

Caring and Sharing, Rochdale

Impact Report



2025



Welcome Message from The CEO

The past year has been one of growth, resilience, and deeper impact for Caring and Sharing Rochdale. In 2025, we continued to respond to rising demand for our services while remaining firmly committed to our mission of supporting refugees, asylum seekers, and marginalised members of our community to live with dignity, confidence, and belonging.

Throughout the year, we have walked alongside individuals and families facing some of the most difficult moments of their lives, some of which include: digital exclusion, language barriers, social isolation, and barriers to accessing essential services, and have witnessed their strength, courage, and resilience. Their stories stay with us, and they remind us why our mission matters and why we must continue to show up with compassion, humility, and hope.

We are proud of the progress made across our core programmes in 2025. Our digital inclusion, ESOL, women's wellbeing, and refugee support services enabled participants to build practical skills, improve wellbeing, and increase independence. Importantly, we strengthened our approach to monitoring and evaluation, allowing us to capture lived experience and demonstrate the real impact of our work.

Against a backdrop of increased pressure on the voluntary sector and ongoing cost-of-living challenges, our team adapted creatively: strengthening our programmes, refining our systems, and working closely with partners to ensure support reached those who needed it most. None of this would have been possible without the dedication of our staff and volunteers, whose compassion, professionalism, and commitment continue to be at the heart of everything we do.

We are also deeply grateful to our funders, partners, and supporters, whose trust and collaboration have enabled us to grow, innovate, and reach more people in meaningful ways. In 2025, it was especially encouraging to see our work recognised through partnerships, community feedback, and external acknowledgement of the impact we are making.

This year has reminded us, more than ever, that our work is not defined by programmes or statistics alone, but by the human connections we build every single day. Every conversation, every act of support, every moment of kindness has shaped the impact we are proud to share in this report.

We move into 2026 with so much renewed commitment. There is still much to do, but I am confident in the path ahead because of the people who walk it with us. Thank you for your trust, your support, and your belief in the work we do. Together, we will continue to make a difference that truly matters.



Nicky Iginla

CEO

Caring and Sharing, Rochdale

Executive Summary

With continued support from our funders and partners, we have strengthened our role as a trusted community anchor, delivering inclusive, person-centered support to some of the most vulnerable residents in Rochdale and its environs. Our services focused on reducing isolation, improving well-being, and supporting people to build skills, confidence, and pathways towards independence.

Key Achievements in 2025

- Delivered a broad range of community programmes including refugee and asylum support, digital inclusion sessions, ESOL classes, women's wellbeing activities, sessions for carers and the elderly, and family-focused social inclusion events. such as Africa Day and Black History Month celebrations.





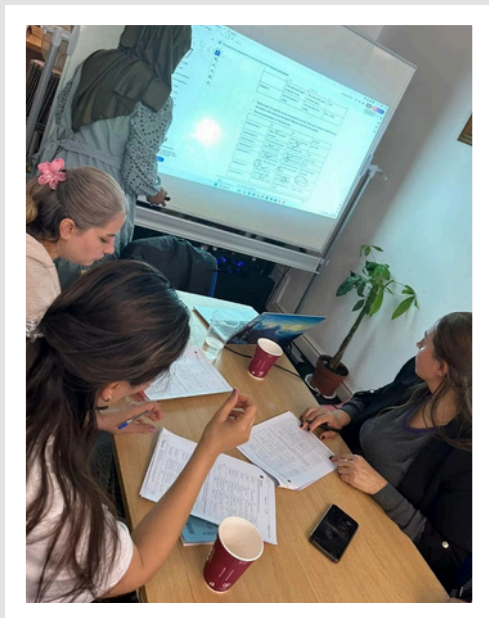
- Strengthened partnership working with local charities, statutory services, and community groups to improve referrals and holistic support.



- Our charity shop launched in February 2025.



- Improved monitoring and reporting systems, enabling clearer tracking of beneficiary journeys and outcomes.



- Expanded volunteer engagement, supporting service delivery and community outreach.



- Achieved external recognition for the quality and impact of our work, including receiving awards and commendations that highlight our contribution to community wellbeing and social inclusion in Rochdale.



C. Who We Are

Our Mission

To support and empower vulnerable people of diverse ethnicities, primarily but not exclusively Black Asian Minority Ethnic Migrants, Refugees, and Asylum Seekers in Rochdale and surrounding areas.

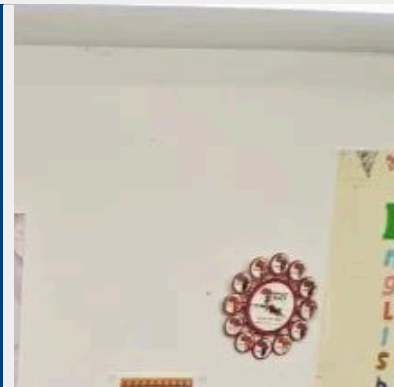
Our Vision

To be the leading community development organisation dedicated to empowering marginalised communities and minority groups, including migrants, refugees, and asylum-seeking families, to live their best, purposeful life.



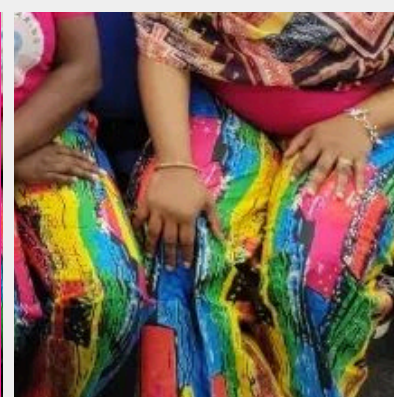
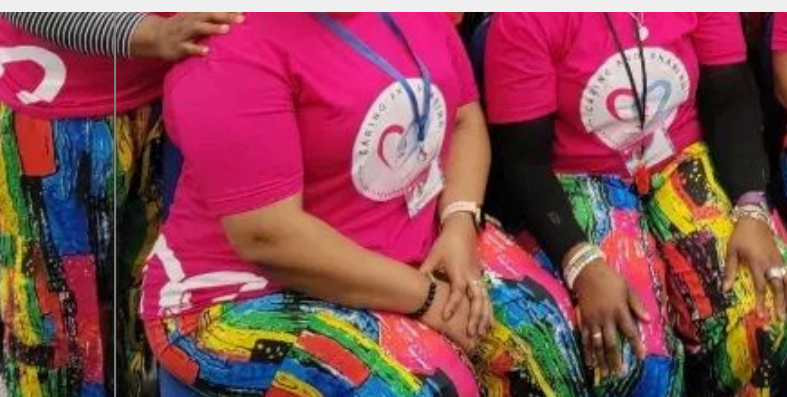
Who We Support

1. Refugees and asylum seekers
2. Women and families
3. People facing digital exclusion or language barriers
4. Individuals experiencing isolation, poverty, or barriers to employment
5. BAME communities and other marginalised groups



 **Where We Work**

Rochdale and Greater Manchester



2025 Impact at a Glance



Total Individuals Reached

2,100+



Service Delivered



1820+

Open Access Service Hours

8

Active Programs



3000+

Volunteer Hours contributed:

19

Delivery Partners Engaged

Geographical Reach

Rochdale, Heywood, Oldham,

Littleborough, Milnrow, Middleton

Behind every number is a person's story; Someone finding support, building skills, and discovering they are not alone

2025 Program Highlights

What we did

1. Refugee & Asylum Support

We provide comprehensive support services for refugees and asylum seekers, such as vital advocacy, crisis intervention, and integration assistance to help individuals and families navigate complex UK immigration systems and rebuild their lives in safety.



Core Services Delivered:

Advice, Advocacy & Signposting

- One-to-one advice sessions covering immigration status, benefits entitlements, and rights
- Advocacy support for complex cases requiring specialist intervention
- Signposting to specialist legal, medical, and community resources
- Information provision in accessible formats and multiple languages where possible

Crisis Support & Befriending

- Emergency support for individuals in crisis situations (housing instability, destitution, safety concerns)
- Emotional and practical befriending services to combat isolation and trauma
- Cultural orientation support to help navigate life in the UK
- Peer support connections with others from similar backgrounds

Referrals to Essential Services

- Referrals to accommodation services, homelessness prevention, and housing advocacy
- Connections to immigration solicitors, asylum support organizations, and legal aid providers
- GP registration support, mental health referrals, trauma services, and health literacy
- Additional referrals to education, employment, and family support services.

Impact Metrics

- **Reduced isolation:** Participants reported decreased feelings of loneliness through befriending and peer connections

- **Improved well-being:** Reduced anxiety and increased confidence in navigating UK systems

- **Increased access to services:** Beneficiaries successfully registered with GPs, accessed legal support, secured housing, and connected to community resources

- **Enhanced integration:** Better understanding of rights, entitlements, and local community resources

Success Story



"When I arrived in Rochdale, my asylum claim and support were both refused, and I had to appeal. I was on the verge of being homeless as my support had been withdrawn. Caring and Sharing tried linking me up with solicitors, and when that didn't work, they represented me in my court hearing appeal themselves. My asylum support has been reinstated and I now have a home. Throughout this difficult time, Caring and Sharing also provided interim help through the migrant destitute fund, £80 monthly that kept me going. They didn't just advocate for me; they stood by me when I had nowhere else to turn."

— AM*, Asylum Seeker

2. ESOL (English for Speakers of Other Languages)

We organised weekly English language classes every Thursday (11:00am - 1:00pm) to help non-native speakers improve their English proficiency, build confidence, and integrate into the local community.

Our 2025 activities include the delivery of 42 ESOL sessions throughout the year. Classes covered conversational English, practical vocabulary for daily life, and basic literacy skills.

Impact Metrics

88%

reported increased confidence in everyday situations.

79%

advanced to further education/work.



Success Story

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— AH, ESOL Participant & Current Volunteer

3. Women's Befriending Workshops

Our weekly support and social sessions held every Wednesday (11:00am - 1:00pm), providing a safe, welcoming space for women to connect, share experiences, and access wellbeing support. We delivered 43 befriending sessions throughout the year. Activities included peer support discussions, creative workshops, health and wellbeing information sessions, and social activities that combat isolation.

Impact Metrics

91%
reported reduction in loneliness and isolation

85%
reported increased connection to community.

85%
reported increased confidence in social situations

89%
reported improved mental well-being.

82%
accessed additional support services.



Success Story

"The women's befriending workshop helped me realise I am not alone in my struggles. I have made genuine friends here, learned coping strategies, and rediscovered my confidence. Caring and Sharing has given me back my sense of community and purpose."

— MS, Women's Workshop Participant

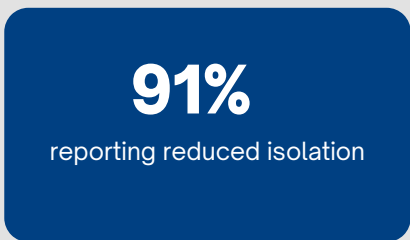
4. Digital Inclusion (ICT Workshops)

Weekly digital skills training held every Monday (12:00pm - 2:00pm) helping participants develop computer literacy, internet navigation skills, and confidence with technology.

We provided beneficiaries with digital skills support. Sessions covered basic computer skills, internet safety, email usage, online forms, and accessing digital services.

Impact Metrics

Our ICT workshops have delivered meaningful, person-centred changes that go beyond technical skills, supporting confidence, independence, and inclusion in everyday life. We have recorded:



Success Story

"I thought I was too old to learn about computers. I felt embarrassed even asking basic questions. But the tutor at Caring and Sharing was so patient and never made me feel stupid. They showed me things step by step until I understood. Now I can browse the internet safely, type long paragraphs, send emails, and I am even learning about online banking. I wish I had done this years ago."

— S*, DIW Participant

5. VIPs over 50 & Carers' Workshop

We provided bi-monthly support sessions held on the 2nd and 4th Tuesday of each month (11:00am - 1:00pm), plus a monthly carers workshop on the last Friday (11:00am - 1:00pm), providing respite, information, and peer support for elderly persons and their carers.

These sessions provided information sharing, emotional support, practical advice, and social connection opportunities.

Impact Metrics

83%

reported reduced social isolation providing a safe, welcoming space for connection, peer support, and shared experiences.

80%

reported improved emotional wellbeing, reduced stress, loneliness, and caregiving burnout.

81%

reported forming new connections.





Success Story

“Being a carer can feel overwhelming and isolating, but the VIP & Carers’ workshop gave me a space where I felt understood and supported. The sessions helped me learn practical ways to look after my own wellbeing while caring for my loved one. I also gained useful information and felt reassured knowing I was not alone. The facilitator was kind, patient, and genuinely listened to our concerns. Attending these workshops has made a positive difference to my confidence and emotional well-being.”

— SA*, Workshop Participant

6. Men's Wellbeing Sessions Supported by Cartwheel Arts

We collaborated with Cartwheel Arts to deliver monthly men's health and wellbeing, creating a supportive space for men to discuss health, mental wellbeing, and life challenges.

These sessions covered topics including mental health, physical fitness, stress management, and peer support.



Success Story

“The men’s wellness sessions provided an inclusive and safe space where men could openly share their struggles without fear of judgement. The sessions encouraged honest conversations, challenged harmful stereotypes around masculinity, and helped us understand that seeking support is a strength, not a weakness. Being part of this group improved my emotional wellbeing, reduced feelings of isolation, and helped me build healthier ways of coping.”

— Ganiu, Workshop Participant

7. Women's Fitness Sessions

We also organised weekly fitness and physical activity sessions for women. These held every Friday (11:00am - 1:00pm), helping to promote physical health, wellbeing, and social connection through group exercise.

Sessions included gentle exercise, stretching, group activities, and health education.



Success Story

“The women’s fitness sessions have been incredibly beneficial for both my physical and mental well-being. The dancing exercises, in particular, made the sessions fun and enjoyable, helping me stay active without it feeling like a chore. Exercising in such a supportive and welcoming environment boosted my confidence, improved my energy levels, and lifted my mood. I always look forward to attending each week.”

— Q*, Women’s Fitness Session Participant

8. Friends of Shamwari Monthly Socials

The Friends of Shamwari Monthly Socials support refugees, asylum seekers, and their families in Rochdale by providing regular opportunities to build social connections, improve wellbeing, and reduce isolation. Delivered through monthly gatherings, the initiative creates a safe and inclusive environment where participants engage in social and recreational activities designed to promote confidence, belonging, and peer support.

The sessions contribute to improved emotional wellbeing by enabling participants to form friendships, share experiences, and access informal support networks. Family-friendly activities encourage positive engagement for both adults and children, strengthening community cohesion and promoting intercultural understanding. The socials also act as a pathway into wider services, helping individuals connect with education, volunteering, wellbeing programmes, and local community resources.

Through consistent participation, attendees report increased confidence in social settings, stronger support networks, and a greater sense of belonging within the Rochdale community. The initiative contributes to the organisation’s wider objectives of promoting inclusion, enhancing mental wellbeing, and supporting integration outcomes for displaced individuals and families.

- **Monthly social gatherings (1st Saturday, 1:30pm - 4:00pm)**
- **9 sessions delivered in 2025**
- **Community building and social connection focus**



9. Holiday Activities & Food (HAF) Programs

The Holiday Activities & Food (HAF) Programs provide organised holiday sessions for children and young people, combining nutritious meals with enriching educational, recreational, and wellbeing activities. The initiative supports families during school holidays by reducing food insecurity, promoting healthy lifestyles, and offering safe spaces where children can learn, socialise, and stay active. Through a mix of sports, creative workshops, and group activities, young children build confidence, develop social skills, and maintain positive routines outside term time. The programme also strengthens community engagement by supporting parents with access to local resources and reducing pressures associated with holiday periods.





- **Easter HAF:**
- **Summer HAF:**
- **Winter HAF:**

4 days (11:00am - 3:00pm) - 16 service hours
30 days (July 23 - Sept 2, 11:00am - 3:00pm) - 120 service hours
4 days (11:00am - 3:00pm) - 16 service hours

Partners & Funders



F. Community Impact

Direct Outcomes

What Changed:

- Beneficiaries gained access to services they previously didn't know existed
- Barriers to healthcare, legal support, housing assistance, and social services were reduced
- Participants successfully registered with GPs, accessed legal representation, and connected to specialist support



Evidence:

- Beneficiaries reported feeling more supported navigating UK systems after engaging with our services
- Beneficiaries successfully registered with a GP
- Beneficiaries secured stable housing through our referrals and advocacy
- Beneficiaries reported improved mental wellbeing after receiving befriending support
- 15 individuals connected to legal representation for asylum claims



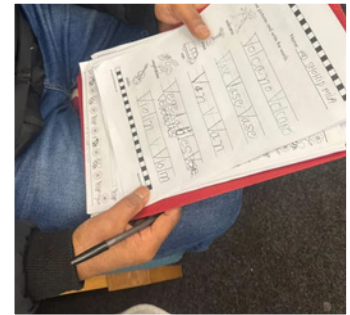
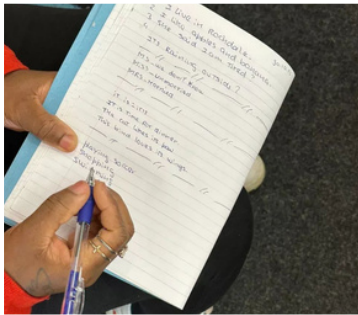
2. Increased Skills & Knowledge

What Changed:

- ESOL participants improved their English language proficiency and confidence in communication
- Digital Inclusion workshop attendees gained computer literacy and internet navigation skills
- Beneficiaries developed an understanding of UK systems, rights, and entitlements
- Women's workshop participants gained practical life skills and self-care knowledge

Evidence:

- The ESOL class attendances building language skills for employment, education, and daily life
- The digital inclusion sessions helped participants access online services, job applications, and digital communication
- Beneficiaries reported increased confidence in using technology, speaking English, and using public services
- Beneficiaries reported improved practical skills for independent living



3. Enhanced Wellbeing & Reduced Isolation

What Changed:

- Participants experienced decreased loneliness through regular social connection and peer support
- Mental health and emotional wellbeing improved through befriending, support groups, and wellness sessions
- Individuals built meaningful relationships and support networks within the community
- Carers and vulnerable individuals found respite and emotional support

Evidence:

- 3,900+ total service interactions providing crisis support, social connection, and emotional assistance
- Women's Befriending Workshop attendances combating isolation and building community
- Men's Wellness sessions creating safe spaces for mental health discussions
- VIP & Carers workshops providing respite and peer support for those in caring roles
- Beneficiaries reported feeling less isolated and more connected
- Beneficiaries reported improved mental wellbeing and confidence

4. Increased Safety & Stability

What Changed:

- Refugees and asylum seekers received crisis support preventing destitution and homelessness
- Vulnerable individuals accessed emergency assistance during times of acute need
- Families gained stability through access to practical resources (food, clothing, information)
- Participants felt safer and more secure knowing where to turn for help

Evidence:

- Crisis interventions provided immediate practical and emotional support
- Successful housing referrals securing stable accommodation
- 300+ individuals supported through emergency situations (food insecurity, homelessness risk, safety concerns)
- Drop-in services provided consistent, reliable access point for those in crisis

Long-Term Impact

1. Building Community Cohesion & Integration

The Bigger Picture

Our programs create bridges between diverse communities, breaking down barriers of language, culture, and isolation. By bringing together people from different backgrounds: refugees, long-term residents, carers, men, women, young, and old, we are encouraging a more connected, understanding, and welcoming Rochdale.



How We Are Contributing:

- ESOL classes enable refugees and migrants to participate fully in community life, employment, and civic engagement
- Befriending and social programs create spaces where diverse communities mix, share experiences, and build mutual understanding
- Friends of Shamwari socials and HAF programs bring families together across cultural and social divides
- Our accessible drop-in service has become a community hub where anyone can find support and connection



Long-Term Vision:

A community where everyone, regardless of background, status, or circumstance, feels they belong, can contribute, and has the support they need to thrive.

2. Strengthening Community Resilience

The Bigger Picture

By equipping individuals with skills, knowledge, and support networks, we are building a stronger, more resilient community that can better withstand challenges and support its most vulnerable members.

How We Are Contributing:

- Digital skills training reduces digital exclusion and ensures community members can access essential online services
- Health and wellness programs build preventative health knowledge and reduce strain on emergency services
- Peer support networks create informal safety nets that catch people before they reach crisis point
- Refugee support services prevent destitution and enable successful integration, benefiting the whole community





Long-Term Vision:

A community with strong social capital where people look out for each other, skills and resources are shared, and vulnerability is met with compassion and practical support rather than stigma.

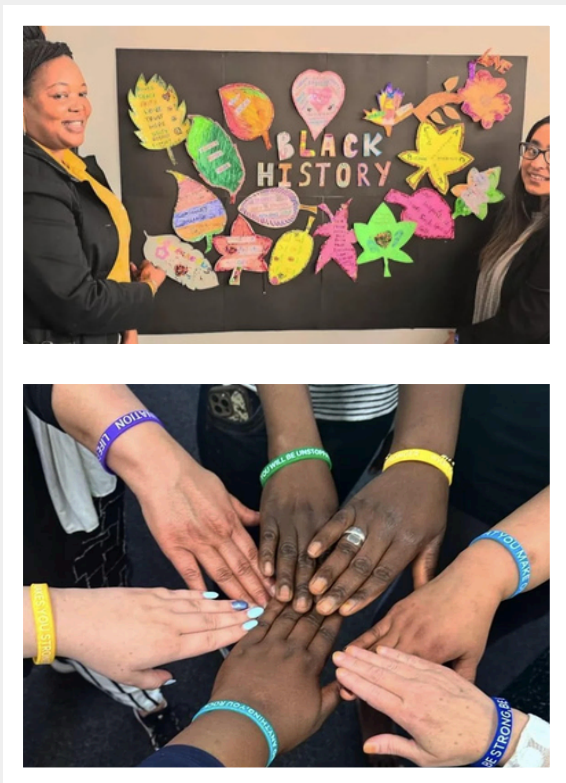
3.Reducing Inequality & Promoting Social Justice

The Bigger Picture

Our work addresses systemic barriers that prevent marginalised groups from accessing their rights and participating fully in society. We are contributing to a more equitable community where everyone has fair access to opportunities and support.

How We Are Contributing:

- Advocacy and signposting help people navigate complex systems that often exclude those without knowledge, language skills, or confidence
- Targeted programs for women, men, carers, refugees, and elderly persons address specific inequalities these groups face
- Free, accessible services remove financial barriers to support and social participation
- Crisis support prevents the most vulnerable from falling through gaps in statutory provision



Long-Term Vision:
A community with strong social capital where people look out for each other, skills and resources are shared, and vulnerability is met with compassion and practical support rather than stigma.

4. Strengthening the Local Voluntary & Community Sector

The Bigger Picture

Through partnerships, referrals, and collaborative working, we are contributing to a stronger, more coordinated support ecosystem that serves the community more effectively than any single organisation could alone.



How We Are Contributing:

- 10+ partner organisations engaged, creating pathways between services
- Referrals to specialist providers ensure people receive the most appropriate support
- Collaborative delivery of women befriending programs and social activities pools resources and expertise
- Collaborative delivery of projects that tackle health and social inequalities
- Our work fills gaps in provision and complements statutory and voluntary sector services



Long-Term Vision:

A thriving voluntary sector in Rochdale where organisations work collaboratively, resources are maximised, and no one falls between the cracks of service provision.

Measuring Long-Term Impact

Indicators We Tracked:

- Beneficiaries successfully transitioning to independence (employment, stable housing, self-sufficiency)
- Repeat engagement showing we have become a trusted community resource
- Referrals from other services indicating sector-wide recognition of our work
- Community feedback and testimonials reflecting broader social change
- Partnerships strengthening over time, showing collaborative ecosystem growth

What Success Looks Like:

- Individuals who once needed intensive support return as volunteers, giving back to the community
- People who attended ESOL classes are now employed and integrated
- Families who accessed crisis support now attend social events and contribute to community life
- The community is more aware, more connected, and more compassionate toward its most vulnerable members

Thank You

Moving Forward Together

Behind every statistic in this report is a person; someone who walked through our doors seeking help, hope, or simply human connection. In 2025, that happened more than 1,631 times. Each interaction was made possible by an extraordinary network of support.

Thank you to our donors and funders who transform compassion into action through your financial support. Your investment doesn't just fund programs; it funds possibilities, the possibility of a refugee learning English and finding work, an isolated woman finding friendship and confidence, a family in crisis finding stability and support.

Thank you to our volunteers who give what money cannot buy: your time, your presence, your listening ear, your gentle guidance. You create a welcoming atmosphere that makes Caring and Sharing feel like home. You are living proof that community isn't just about proximity, it's about showing up for one another.

Thank you to our partner organisations who recognize that no single agency can meet all the complex needs our community faces. Your willingness to collaborate, to share resources and expertise, to walk alongside us in this work makes all of us stronger and our community safer. Thank you to the brave individuals and families who have trusted us with your stories and allowed us to support you. Your courage, resilience, and determination remind us daily why this work matters.

The year ahead brings both challenges and opportunities. We invite you to continue this journey with us. Whether through financial support, volunteering your time, partnering with us in new ways, or simply spreading the word about our services, you can help ensure that Caring and Sharing continues to be a place of welcome, dignity, and practical support for all who need it. The road ahead is long, but together, we are building something powerful: a community that truly cares for all its members.

With deep appreciation and unwavering commitment,

Nicky Iginla

