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# A Place of Help, Community, Opportunity, Advice

Turning Concern into Action

## Help

- Crisis
- Clothing Pack
- Hot Meals/Drinks
- Food Parcels
- Hygiene Pantry
- Requests for Help

## Community

- Community Hub (Digital Stations etc.)
- Community Café (low cost meals, pay it forward board etc.)
- Community Garden (allotment spaces)

**For more info,  
contact:**

[wyinfo@svp.org.uk](mailto:wyinfo@svp.org.uk)

## Opportunity

Volunteering:

- Store Assistant
- Café Assistant
- Driver
- Warehouse Assistant
- PAT Tester

## Advice

Generalist:

- Debt
- Benefits
- Housing

Immigration:

- Level 1

# Centre Manager's Report

Julie-Anne Webb



St Vincent's Centre, Bradford is based in the Barkerend area of Bradford offering a wide range of free services including ESOL, debt, benefits, housing and immigration advice services, food support, wellbeing activities and projects such as: upcycling and sewing, gardening, and outreach advice service in the south of Bradford. The centre also runs a superstore offering low-cost, high-quality recycled household items including white goods and furniture, alongside a community café.

## How we identify need

We listen to our beneficiaries and design our services in the most practical way to meet their needs. We also build trusting relationships that enable additional support and sustainable pathways forward. For example, we can refer a homeless person being assisted with housing with mental health support, medical attention, benefits, life skills, and other support and referrals that help sustain their achievements. We noticed that some of our beneficiaries needed support with food but were reluctant to access our food bank. Many commenting that they felt there were others experiencing more need than them. In response to this we developed our hygiene pantry, offering low cost personal and home hygiene products. This is available in a traditional shop format, offer people the dignity of self-selection and affordability.

This alongside our advice and wellbeing groups began to offer people a route to resilience. Creating new habits and giving people the skills and tools to allow them to move on from relying on food banks to food pantries and beyond. We recognised the hygiene bank proved to be a successful model and wanted to offer something similar for food requirements.

In October 2024, we received financial support from Leeds Community Committee to open Vinnie's Pantry in Tinshill LS16. This has proven to be hugely successful, and our reporting has indicated that there is a wide range of people facing different circumstances and an increasing number of those are in-work. We wanted to offer a similar low-cost shopping option for our Bradford community. Unfortunately, funding proved difficult to source. We developed a partnership with another CIC, Surplus to Purpose to offer a shop within our shop.

# DC President's Report

## Centre

Last year was a challenging year for the SVP, amongst these pressures has undoubtedly been the radical reorganisation due to financial pressures over the past year.

Despite these pressures Rees Way has continued to develop and change. Some highlights being:

- Superstore & Community Café
- Provision of comprehensive laundry facility
- Partnership with Surplus to Purpose
- The thriving St Blaise multicultural conference among the staff and it's many initiatives.
- The change to the official SVP national office

I look forward to seeing how these areas all develop in the coming year and indeed what new innovations are brought to the offerings at Rees Way.

## St Blaise Conference

Formed in early 2024, St Blaise is the 7th and newest SVP Conference in the Bradford District.

The Conference is based at the Support Centre on Rees Way in Bradford where the support staff make up the Conference members. The SVP meetings are held fortnightly where possible and are well attended, where members may also join the meetings online.

With the Conference based at the Support Centre, St Blaise is a Conference which differs from the others in Bradford. Conference work is usually Parish based where they can also receive referrals from other agencies. St Blaise not only receive referrals but at the Centre will see on a daily basis some of our clients who need help the most.

As well as providing financial assistance, supplying goods and furniture needed, Conferences may signpost clients who may need support services or advice. They have an ongoing list of clients who are in need of the support services they can offer.

Conference members have given up some of their time to meet those who use the Centre with families. Plans are in place to help them, and they are also in a position to be able to offer food or clothing to those in need with the use of a password. In short, Conferences are looking at many ideas that will help those in need the most.

St Blaise are proving they are already a valuable asset in an ever-demanding area of need.

# Superstore

(written by Trading Supervisor & Assistant Store Managers)

Since November last year we had been struggling to reach targets even though we had been posting regularly on social media. The Assistant Store Manager's along with management decided to draw up plans for a revamp as an experiment to increase sales. Working alongside volunteers and probationers we were able to restructure the entire superstore within less than a week. Customers responded incredibly well to the changes made – this began increasing our sales and drawing in more customers into our store. As a result of this change, we have managed to focus more on increasing our gift aid percentages week upon week.

Due to the decreasing value of rag, we decided to come up with a brand-new idea to salvage much needed income.

We created a pod system where we began putting single items of rag or

rag bags in and selling them at set prices (20p per item, £5 per bag etc.) Between the dates of June 1<sup>st</sup> 2024 – 31<sup>st</sup> March 2025 we made £2,871.56 using our new pod system opposed to £578.69 made from rag collections. Our PAT testing figures have managed to sustain themselves given recent changes made to the staff within the centre – as an Assistant Store Manager, I spend Tuesdays in the PAT testing room to keep stock at a consistent average. Last year we were able to sell 1068 small electrical items, we hope to increase this number going forward with the help of volunteers.

## Tinshill (written by Food Pantry Coordinator)

I enjoy working at the food pantry, helping and chatting to the customers. I believe the customers enjoy shopping here as we have at least 10 regular customers each week they believe it is worth the money for the items they receive.



# Café



## Vinnie's Café (written by Café Assistant)

Here at St Vincent's, Bradford – Vinnie's Café has been through quite a few changes over the last 12 months. We've made some improvements to the kitchen area and menu, simplifying it down to streamline both work processes and customer service.

Our café is a community hub where people can meet, eat and have a chat whilst knowing they're in a secure and friendly environment.

We also have a pay-it-forward board, where people can donate money to go towards a free meal for someone in need, whether that be a free meal, sandwich or drink.

We look forward to building our reach within the community and serving customers both old and new!

### VINNIE'S CAFÉ

| MENU  |                                      |
|---|--------------------------------------|
| ITEM  | PRICE                                |
| Chicken Burger ( <i>Halal</i> )<br>w/ Chips & Salad       | £4.50<br>w/o Chips = £3.50           |
| Beef Burger ( <i>Halal</i> )<br>w/ Chips & Salad          | £4.50<br>w/o Chips = £3.50           |
| Bacon/Sausage/Egg Sandwich                                | 1 filling = £2.50<br>2 fillings = £3 |
| Cold Sandwich ( <i>Meal Deal</i> )<br>Inc. Crisps & Drink | £3.50<br>w/o Meal Deal = £2.50       |
| Toastie   | £2.50 (+50p extra filling)           |
| Jacket Potato   | £2.50 (+50p extra filling)           |
| Soup (w/ Small Roll)                                      | £2                                   |
| (Large) English Breakfast                                 | £5                                   |
| (Medium) English Breakfast                                | £4                                   |
| Chips   | £1.50                                |
| Dessert   | £2.50 (+50p w/ custard)              |
| CHILDREN'S MENU   |                                      |
| Burger & Chips  | £2.50                                |
| Beans on Toast  | £2.50                                |
| Egg on Toast  | £2.50                                |
| Sausage, Chips & Beans                                    | £2.50                                |
| Cold Sandwich ( <i>Meal Deal</i> )<br>Inc. Crisps & Drink | £2.50                                |
| DRINKS  |                                      |
| Tea   | £1                                   |
| Instant Coffee  | £1                                   |
| Bottles ( <i>Coke, Sprite etc.</i> )                      | £1.50                                |
| Cans ( <i>Coke, Sprite etc.</i> )                         | £1                                   |
| Hot Drinks:   | £2                                   |
| Espresso Coffee   |                                      |
| White Coffee  |                                      |
| Latte   |                                      |
| Hot Chocolate   |                                      |
| Black Coffee  |                                      |
| Cappuccino  |                                      |
| Mocha   |                                      |
| Juice   | Free                                 |

Warning: Some food and/or drink products may contain allergens. Please ask a member of staff if you have any questions or concerns.

# Trading

A national department which sells a range of new goods from cards to gifts etc. ran from within the Bradford Centre.

## Written by eCommerce Trade Coordinator

I started in this role around May/June 2024. I unfortunately missed out on the ordering process for the upcoming Christmas sales when I started my role, This year the order process is very different. The quantities will not be as high, and the re-order time has been much reduced. We can now order a solid 500 packs of each new design and restock within 2 weeks if certain designs are selling fast. We will add the overstocked cards from last year to this year's catalogue, giving us a wider selection to offer with the outlay significantly lower.

The overstock of gifts we hold will also be available to sell again this year, along with some fresh ideas and products that should be with us in May. The new gifts will be added to the Shopify store and hopefully give us the scope to sell all year round, and not just gifts for Christmas.

We will also be cutting down on printing costs of the Christmas catalogue, where the design will be done in-house, and only 1 version will be printed. A stock of catalogues will be sent to central councils to be distributed. This will also cut down on postage costs.

Looking at Shopify. I personally think it's a great selling platform. Ordering is very easy. It's clear and user friendly. We have also now included membership items on Shopify to take advantage of the inbuilt stock control software.

Use the link to shop the following items:

- **Cards**
- **Gifts**
- **Member Resources**
- **Youth**
- **White Goods**
- **Alternative Gifts**

**& much more!**

**SHOP THE LINK  
THROUGH  
OUR QR CODE**



# Advice & Immigration

St. Vincent's Advice Service operates in the Bradford South area, which is one of the most deprived areas in the city. We specialise in providing advice on welfare benefits, housing, debt management, and immigration. Our service is vital in a region with high demand and limited resources, as we strive to support individuals facing financial hardship and housing insecurity.

## Key Achievements

- **Income Generation for Clients:** Generated over £2.7 million in financial support for our clients through successful welfare benefits claims and appeals.
- **Debt Reduction:** Intervened in nearly 300 cases, helping clients reduce their debt and regain financial stability.
- **Homelessness Prevention:** Successfully prevented homelessness for over 100 individuals and families in Bradford South.
- **Service Delivery:** We deliver services through eight outreach locations in Bradford South, a combination of telephone, online, and face-to-face consultations.
- **Immigration Advice Coverage:** Our immigration advice service covers the entire city of Bradford, with referrals from various organisations and support provided at our office at Allenby House.

## Challenges Encountered

- **Increased Demand:** There has been a substantial rise in demand for our services, especially in welfare benefits and housing advice, with no increase in funding over the past eight years.
- **Resource Constraints:** Limited staffing and funding have made it challenging to meet the growing demand in Bradford South.

## Looking Ahead

- **Increase Remote Service Delivery:** We are committed to reaching 60% of our service delivery through remote channels by March 2027.
- **Strengthen Community Outreach:** Continue our outreach efforts to ensure that all individuals in Bradford South can access our services.
- **Improve Funding and Resources:** We will explore additional funding sources to ensure we can meet the growing demand for advice services.

# New National Office

St Vincent's Bradford was recently made the new national office of the SVP. As a result, we now help in certain areas of other departments, one of these being the Requests for Help.

## Requests for Help (written by Social Enterprise Assistant)

A request for help is a direct request made by or on behalf of an individual/family in need. This service is carried out by our members (volunteers who organise themselves into groups known as conferences). If we have an SVP conference in your area then a member of said group will come out to visit, understand your problems and offer help where they can.

If we are unable to help because you require specialist advice, we will try and signpost you to another organisation that can help.

I can honestly say that since I started working with the requests for help, it has really opened my eyes as to how much help we give as an organisation and the amazing things we do by helping the most vulnerable of people. All the members within the SVP do a first-class job by helping and giving their time for free to help others.

It is always nice to hear back from members to say they have been able to help someone in need no matter how small or large the referral was.

Recent Request for Help Stats (Jan-Mar 2025):

People seen: 576

Top Nature of Requests:

Accommodation

Appliances

Befriending

Clothes

Debt Advice

Food

Fuel

Furniture/Furnishings

House Move

Holiday

Immigration Advice

Other

Support w/ Bills/Money

Transport



# Annual Stats:

**Over 20,000**  
**Total individuals**  
**supported**

**16,937**  
**people purchased goods**  
**at our shop**

**7** Low-  
cost/free  
**7** meals  
provided by  
**0** our  
community  
**0** café

- 614 food parcels provided
- 533 visits to our Tinsill Food Pantry
- 275 items of furniture referrals
- 195 students attended ESOL classes
- 120 people participated in activities

**£290,814.17**  
**Funds raised through**  
**our shop**

**£32,297.62**  
**Funds raised through our**  
**community café**

# Can you help?

The team at St Vincent's Bradford work hard every day to make sure we can provide the best support to our local community with a holistic approach. However, due to rising costs, this is now becoming more and more difficult and any additional help/support that could be provided would be greatly appreciated by everyone who works hard within our centre!

**Along with donations, we would also appreciate any support provided in a voluntary capacity:**

- **Volunteer Shop Assistant**
- **Volunteer Café Assistant**
- **Volunteer Warehouse Assistant**
- **Volunteer Driver**
- **Volunteer PAT Tester**
- **and many more opportunities!**

**Please scan the code to view our volunteering page:**



**£2.50**

**Free children's  
meal**

**£4.50**

**Free adult's  
meal**

**£5.00**

**Free clothing  
pack**

**£40.00**

**Family-sized  
food parcel**



**Please scan the  
code to donate:**



**St Vincent's**  
*growing people, changing lives*