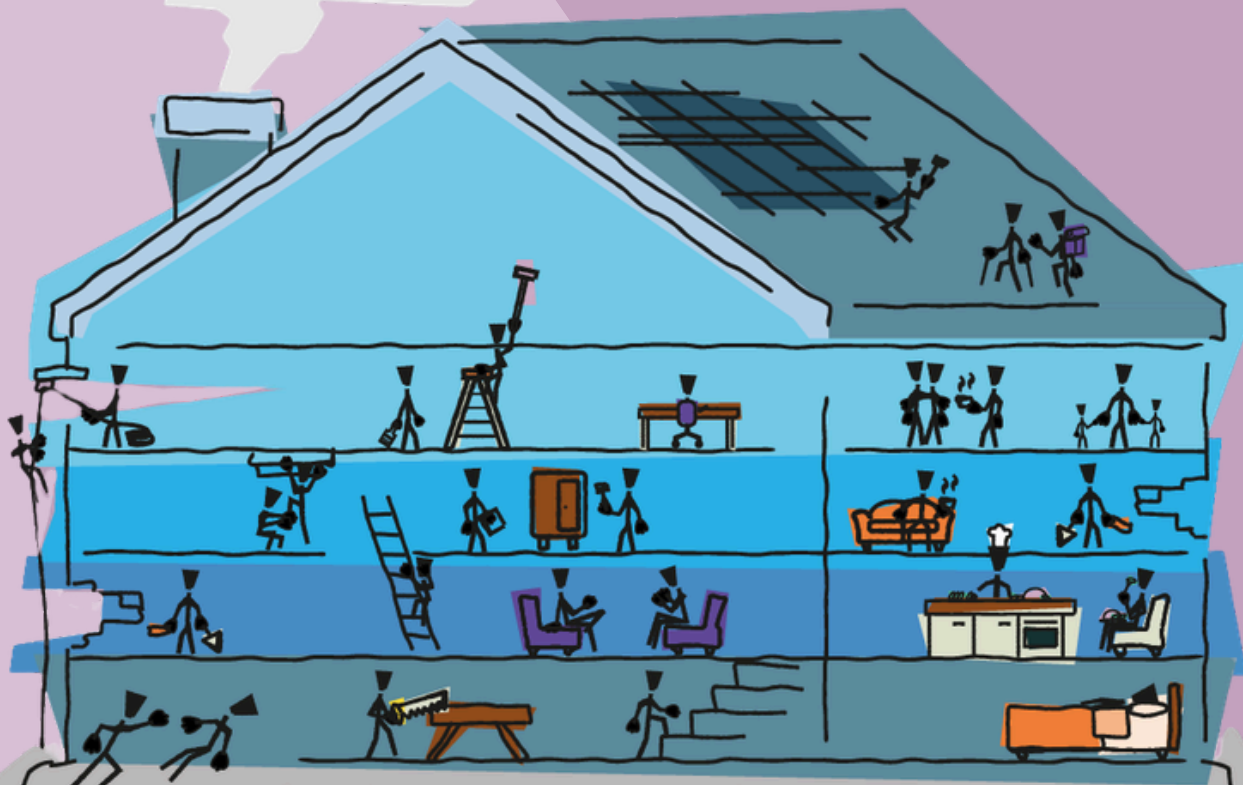




HANDCRAFTED
A HOPE + A FUTURE

IMPACT REPORT

2025





CONTENTS

- THE HANDCRAFTED STORY..... 1-2
- INPUTS..... 3
- NEEDS..... 4
- OUTPUTS..... 5
- OUTCOMES..... 6
- IMPACT..... 7-8
- HOW YOU CAN HELP..... 9

For full details on how we measure impact
please visit:

www.handcrafted.org.uk/publications

**A HOPE
+ A FUTURE**

THE HANDCRAFTED STORY

Handcrafted is a charity based in the North-East founded in 2012.

We aim to empower the most vulnerable people in society to do the hard day-to-day work of turning their lives around by providing them with housing, support, training and opportunities.

We have developed a sustainable hub model to deliver our person-centred, holistic approach. And have scaled it across the North-East, first in Durham then to Chester-Le-Street, Gateshead and, recently, Sunderland.


Our hubs are based in areas of high deprivation to provide a welcoming community and holistic support. We ensure our hubs are flexible, able to adapt to their area's specific needs by working alongside local councils, community groups and organisations.

The focus of our work is supporting people with multiple, complex needs from disadvantaged backgrounds, who we find most benefit from a holistic approach designed to meet their interconnected needs.


Their needs include a combination of factors such as homelessness, unemployment, leaving care, leaving prison, seeking asylum, addiction, mental health issues, disability, and domestic abuse.

In 2023, we began our specialist young person's provision for 16-25s. This is divided into two hubs: Engage (supporting and housing young asylum seekers and refugees), and Hummingbird (providing support for care leavers with complex needs).

We asked our residents what is good about Handcrafted:



EVERYTHING, WHAT THEY REPRESENT, WHAT THEY DO FOR PEOPLE, WHAT THEY DO FOR ME. WITHOUT HANDCRAFTED I WOULD NOT BE HERE. THE STAFF HAVE HEARTS AS BIG AS DUSTBIN LIDS



IT'S LIKE A LITTLE FAMILY AND YOU GET TO HAVE THAT SUPPORT IF YOU NEED IT. YOU CAN VENT WITHOUT JUDGEMENT. IT'S NOT JUST WOODWORK.

THE HANDCRAFTED STORY

HANDCRAFTED IS MISSION-LED

Everything we do is rooted in & driven by our missions statement. The mission statement not only serves as a North Star, guiding us in our decisions, it also reflects our very core beliefs on **how lives can be transformed.**

What we measure as an organisation is also anchored in this mission statement:

(1) The mission of Handcrafted

(2) is to connect with socially excluded people

(3) to offer them the training, support, housing, and opportunities

(4) that can empower them

(5) to turn their own lives around.

1

Inputs: Resources available to us as an organisation

2

Needs: What are the needs that we are addressing

3

Outputs: What do we deliver to offer to our trainees

4

Outcomes: In what areas of life do we see them make a change

5

Impact: What's the big picture of turning their own lives around

1.INPUTS



FINANCES

This has been our biggest year yet, with **£3,161,152** raised, including **£793,071** of grants and donations.



TEAM

We have recruited and trained up **17** new training and support staff taking us up to **51** people and **40 FTE**.



HOMES

We acquired **15** more properties, so we can now offer **90** quality supported homes.



HUBS

We have **5 hubs** across the North East plus **3 more dedicated teams** providing communities of support to care-experienced young people, asylum seekers, and women.

NEW!!



Our Hummingbird Project is underway, creating a small community of young people living close to one another and to a central support house. 5 children-in-care have now moved in and are enjoying a range of gathered activities, including theatre trips, outdoor activities and shared meals.

HUMMINGBIRD HOMES

We are empowering the young people so that they will be able to move into independent housing at age 18, without the cliff-edge drop in support that so many care-experienced people encounter.

2. NEEDS

WE WORKED WITH 252 NEW REFERRALS:

106 were referred with a combination of 3 or more complex support needs including mental health issues, drug or alcohol dependency, or homelessness

WE SUPPORTED 700 INDIVIDUALS IN TOTAL

77 young asylum seekers and refugees

132 ex offenders

106 young care leavers

124 affected by domestic abuse



HUMMINGBIRD CASE STUDY

After experiencing **15 different placements in care**, Carla* arrived at her Hummingbird house looking for stability and connection.

The weekly activity programme helped Carla feel settled, with everything from ice-skating to trampolining, to **shared meals with other residents**.

Carla now **hopes to become a nursery teacher** and create a place where children feel safe and cared for. "I didn't have a good childhood... So I want to make sure the nursery is the best place, like a home space for them."

Loneliness has sometimes been a challenge, but with her Key Support Workers, Carla has been learning new ways to navigate this. Their encouragement has helped her grow in confidence.

Today, Carla values the independence she is building with the support of Handcrafted, as she learns to solve problems for herself while knowing help is there when she needs it.

Our Hummingbird project now houses 7 children-in-care and 9 care-experienced young people

Across Handcrafted, we have shared 12,772 meals in 2025.

21 trainees have enrolled in our employability course and we ran 17 accredited training courses throughout 2025.

95% of trainees reported that they feel welcome and part of a community at Handcrafted.

3. OUTPUTS



17,840 gathered activity attendances

154 people housed

11,225 support visits

1,295 completed projects

ENGAGE CASE STUDY

Arun* has lived in the UK for nearly 6 months now. When he first arrived, he moved straight into **Handcrafted accommodation**, beginning a new chapter in a completely unfamiliar environment.

One of Handcrafted's partners, Action Foundation, provides specialised support to Arun and his housemates. He enjoys **cooking with them**, learning new recipes and gaining skills in the kitchen. His support worker, Lauren, also **supports Arun to develop essential life skills**.

Beyond his house, Arun is embracing opportunities, such as swimming at a local leisure centre. He is also enjoying exploring the local area, visiting local restaurants and coffee shops with Lauren.

Arun has hung both a British and a Kurdish flag in his room, as a way to mark both his heritage and his **determination to build a future**.

“Welcoming staff, great atmosphere, good food and safe space to talk if you in need of a friend.”

We work with 90 young asylum seekers and we had 547 attendances from 53 individuals at our weekly Community Meal.

83% of residents reported that their house feels like home.

Our Housing Support Officers undertook over 11,000 home visits.

Our young people were supported to complete 1,463 independent living skills

4. OUTCOMES

The following data was gathered through a survey completed by our trainees and residents. Participants were presented with a series of statements and asked to indicate the extent to which they agreed or disagreed. The results are summarised below.



AGREE / STRONGLY AGREE

"Handcrafted has helped me find meaningful use of my time" **(98%)**

"I've made something at Handcrafted that I am proud of" **(91%)**

"I feel welcome and part of a community" **(95%)**

"It has a positive impact on my mental health" **(92%)**

"I have learned new ways to meet the challenges I face" **(87%)**



"I've had a bad past life, but I've got a good life now", says April. "Handcrafted have helped me from when I've first started until now. They go the extra mile. I never had a voice, but now I've got my voice back and can help other people."

OWN MY LIFE CASE STUDY

In 2025, 22 women attended our Own My Life course, specialised for women who have experienced domestic abuse.

April* has been part of Handcrafted for over five years and is a valued member of one of our women's groups. She has completed both an accredited catering course and the Own My Life course for women who have experienced domestic abuse.

Cooking has helped her grow in confidence, and she now regularly cooks for friends and family, especially her favourite pies.

After leaving an abusive relationship, the Own My Life course gave April a safe space to share her story with women who understood. That support helped her testify in court against her abuser.

5. IMPACT: MAINTAINING STABILITY

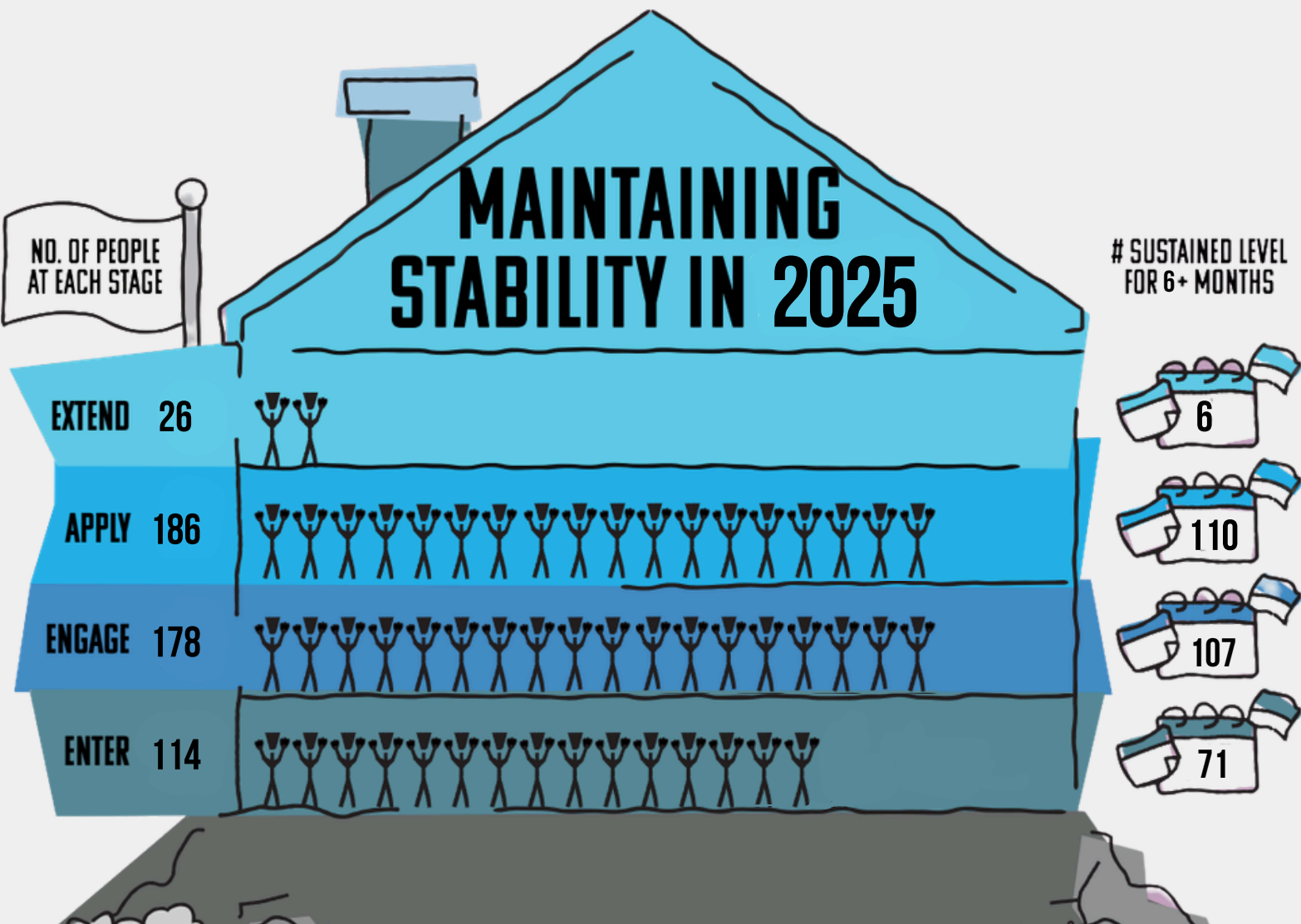
Stability measurements enable us to highlight that reaching and maintaining a level is in itself a positive in the lives of our trainees.

4 STAGES:



At referral, we identify the relevant areas of need, then we measure Four Stages of empowerment in each area:

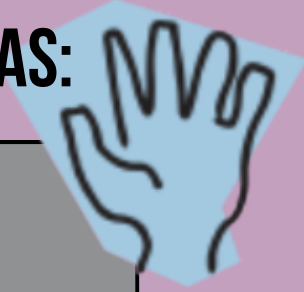
- 1) **Entering** – “I am open to using resources available to me with some support.”
- 2) **Engaging** – “I am using my own initiative and taking hold of opportunities.”
- 3) **Applying** – “I have my own ideas of what I want to do using my new skills.”
- 4) **Extending** – “I am looking beyond myself, to build up my community.” OR “I am taking steps to strike out on my own without needing support.”



5. IMPACT: DISTANCE TRAVELLED

Distance travelled measurements give an indication of overall positive progress our trainees have made in different areas.

WE LOOK TO SEE PEOPLE EMPOWERED IN 5 AREAS:



- 1) **Living Space** - A safe place to live that feels like home
- 2) **Using Time** - Something meaningful to do each day
- 3) **Social Life** - People to talk to and a good support network
- 4) **Self Confidence** - Trust in our own abilities and having something to give
- 5) **Coping Strategies** - Ways to cope and bounce back when things get tough

DISTANCE TRAVELLED IN 2025

AREA	AVERAGE NO. OF STAGES PROGRESSED
LIVING SPACE	+ 1.8
USING TIME	+ 1.7
SOCIAL LIFE	+ 1.4
SELF CONFIDENCE	+ 1.5
COPING STRATEGIES	+ 1.9

HOW YOU CAN HELP

Handcrafted is able to continue empowering the most vulnerable people in society because of the generous support of our funders, referrers & wider Handcrafted family. We immensely value all contributions towards our mission.

If you would like to support us there are 5 key ways you can do so:



REGULAR DONATION



INVESTING IN ONE OF OUR HOUSES



BUYING PRODUCTS OR COMMISSIONING WORK FROM US



VOLUNTEERING WITH US



PRAYER SUPPORT

For full details on supporting our work please visit:

www.handcrafted.org.uk/contribute/