

20

impact

24

Building a local community where everyone lives
a healthy & fulfilling life

“Supporting the community for
over 50 years”



IOD VOICES singing group

1. Introduction & Director's note 2. Mission 3. Activity 4. Impact 5. People
6. Finances 7. Vision 8. Thank you 9. Chairperson's message



Introduction & Director's Note

I previously described 2023 as a turning point for Island House, and that became evidentially true during an exciting and fast-paced 2024 as we saw both our income and project outcomes significantly increase. This second annual Impact Report details some of the achievements of our wonderful team of staff, tutors and volunteers and I remain grateful for their hard work and enthusiasm. I hope that you'll be inspired as we review 2024 together.

Our second staff and trustee away day in May built upon our previous strategy projects and set challenging new management projects around capacity, capability, community and corporate relationships, and concluded with the ambitious target of more than doubling our income to £500,000 by 2028. As these management projects developed over the year, we saw growth in our grant and rental income to the extent that we were able to employ a new Digital Skills Assistant and refurbish the Lobby, Studio and first floor toilets, making much more attractive and useable spaces.

There were other changes as we said goodbye to Quaystone Christian Church (who left for new premises) and welcomed youth charity Beyond the Bias as new tenants. In October we renewed our ISO 9001 quality accreditation for a further 3 years and in December we ended our financial year with a surplus for the first time in eight years – it really has been a great year for us!

Thanks again for being part of the Island House community (in whatever capacity) as we continue to make a real difference in the lives of local people. Pop in and say hello sometime – the kettle is almost always hot!

Paul Rogers - Centre Director

Our Mission

To support the wellbeing of our local people, especially the disadvantaged and marginalised, to live healthy and fulfilling lives within a vibrant and thriving local community.

Joan, craft club member



70%

of Digital Support attendees reported increase in confidence and reduced digital exclusion

187

free exercise sessions delivered in 2024. (21% increase on 2023)

1,320

people attended our senior sessions including choir, craft and exercise sessions (22% increase on 2023)

ESOL students studying



Working closely with local partners, we offer a comprehensive portfolio of effective services according to three community-focussed themes –

Community HEALTH: Providing a range of activities to improve mental and physical wellbeing.

Community SKILLS: Delivering an integrated selection of language, employability, and digital skills training.

Community HUB: Providing a base for our partner tenants, community groups and our own projects.

29

attendees completed an ESOL course (English for speakers of other languages)

400%

increase in users attending our digital drop-in sessions during 2024

17

Average number of emergency food parcels provided each month

2,559

attendees at our free exercise classes including yoga, Pilates, boxercise

60

clients assisted with CV writing, job searches and applications

2

volunteers provided over 300 hours of support

25

clients completed online training in health & social care or first aid

7

clients supported into employment

64%

increase in attendees at our weekly exercise classes

ESOL students studying





"The teacher was highly recommended... and I always feel 100 times better after a class."
Paola - Refresh project participant (yoga)



"[The classes] make my life better... the teacher is so patient"
Anon - Skills project participant (IT Class)



The Circus Skills group is such fun, sociable, health-giving, and so much more. We are very lucky and Blessed to have this group!
Deirdre - Circus Skills attendee



Island House is like Heaven on Earth... The staff goes above and beyond, offering generous assistance and making you feel truly welcome. They provide a variety of courses and activities, adding a touch of fun to the support they offer.
Tami Smith - Google review



"...friendly people, engaging useful programme of activities. It's a treasure to this part of London. Thank you."
Pen M - Google review



[ESOL lessons] helps me to improve my speaking skills. When I started here, I knew nothing."
Andrii - ESOL Student



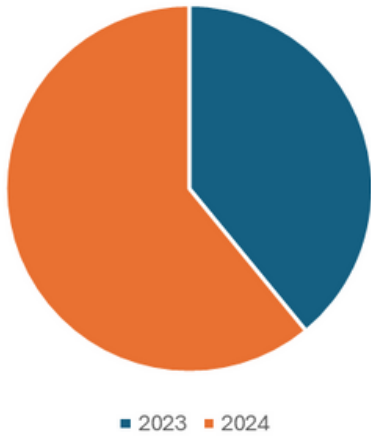
I like this place and I like my teacher. Learning and speaking is very important for me."
Olha - ESOL Student



"I attend the classes with my partner... this is a time we spend together"
- Zahra Refresh project participant (mixed yoga)

*Building a local community where everyone lives
 a healthy & fulfilling life*

Rental income



56%

increase in rental income
(£25,000>£39,000)

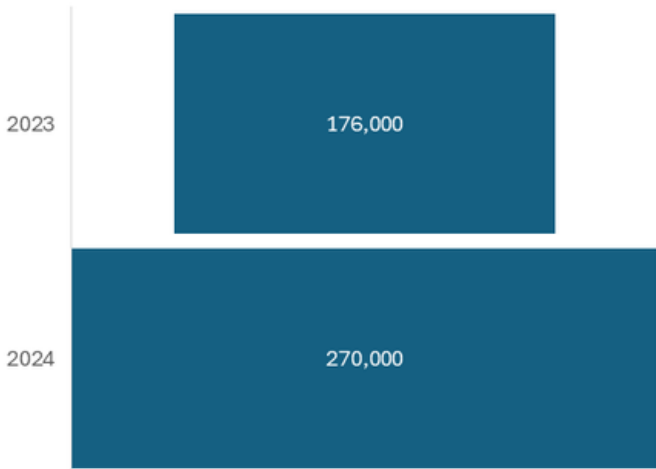
Grant income



81%

increase in grant income in 2024
(£94,000>£170,000)

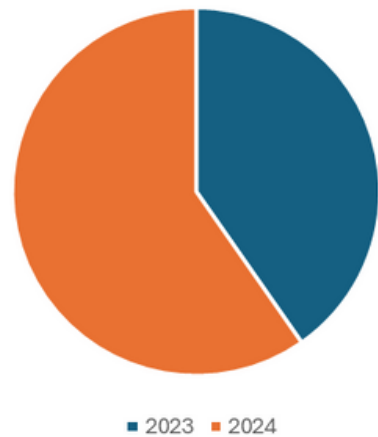
Income generated



53%

Increase in income since 2023
(£176,000>£270,000)

General fund income



48%

Increase in General fund income
(117,100>£173,531)



Vision 2024 - Achievements

- ✓ Execute on Marketing Strategy to increase awareness and participation within the local community
- ✓ Roll out Digital Day training to improve the IT skills of the local community
- ✓ Securing a sustainable financial position

20
vision
25

Reach a turnover of...

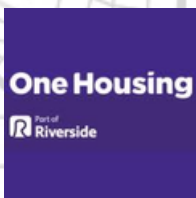
£500,000
per year

by **2028**

Building a local community where everyone lives
a healthy & fulfilling life



We are extremely grateful to all of the organisations below for funding and supporting our projects, and we thank them on behalf of all of our staff, volunteers, and project participants, for helping us to improve our community!



Special thanks to local business:
Maconomixs



Chairperson's message

As we reflect on the past year, I am filled with pride and gratitude for the impact Island House Community Centre continues to make in the local community. Since before the pandemic, we have seen a 33% increase in people using our services, a clear indication that the demand for support has only grown. One of our most significant achievements this year was onboarding a youth charity, Beyond the Bias, bridging a crucial gap in our service offering and providing dedicated support to young people in need. This partnership reflects our belief that a strong community starts with empowering its next generation.

We are also proud to report an 81% increase in grant funding, enabling us to invest in essential projects that are making a real difference in people's lives. This remarkable growth would not have been possible without the dedicated efforts of our small team.

As we look ahead, we remain committed to strengthening our services, forging new partnerships, and advocating for those who need us most.

Thank you for being part of this journey with us. Together, we are building a stronger, more compassionate community.

-Kristin Papolomontos

Chairperson of Island House Management Team



www.island-house.org

