment, and continued participation in meaningful activities.

Sessions are tailored to meet the needs and preferences of participants, with trained staff delivering three-hour group or one-to-one sessions based on common interests. Activities have included arts and crafts, bowls, snooker, knit and natter groups, and social dancing, among others.

During this reporting period, the Community Pastimes service delivered

2,440

Attendances

9.4

Individuals supported each day

37

Individuals supported each month

The duration of engagement reflects the meaningful and lasting impact of the support provided, with individuals attending Community Pastimes for an average of 1.7 years. This highlights the service's role in offering consistent, person-centered support that fosters long-term social connection and wellbeing.

“My loved one has responded well to his care; he is very happy after his pastimes care- stimulated and bright. I know he plays ball games which he can do so I feel he is getting plenty of movement and fun. He always comments, he's had a lovely time”

- Family Member of a Guest

“Everyone is so caring and cheerful, professional but human. They treat my loved one wonderfully and seem to know his needs”

- Family Member of a Guest



## Case Study: Supporting Independence and Carer Wellbeing

A gentleman diagnosed with Alzheimer's type dementia was attending The Heathers Day Centre. As his dementia progressed, his needs increased and discussions took place with his wife and Social Worker to explore how best to continue supporting him. He lives at home with his wife as his primary carer, and it was essential to ensure she continued receiving respite to maintain her own health and wellbeing, helping prevent the need for premature full-time residential care.

It was agreed that the Community Pastimes service could offer a more suitable approach. A small group was created which included tailored activities designed to meet each person's needs, ensuring person-centred support and maintaining a positive, socially engaging, dementia-friendly environment. This successfully enabled the gentleman to continue benefiting from meaningful activity and allowed his wife three hours of respite from her caring role.

The positive impact was significant, and he now benefits from an additional session. The gentleman continued to enjoy social engagement and stimulation, while his wife gained vital time to focus on her own wellbeing.

Community Pastimes is a highly adaptable service, with individual arrangements based on assessed need in partnership with key stakeholders. This flexible approach ensures individuals receive the right level of support for social inclusion while supporting informal carers to continue in their role for as long as possible.

# Social Impact & Savings

Our structured, person-centred approach to community-based dementia care, ensures that people and carers not only receive the right service at the right time but also achieve measurable improvements in wellbeing, while generating significant system-wide savings.

The Greatham Foundation has a proven record of accomplishment in delivering community-based dementia services which reduce pressure on acute services, supports unpaid carers, and enhances the wellbeing of some of the most vulnerable individuals in our community and provides substantial returns in avoided costs:

Service Impact	Estimated Annual Saving (Per Person)
Avoided A&E Visits and Hospital Admissions	£123,000
Delayed Residential Care Admission	£1,929,200
Reduced Carer Breakdown & GP Visits	£9,882
<b>Estimated Total Saving Per Year</b>	<b>£2,062,082</b>

By combining early engagement, person-centred assessment, tailored support, and gradual information sharing, The Greatham Foundation ensures that individuals and carers feel supported, informed, and connected throughout their dementia journey. This not only improves quality of life and wellbeing but also delivers over £2 million in avoided costs each year, creating tangible social value for individuals, families, and the wider health and care system.



Notes on the calculation of estimates total savings per year:

## 1. Avoided A&E Visits and Hospital Admissions

Research from NHS England suggests that dementia-related A&E visits cost on average £297 per visit, and an unplanned hospital admission costs £3,000+ per patient.

*Our portfolio of community-based services significantly reduces this risk.*

- Average 162 individuals supported monthly
- Conservative estimate: if just 25% of these individuals avoided 1 A&E/hospital episode per year due to preventative support:
- 41 avoided incidents/year
- Potential NHS savings:
- £3,000 x 41 = £123,000 annually

## 2. Delayed Residential Care Admissions

Residential care placements for dementia cost local authorities between £700–£1,000/week (£36,400–£52,000 annually).

*The Heathers Day Centre, Minerva House & Community Pastimes offer valuable respite and social support that delay or avoid the need for residential placements.*

- Average 105 individuals supported monthly
- People stay with our services for an average of 1.4 years
- Conservative estimate: if just 50% of these individuals delayed or avoided the need for residential placements due to preventative support:
- 53 avoided placements
- Cost avoidance:
- 53 x £700 x 52 weeks = £1,929,200 annually
- For the purpose of an annual saving this has been calculated over 52 weeks

## 3. Reduced Carer Breakdown and GP Visits

Carer burnout is a key driver of crisis intervention and health decline. Our carer-support service at The Bridge offers tailored support that reduces this risk. Supporting carers prevents reliance on crisis social care. A recent study estimated that in 2023/24 the average 10-minute face-to-face GP consultation costs the NHS £37.

*The Bridge supports an average of 371 unpaid carers each month*

- If 25% of carers avoided just 2 GP visits/year:
- £37 per GP consultation x 2 consultations per year x 93 carers
- GP appointments avoided = £6,882 annually

*Additionally, carer resilience prevents emergency respite/crisis social care. If just 10 carers avoided one 3-day crisis respite per year:*

- Weekly cost of residential care £700 per week / £100 per day
- £100 per day x 3 days per week = £300
- 10 x £300 = £3,000 annually

# Stichell House Residential Home

Nestled within the beautifully landscaped grounds of the Greatham Estate, Stichell House is a modern residential care home offering 35 ensuite bedrooms in a purpose built, contemporary facility. Located in an enviable setting, we provide exceptional person-centred care tailored to the unique needs of each individual.

Our philosophy of care is grounded in putting the people we care for at the heart of everything we do. We believe that effective care can only be delivered when we truly understand the person being cared for. We take time to focus on each individual's history, strengths, hopes, and aspirations.

At Stichell House, we respect the past, support the present, and help individuals plan for the future. Our approach ensures that every decision is guided by your preferences, needs, and values. We are committed to providing care that is not only respectful but also responsive to the evolving needs of each person.

During this reporting period, Stichell House provided

52,929

Care Hours

94%

Occupancy

33

Individuals supported monthly

Stichell House supports people for an average of 1.9 years.



## Case Study: Maintaining Independence & Connection

A referral was received from the wife of a gentleman living with dementia who had previously suffered a stroke. She was his primary carer at home but, following her own diagnosis of cancer and the need for hospital surgery, she contacted Stichell House seeking respite care for him. This referral was supported by his Social Worker. His wife and daughter visited the home and agreed that it would be a suitable place for him to stay.

The Home Manager completed an assessment at the family home. As the gentleman had not yet been informed of either the referral or his wife's diagnosis—due to concerns about causing distress—the assessment was carried out informally as a general conversation about his daily life and support needs, which he willingly discussed.

Once it was confirmed that Stichell House could meet his needs and an admission date was arranged, his wife explained her situation to him and that he would stay at the home temporarily. Due to his dementia, he frequently forgets this and often asks why he is at Stichell House and when he will be returning home. To support him, his wife wrote a personalised card for staff to refer to when he becomes anxious, ensuring consistent and reassuring responses.

The placement, initially planned for three months, has since been extended to allow his wife to continue her treatment. Staff maintain regular communication with the family, who share any concerns around his anxiety. Ongoing reassurance and support are provided to both the gentleman and his family, helping him to remain settled and content. This, in turn, enables his wife to focus on recovery, confident that he is well cared for.

Stichell House has prioritised maintaining his familiar routines and minimising disruption, supporting his wellbeing and helping to ensure that, when his wife regains her health, he can return home with as smooth a transition as possible. This case highlights the importance of flexible, family-centred care in supporting both individuals living with dementia and their carers during times of crisis.



# Almshouses

## Supporting Older People to Live Independently

The charity owns and manages 123 Almshouses across Stockton-on-Tees, Norton, and Hartlepool, providing secure, comfortable accommodation with the support of an Almshouse Lead and an Almshouse Support Worker. Each property is equipped with a 24-hour call system, offering residents responsive help whenever needed.

In addition to housing, we foster a strong sense of community and social inclusion through regular lunch clubs and a variety of social activities. These initiatives are designed to combat isolation, encourage social interaction, and promote wellbeing among residents.

With the combination of well-maintained, suitably adapted accommodation, warden support, 24-hour access to the call system, and a range of social opportunities, our residents are able to live independently while feeling supported and connected within their community.

With advances in healthcare enabling longer life expectancy, the need for housing options that support older adults to live well and independently has never been greater. **Almshouses are a valuable modern housing option, with research showing they can increase life expectancy by up to two and a half years.** The Almshouse Longevity Study highlights that living in a supportive Almshouse community can reduce the negative effects of social isolation and enhance both health and wellbeing.

During this reporting period, the Almshouse team provided essential support

133

Residents on average each month

97.2%

Occupancy rate

10

Staff led social inclusion sessions monthly

70

Home visits and isolation-reducing calls



## Case Study: Supporting Independence, Dignity, and Family Connection

Resident B moved into an Almshouse following the death of her husband, while living with a diagnosis of dementia. She and her daughter were seeking a living arrangement that would provide both security and practical support, while allowing Resident B to maintain her independence for as long as possible.

Shortly after moving in, Resident B received a terminal cancer diagnosis. The Almshouse team immediately stepped in to provide tailored daily and weekly support, ensuring she felt safe, comfortable, and socially included within the community. The team also offers emotional and practical support to her daughter, providing a listening ear and guidance as they navigate the challenges of caring for a loved one with complex health needs.

Resident B reflects on her experience:

**“I know the girls are here for me, and understand how important it is for me to have my own home. I am not pressured to always be ‘ok’—they understand I have bad days.”**

Her daughter adds:

**“Thank you for always being there when I need to talk or cry about my mum’s illness, which seems to be a lot lately. You go above and beyond your job role and are always there to support us both.”**

This case highlights the impact of a holistic, person-centred approach: providing not only practical support for residents but also emotional care for family members, helping maintain dignity, independence, and meaningful connections during difficult times.

# A Long History of Philanthropy



Our charity has a long-standing and proud tradition of philanthropic support, rooted in the belief that strong communities are built from within. Through our Small Grants Programme, we provide essential funding to voluntary and community organisations and charities located within our geographical area—from Stockton to Northumberland.

The programme is designed to empower local communities, enabling them to harness their strengths, assets, and networks to improve lives—particularly for those facing disadvantage or marginalisation.

Each year, our Grants Committee convenes to assess applications and allocate funding. In this reporting period, £93,000 was distributed in April 2025, supporting 74 voluntary and community sector organisations.

## Highlights from This Year’s Grant Recipients

We are proud to support a diverse range of projects that are making a tangible difference in people’s lives. Some of the organisations funded this year include:

**Café JJ** – supports adults with learning disabilities to gain catering and hospitality skills, welcoming up to 100 local residents each week for affordable homemade food and social connection. It promotes inclusion, reduces loneliness and was recognised with a Special Award at the 2024 Stronger Communities Awards.

**Hartlepool ReLoved Clothing** – a community-interest clothing bank that promotes sustainable fashion and supports families in need by redistributing pre-loved clothes free of charge. Since launching, it has provided tens of thousands of items—including over 32,000 free school uniforms—to thousands of local children and adults, creating significant savings for families while reducing textile waste and strengthening community resilience

**Making a Difference – The Haven** – a registered charity in Hartlepool, provides free, confidential, and open-ended counselling for young people aged 11–25 in a safe, youth-friendly environment. It supports a wide range of issues—from anxiety and low self-esteem to bereavement and self-harm—offering accessible help through self-referrals and professional referrals alike.

**Red Balloons** – a peer-support mental health charity based in Stockton-on-Tees. Their mission is to challenge mental health stigma, promote self-care, especially through physical activity, reduce isolation, and offer non-judgemental, accessible peer-led support.

We also supported **Kids Kabin**, a children’s charity in the North East that runs mobile and venue-based workshops for 8–13 year-olds. They offer creative, practical activities – like pottery, woodwork, cookery, drama and bike repair – to help kids build confidence, learn new skills, and play a positive role in their communities.

Will Benson from Kids Kabin: **“A big thank you to the Greatham Foundation for supporting the Kids Kabin Youth Leadership Programme. This will enable at least 15 young people in Newcastle to train up and then lead creative and practical workshops for up to 150 younger children. These youth leaders will have the opportunity to make a big contribution to their own communities, as well as learning important skills and growing in confidence”**

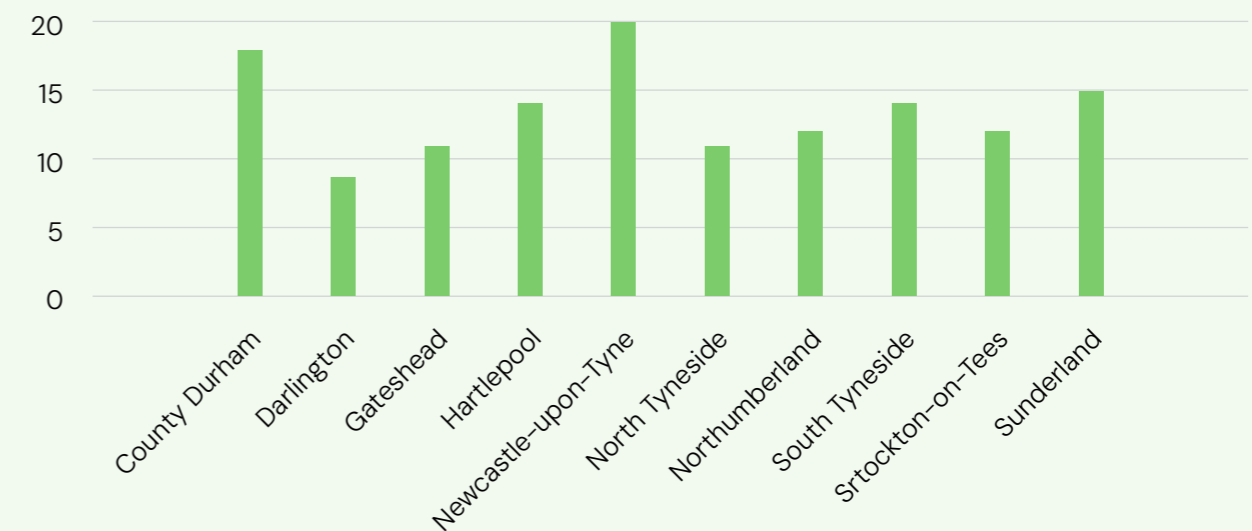
Our grant funding this year has supported a wide range of initiatives, positively impacting thousands of individuals across age groups and needs. Over the past year, **more than 6,000 people benefited directly from services such as youth support programs, mental health workshops, counselling, holiday activities, and community hubs.** Children and young people have been particularly well served, with **over 1,000 accessing clothing, uniforms, and holiday provision, 600 receiving workshops and 1-to-1 support,** and hundreds more engaged through inclusive activities, youth leadership projects, and sport and creative programs. Families and older residents have also benefited, with **200 older people reached through social activities,** housebound residents visited, and families supported weekly through baby banks, community growing, and food security initiatives.

The funding has also strengthened long-term outcomes, enabling sustainable community and employability support. **Over 2,000 people accessed advocacy and learning disability programs, while hundreds of refugees, asylum seekers, and vulnerable adults received education, digital skills, and employment support.** Services addressing financial hardship and end-of-life care have achieved tangible results, including **nearly £1 million of debt addressed and 14,000 hours of Hospice at Home care provided.**

In total, the funding has facilitated a wide-reaching, transformative impact across health, wellbeing, education, and social inclusion, engaging thousands of direct and indirect beneficiaries and fostering stronger, more resilient communities.



## The Geographical reach of funded organisation in the 2025 funding round



We were delighted to host our second Grants Committee Coffee Morning on 23 May 2025. This informal networking event brought together a diverse group of organisations that had received grant funding from the charity. Over breakfast, attendees shared experiences, discussed the impact of their work, and explored opportunities for collaboration. The event reinforced the value of our grant-making programme in fostering connections and amplifying community impact.



## Key Events & Community Engagement

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During this reporting period, the charity organised and participated in several events, each contributing to our mission of fostering community, celebrating heritage, and supporting those we serve.

### Founders Day

Our annual Founders Day held on 13 January 2025, commemorating the founding of the charity. The day began with a reflective communion service in the Chapel, followed by a shared lunch. Trustees, staff members, and individuals supported by the charity gathered to celebrate our legacy and reaffirm our shared values and vision for the future.

### Greatham in Bloom – Snowdrop Walk

On Sunday 9 February 2025, the charity was proud to support Greatham in Bloom in hosting its much-loved Snowdrop Walk. In preparation, our gardeners, Mitch and Terry, went above and beyond to prepare our private woodland, creating a beautiful and welcoming environment for visitors. The event raised just under £2,000, which will be used by Greatham in Bloom for local planting initiatives and community projects.

### Ongoing Community Support

Our commitment to community engagement remained strong throughout the year. We continued to provide prizes and awards for the Greatham Feast, an annual local celebration, and supported our local primary school by providing gifts for Year 6 leavers as they transitioned to secondary school—recognising this important milestone in their educational journey.

## Property & Assets

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Our property portfolio plays a key role in supporting the charity's work, generating income through rental and lease arrangements across housing, farmland, and commercial properties within the village of Greatham, Hartlepool.

During this reporting period, the charity held 90 investment estate properties, including privately rented homes, commercial premises, and farms. These assets are distinct from properties directly used for charitable activities, instead serving to generate sustainable income to fund our programs.

The portfolio demonstrates strong performance, with an average occupancy rate of 96% (rising to 98% when excluding managed voids). Alongside property, the charity maintains a diversified range of financial investments, providing both income and capital growth to support our charitable objectives and ensure long-term financial resilience.

## Our People

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Our workforce is at the heart of everything we do. During the reporting period, the charity employed an average of 103 staff members, with 59% based at Stichell House; 23% working across our community-based care services and 18% supporting our corporate services.

We are pleased to report a strong annual retention rate of 85.9%. This reflects our continued investment in creating a positive, supportive working environment.

As part of our recognition efforts, we proudly issued 36 Employee of the Month awards, each including a certificate and a financial bonus in recognition of outstanding contribution and commitment.

The charity remains focused on enhancing the employee experience through a range of initiatives, including regular supervision and ongoing professional development; access to training and learning opportunities; access to our Employee Assistance Scheme, providing confidential support for mental health, financial wellbeing, and personal challenges; and a strong emphasis on teamwork, communication, and a positive workplace culture.

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### Employee Survey Results 2025

- A strong majority of employees (89%) indicated they would recommend the charity as an employer
- 86% of employees said they feel the charity is a great place to work
- 89% of employees reported that they can easily see how their work contributes to the overall success of the charity
- The majority of employees reported a positive work-life balance, with 73% rating it as either a 4 or 5 on the scale, indicating good balance
- 92% feel that their manager or supervisor recognises when they do a good job.

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We are deeply committed to attracting and retaining skilled, compassionate professionals who reflect our values and bring our vision of person-centred care to life every day.



# Chaplaincy

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## Enhancing Wellbeing Through Spiritual and Pastoral Support

Our chaplaincy service plays a valuable role in supporting the emotional, spiritual, and pastoral wellbeing of residents, people, families, and staff. Over the past year it has helped reduce loneliness, enhanced connection, and provided comfort during times of challenge and bereavement.

The Chaplain delivers weekly pastoral and spiritual support across our services, offering one-to-one visits to 7–10 residents each week, supporting staff experiencing personal or professional difficulties, and facilitating small group connection. The Prayer and Care Group at Stichell House—an ecumenical service involving prayers, reflection and social interaction—marked its 120th session in summer 2025, with 15–20 regular attendees, demonstrating consistency and strong engagement.

Chaplaincy activity spans our services, including dementia support groups at The Bridge, social engagement at Minerva House and The Heathers Day Centre, and support for families affected by bereavement. Access to quiet spaces such as our chapel and grounds offers therapeutic benefit and supports emotional resilience.

We continue to strengthen faith and community connections, working with a range of Christian denominations as part of Hartlepool Churches Together, and engaging with other faith groups. Our chapel hosted valued events including the Winter Bereavement Service, Christmas Carol Service, and Founder's Day, bringing together residents, people, staff, and Trustees. These events provided comfort, remembrance, and community connection.

Partnerships have extended beyond faith settings, with collaborative activity alongside Hartlepool Foodbank, Refugee Futures, Transformers Hartlepool and other local charities. The chapel and meeting spaces were used to support community need and as settings for church retreats and reflective events, highlighting our role as a welcoming community hub.

Overall, the chaplaincy contributes significantly to wellbeing, connection and emotional support, reinforcing our commitment to holistic care that strengthens resilience, combats loneliness and enhances end-of-life support.



## Board of Trustees

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Charity trustees play a vital role in guiding the direction and ensuring the effective governance of The Greatham Foundation. They act as guardians of the charity's mission and resources, taking on key responsibilities such as strategic planning, financial oversight, and compliance with legal and regulatory standards.

Their leadership and decision-making are essential in enabling the organisation to achieve its goals and make a positive impact on the community. We are extremely fortunate to have a Board of Trustees who are not only passionate about The Greatham Foundation but also deeply committed to its mission.

Their extensive knowledge, expertise, and experience are invaluable assets. Our trustees consistently fulfil their responsibilities with dedication and enthusiasm while also helping to drive the organisation forward. We would like to take this opportunity to express our heartfelt gratitude to all our trustees for their time, commitment, and unwavering support.

