



**The Queen's Award  
for Voluntary Service**

*The MBE for volunteer groups*



# Annual Report

## 2024-2025



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# Introduction

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This year has been one of both challenge and incredible community impact for LCC Community Trust. As the cost-of-living crisis continues to affect families across Lisburn and surrounding areas, the demand for our services has remained high. Despite significant decreases in donations and stock levels, thanks to the dedication of our volunteers, staff, and supporters, we have continued to deliver vital support to those who need it most. ++



# Pillars of Support

**Pillars of support:** We believe life is better when we do it together. No-one needs to journey alone. We all have times when some areas in life go well and some don't, and that is when we need to rely on the relationships around us. These pillars of life rest on the foundations of relationships, supported by LCC Community Trust, staff, volunteers, funders and our partners, which creates a framework for thriving individuals and better communities.

**Physical:** Support to address immediate needs such as food and to promote long term physical health.

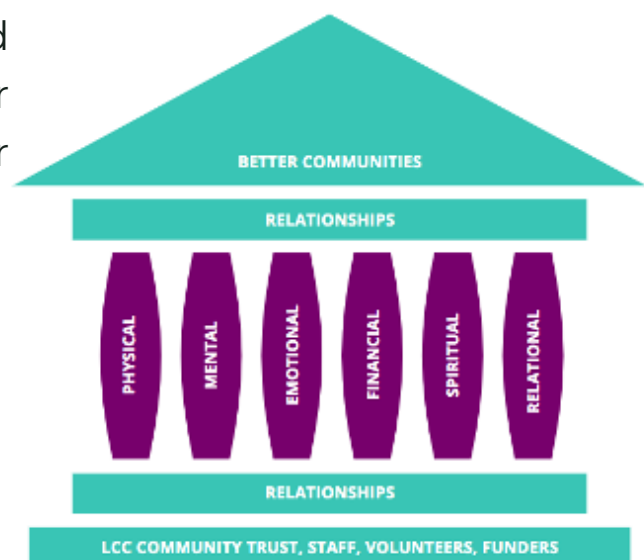
**Mental:** Encourage individuals to build emotional resilience and maintain a healthy mindset to cope with life's challenges.

**Emotional:** Provide a sense of care, understanding and belonging through empathetic relationships and support networks.

**Financial:** Offer resources and guidance, such as budgeting, debt advice and employment support to empower individuals to achieve financial stability and security.

**Spiritual:** Encourage individuals to find meaning, hope and connection in their lives by providing opportunities for personal growth and purpose through faith based or values driven support.

**Relational:** Focus on building strong, healthy relationships with families, communities and support system.





# Mission & Vision

## Mission

To create supportive environments that fosters hope by meeting needs holistically, providing encouragement, a place to belong & empowering people to move from crisis to stability.

## Vision

A supportive, inclusive community that fosters hope, stability, and opportunity for all.



# Highlights In 2024/25



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## Highlight On November 2024

Corporate volunteers played a vital role in supporting LCC Community Trust, generously contributing their time and energy. Special thanks to Breedon Tiles, Survetic, and Danske Bank for their time, care, and hands-on support with our Foodbank.

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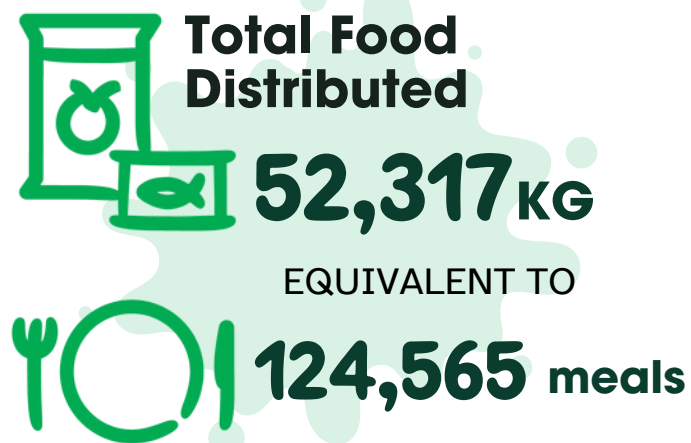
## Highlight On January 2025

In January, we started the New Year with some community outreach! We successfully ran our Kickstart Project at Ballybeen Women's Centre.

We want to make sure that we reach our wider community and they know that help is available.



# Key Achievements

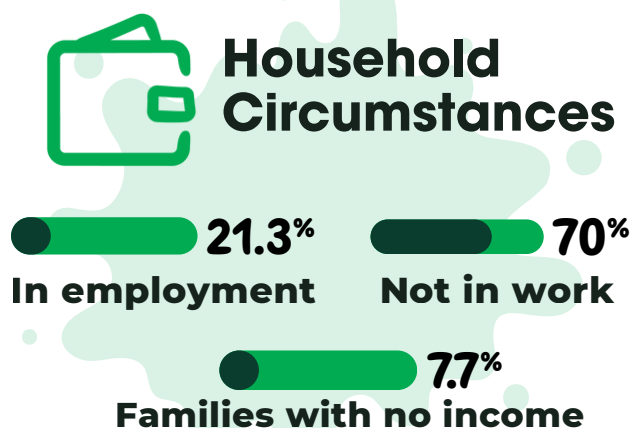


This is more than **2 meals for every man, woman and child in the Lisburn area** based on the NISRA Census 2021 Lisburn North & South population.

This equates to nearly **4 out of every 10 people** we fed were under 16 years of age.



This means that over **370 households** referred to us during this time had never needed our help before.







Lisburn

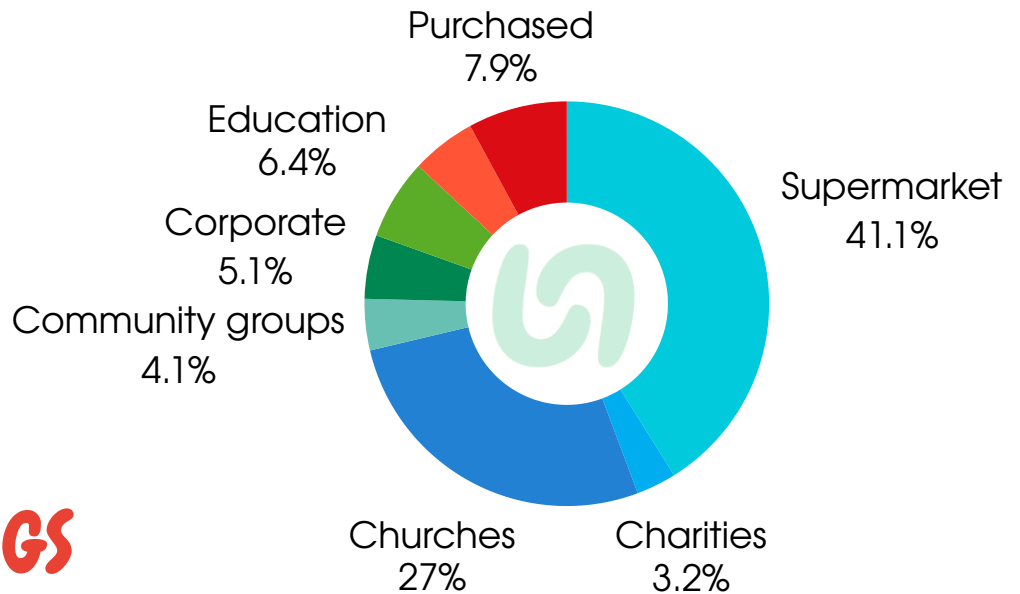
**Foodbank**

Together with Trussell



# Key Achievements

Despite a **15.6% decrease** in donations and a **23% drop in stock levels**, we met ongoing demand.



**Love CHRISTMAS BAGS DISTRIBUTED**



**250 Family bags**

**150 Single bags**

These bags provided over **6,500 meals** during the festive period.

Our volunteers continue to be the heartbeat of our work, providing essential support across all areas of the Trust.

**Total Volunteer Hours**

**5480.5**

EQUIVALENT TO

**£62,696.92**

\*based to the minimum wages of £11.44





# Key Achievements



Supported 207 households, with **187** accessing the **Social Supermarket** and **20** going directly onto CMA support.

**People supported**

**207 households**



**Financial Gains**  
**£65,443.78**

Financial gains is the result of the many ways we help households regain financial stability i.e. through new employment opportunities, benefits check, grants, etc.



**Debt Managed**  
**£571,255**

Total debt managed on behalf of individuals and families.

We provided **561 one-to-one appointments**, covering areas including but not limited to budgeting, debt, utilities, and employment support.

**One-to-one Appointments**  
**561**



**Signposting**  
**432 signposts**

Signposted **approximately 432 households** to other organisations for further assistance.

Unfortunately, this is never fully captured so number is estimated to be even higher.

# Key Achievements

Distributed additional Christmas support, including **88 Christmas bags\*** and **gifts to 19 families** from **Cash for Kids UK**.

\*this figure is included in the total Christmas bags given out in Foodbank



**Bryson Fuel Support**  
**80 households**

Provided **£14,800 in Bryson Fuel support to 74 households**, along with essential household appliances for families in crisis.

Delivered **153 sessions** through activities such as Air Fryer & other cookery courses, Brew & Bowls, Summer Scheme, Walking Group, and more.

**Community Activities**  
**153 sessions**



Engaged in **1,712 interactions with people** through these initiatives, tackling isolation and promoting wellbeing.



**Prevented 2.13 tonnes** of food waste through our partnership with Too Good To Go.



# Strategic Review

This year, we undertook a significant review of our Strategic Plan to ensure our services remain focused, effective, and responsive to community needs. Following extensive reflection and feedback from staff, volunteers, and service users, we streamlined our activities to concentrate on two core areas: **Food and Finance**.

By prioritising crisis food support and financial resilience, we are better positioned to address the root causes of poverty and hardship. **This refined approach allows us to maximise impact, reduce duplication, and ensure our limited resources are directed where they are needed most** - helping families put food on the table and build greater financial stability.

## Looking Ahead

While the year brought challenges such as reduced stock and donations, the need for our services continues to grow. The Trustees remain committed to strengthening partnerships, seeking sustainable funding, and developing innovative ways to support vulnerable individuals and families.

We extend our heartfelt thanks to our volunteers, staff, funders, donors, and community partners whose contributions have made this year's impact possible.

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# Conclusion

LCC Community Trust remains a vital lifeline for many in our community. With continued support, we will build on this year's achievements, ensuring that no one in Lisburn faces crisis alone.

