



City Changer Projects **Kingston**

Impact Report 2025



Foreword

Ian Jacobs

Lead – City Changer Projects, Kingston

“Every figure
in this report
represents
a person, a
household,
or a moment
where hope was
restored and
dignity upheld.”

This report tells the story of a year marked by compassion in action. Through City Changer Projects, we have stepped in where crisis met people at their most vulnerable, stood with individuals and families as they navigated complex challenges, and strengthened lives through practical support, advocacy, and community. Every figure in this report represents a person, a household, or a moment where hope was restored and dignity upheld.

Across our four focus areas—food and essentials, families, financial and social stability, and flourishing communities—we have seen tangible impact at scale. From food provision and digital inclusion to advocacy, employment pathways, and early years support, our work has been rooted in meeting immediate need while building longer-term resilience. We are encouraged not only by the reach of these projects, but by the stories of progress, stability, and renewed confidence behind them.

This year also marked an important milestone with the opening of the Discover Well Life Centre. Discover Well reflects our commitment to holistic wellbeing, offering accessible counselling support that strengthens emotional and mental health alongside practical provision. It represents a significant step forward in how we walk with people toward recovery, restoration, and long-term flourishing.

None of this would be possible without the dedication of our staff, the generosity of our volunteers, and the trust and partnership of our stakeholders. Your time, expertise, prayer, funding, and collaboration enable us to serve with integrity and consistency. Together, you help create spaces where people are seen, supported, and empowered to move forward with hope.



Foreword

Paul Pickhaver MBE

Lead – City Changer Projects, London

“When a guest
at one of our
centres knows
they have
been heard it
strengthens
them.”

City Changer Projects started with the launch of Kingston Foodbank in December 2011. Back then the perhaps optimistic goal was not to feed more people each year but to address the causes of crisis and seek to remove the need for a foodbank; it was about building resilience and not creating dependency.

The lessons of the last 14 years have been that the factors causing crisis are complex, numerous and changing and the solutions require compassion, community and creativity. This Report evidences the significant difference that we can make with that approach.

The most important thing that anyone connected to City Changer Projects does is listen. When a guest at one of our centres knows they have been heard it strengthens them; it enables us to respond with the most effective initiatives; it identifies opportunities for real systemic change.

We can trace back all the initiatives that have developed in City Changer Projects to a moment when someone told us their story.

Moving forward we will continue from those stories to focus on actions that strengthen individuals to meet the challenges that they face. Three particular aspects that we will be looking to develop are personal wellbeing, employment and skills and sharing the Kingston story in more boroughs.



Foreword

Ioannis Dekas

City Leader – Doxa Deo Community Church (London)
European Leader – Doxa Deo

This is faith with
its sleeves rolled
up – present,
practical, and
deeply relational.

Cities are shaped by what they love, what they tolerate, and what they dare to hope for. Doxa Deo Community Church exists because we believe our city can be renewed when faith is lived out through love, and hope is made tangible in everyday places. This is not about running programmes, but about people—neighbours, families, and communities discovering that they matter.

At the heart of our City Changer Projects is a simple conviction: transformation begins when compassion meets responsibility, and care is paired with dignity. Across food security, advocacy, employment pathways, wellbeing, and family support, we see lives strengthened rather than sidelined, and resilience built rather than dependency reinforced. This is faith with its sleeves rolled up—present, practical, and deeply relational.

None of this happens by accident. I am profoundly grateful for the Doxa Deo Community Church staff, volunteers and partners who serve with humility, perseverance, and creativity. Their quiet faithfulness creates spaces where trust can grow, stories can be shared, and new futures can begin.


As we look ahead, our prayer and commitment remain clear: that Doxa Deo Community Church and City Changer Projects would continue to be a beacon of hope for our city. This report tells that story, and invites us all to keep playing our part in the flourishing of our city.

Our Pathways of Hope

At City Changer Projects, our work is shaped by a simple but powerful pathway of hope. When crisis strikes, we step in with immediate support. As people begin to find their footing, we stand with them through relational support and advocacy. And as stability grows, we strengthen lives through skills, confidence, and community connection.

This threefold approach runs through everything we do, ensuring that practical help leads to lasting change rather than dependency.


STEP IN



Step In

Providing immediate, same-day support when crisis hits, including food, clothing, fuel support, baby equipment, and digital access.


STAND WITH



Stand With

Walking alongside individuals and families, listening to lived experience, addressing root causes, and offering advocacy and guidance.

STRENGTHEN



Strengthen

Equipping people with tools, skills, and confidence to move forward sustainably, reducing vulnerability to future crisis.

How we deliver this support

Our Pathways of Hope are delivered across four interconnected focus areas, each working together to provide wrap-around support.

1

Food & Essentials

Meeting immediate needs with dignity through food, hygiene, fuel, digital access, and seasonal support.

2

Families

Supporting parents, carers, and children through early intervention, practical provision, and relational support.

3

Financial & Social Stability

Addressing complex challenges through advocacy, debt support, employability pathways, and skills development.

4

Flourishing Communities

Strengthening wellbeing, connection, and resilience through community spaces and mental health support.

Across all four areas, we seek to ensure people have access to the five essentials everyone needs to live well:

- 1. Food
- 2. Hygiene
- 3. Gas and electricity
- 4. Digital connection
- 5. Social connection



Impact highlights 2025

In 2025, City Changer Projects delivered support at scale while keeping people and dignity at the centre of everything we do.

Over
13,000
people supported
across our projects

£1,058,282
total financial gain
delivered to individuals
and households

More than
180
active volunteers
serving across
our Projects

Multiple
centres open Tuesday
– Friday, providing
same-day support

(Full project-by-project data is included in the statistical appendix at the back of this report.)



1 Food & Essentials



What We Did

Throughout 2025, we stepped in with immediate, same-day support for individuals and families facing food insecurity and financial hardship. Across our Impact Centres, we provided food, hygiene products, fuel support, digital access, and seasonal assistance, ensuring people could meet their most basic needs with dignity.

We stood with clients by offering choice, consistency, and follow-up support. Through initiatives such

as the Kingston Pantry, we helped people move beyond emergency provision towards more sustainable food access, while remaining flexible and compassionate for those living with ongoing health or financial challenges.

By strengthening individuals through reduced financial pressure and restored stability, our food and essentials work provided a foundation for wellbeing, resilience, and recovery.

"I love coming to the Impact Centre, its a safe space with lovely volunteers and staff who always do their best to support everyone the best they can."

13,420

people supported through food and essentials provision

6,767

Kingston Foodbank vouchers fulfilled

£304,515

financial gain through Kingston Foodbank provision

£92,869

financial gain through Kingston Pantry support

£23,865

issued in fuel vouchers

£12,120

financial gain through digital inclusion support





2 Families

What We Did

In 2025, we stepped in to support families at critical moments, offering practical help and relational support to parents and carers with young children. Through our Growbaby project, we provided baby equipment, clothing, and essential items, alongside welcoming spaces where parents could find reassurance, connection, and advice without fear of judgement.

We stood with families by creating consistent and trusted points of contact, helping parents grow in

confidence and reduce isolation. Our work recognised that early support can prevent longer-term crisis, particularly for families facing financial pressure, additional needs, or displacement.

By strengthening families through practical provision and community connection, we helped parents feel more secure, supported, and equipped to care for their children and build a more stable future.

"I was so worried about coming. I find new places frightening and I don't leave my flat often. But your team was so welcoming and I need not have worried."

1,186

families and individuals supported through Growbaby

£59,730

financial gain delivered to families

7

volunteers supporting families each week

37

staff hours per week dedicated to family support



3 Financial & Social Stability

What We Did

In 2025, we stood with individuals and households facing complex financial, housing, and employment challenges. Through Grace Advocacy and Employment Worx, we worked alongside clients to understand the underlying causes of crisis and navigate systems that can feel overwhelming or inaccessible.

We strengthened lives by managing debt, increasing benefit entitlements, supporting people into volunteering, training, and paid work, and addressing digital exclusion that can prevent progress. Our focus was not only on resolving immediate issues, but on equipping people with the tools and confidence to manage future challenges.

Together with Kingston Pantry, Growbaby and Grace Advocacy, we facilitated two budgeting workshops designed to encourage and equip clients to take greater confidence in managing their

finances. These sessions created a safe and supportive space for open conversation, helping individuals reflect on their current circumstances and explore practical steps towards greater financial stability. By working collaboratively, we aimed not only to share tools and knowledge, but also to support clients in moving towards reduced reliance on weekly pantry visits and a more sustainable future.

This work delivered lasting change, helping people move from crisis towards stability, independence, and renewed self-worth.

We started a Barista Training Process with Digital Badging from Kingston Council in our Abbey Coffee Shops led by Employment Worx. This process are designed to equip clients to build confidence, business skills, life skills, communication skills and barista skills in order to support their journey back to work.



1,100

clients supported through advocacy services

1,970

issues addressed across housing, debt, benefits, and utilities

511

people achieved direct financial gains

£539,131

total financial gain through Grace Advocacy and Employment Worx

5

people supported into paid employment

6

people supported into volunteering roles

“They all do their best to listen and support where they can. I really appreciate the time and effort given to help me with my problems.”



4 Flourishing Communities

What We Did

By stepping in, we created immediate, welcoming spaces like Impact Centres and The Abbey Coffee Shops, offering essentials and a warm environment to combat isolation and build belonging. By standing with clients we could offer relational support, walking alongside individuals to address deeper issues through practical advice and community partnerships. By Strengthening our clients we could offer tools like resilience, including financial and budgeting courses, art workshops and access to an Impact Centre 4 days a week.

A key example of this integrated approach is the 2025 launch of Jingle Shelves, a Christmas Shop developed collaboratively by Kingston Pantry, Growbaby Kingston, The Abbey Coffee Shop, and Doxa Deo Community Church within Flourishing Communities. This initiative served families with dignity

and purpose, welcoming 227 clients supported by 70 dedicated volunteers. With the slogan “Where giving becomes a gift to all,” clients contributed £5 per basket—valued at much higher—fostering budgeting skills, shared responsibility, and generosity while delivering around £60 in savings per family to build resilience.

The Abbey Coffee Shop further supports this strengthening by hosting budgeting courses, paint workshops, and weekly client services during pantry sessions, plus one-to-one appointments for financial and social stability—all in a community-focused space where profits help sustain our broader mission. Through these efforts, Flourishing Communities transforms crisis into opportunity, helping individuals leave stronger, more confident, and deeply connected.

“You have taken all the worry I had about Christmas away.”



227

families welcomed through the Jingle Shelves Christmas Shop

70

volunteers mobilised to deliver Jingle Shelves

£60

average saving per family through the Jingle Shelves

£4,100

financial gain through subsidised counselling provision

6

boroughs where clients were supported





Discover Well Life Centre

Discover WELL is a welcoming counselling centre dedicated to supporting people experiencing mild to moderate mental health and wellbeing challenges. We work with individuals who want to move beyond simply surviving and begin to truly thrive. Our professional counsellors bring extensive experience across a wide range of mental health and wellbeing issues, offering a safe, confidential space where clients can explore their thoughts, emotions, and concerns without judgement.

We take an integrative approach to counselling, combining proven therapeutic methods that work well together. Rather than focusing solely on surface-level symptoms, our counsellors aim to understand and address the underlying root causes of difficulties. This deeper work supports meaningful, lasting change and helps clients build stronger mental and emotional wellbeing over time. Sessions are thoughtfully tailored to each person's unique circumstances and goals.

Counselling is offered both in-person and online, with each session lasting 50 minutes. Our in-person appointments take place in a warm, confidential setting at the centre, while our online sessions provide the same level of safety, privacy, and connection for clients anywhere in the world. To make support as accessible as possible, we operate a sliding scale fee structure based on individual financial circumstances, ensuring that cost is not a barrier to receiving help.

In addition to one-to-one counselling, we offer wellbeing groups that take a holistic view of a person's overall health and life. These groups help participants identify areas where they may need extra support and provide a supportive environment to build resilience and positive wellbeing together. Since opening in April 2025, we have already supported 16 clients through 162 counselling sessions, with many reporting renewed hope, greater self-understanding, and the beginning of real healing.

Discover Well

launched in
April 2025

16

clients supported
through counselling
services

162

counselling
sessions
delivered

Volunteers: the heart of City Changer Projects

Our volunteers give time, care, and commitment week after week. They are often the first welcome people receive and the steady presence that makes our centres feel safe and human.

"Volunteering at City Changer Projects and looking after the families gives me a sense of purpose."

"I am proud to be a part of City Changer Projects, which is having a positive impact on families in need."

"It's a great honour to volunteer with the Foodbank at City Changer Projects. It is great to help people in need."

"I find volunteering very rewarding."

"Volunteering for me as an older person is being able to serve those who are less fortunate than me. It also gives me a reason to get up every day."

"Volunteering for City Changer Projects makes me feel part of a community that is giving something back."

"As a volunteer I appreciate the integrity and compassion with how the work and centres are managed."

Voices of Partnership

Our work is strengthened through trusted partnerships with local authorities, voluntary organisations, funders, and community networks. Together, we create joined-up support that meets real needs and delivers lasting change.

It's a pleasure to work with City Changers Projects and support their vital work in Kingston and beyond. As a valued Your Local Pantry partner, they work with dignity and respect, listening to lived experience and strengthening communities. Our work on the Let's End Poverty campaign showed this clearly, creating safe spaces for people to express resilience and hope. I look forward to seeing how they build on this in 2026.

Ellie Malhorta

London Area Manager – Your Local Pantry

Working with the team at City Changers is a humbling experience. They are genuinely passionate about the wellbeing of residents and improving outcomes for all those in need of support. I have seen this firsthand and through positive feedback from the individuals we refer to them. Their non-judgmental, open approach effectively removes the stigma often felt by residents when accessing food banks and other crisis services.

Ann-Marie Lambe

Health Improvement Lead and Household Support Fund Lead
Royal Borough of Kingston upon Thames

As CEO of Kingston Voluntary Action, I am proud to celebrate with you the results of yet another year of your compassionate, hands-on, innovative work which helps local families regain stability, confidence and hope at times when it felt in short supply.

Kingston is a kinder, stronger borough because you keep the lights on, put food on people's tables, support families with children and help those who have not worked for a long time to recognise their skills and self-worth and find employment. Thank you!

Sanja Djerić Kane

Chief Executive Officer – Kingston Voluntary Action

City Changer Projects Kingston has shown a clear commitment to supporting vulnerable individuals and families within the local community, and it is evident that donations are used responsibly and with meaningful impact. The team is dependable, well organised, and a pleasure to work with.

Ellie Walmsley

Foundation Manager
Watches of Switzerland

City Changer Projects Kingston offers vital community support, including the personalised Employment Worx service. This service aids residents in exploring work, returning to employment, or building confidence via structured work experience and volunteering. Their focus on building resilience and new skills complements Kingston Council's targeted programmes. For example, over 20 residents who recently completed barista and hospitality training were recognised using WorkSkills Kingston digital badging, demonstrating how City Changer Projects innovates and collaborates with multiple Kingston partners to support our residents.

Cameron King

Skills and Employment Programme Lead
Royal Borough of Kingston upon Thames

In my experience of working with the team the depth of care, vision and holistic joined-up thinking that City Changer Projects bring to all they do is really exemplary. The numerous times I (and others) use this approach as an example to spur others on to best practice demonstrates just how highly it's rated within the Trussell Network.

Izzy Collier

Trussell London Area Manager

Thank You

None of this would be possible without the extraordinary generosity of our volunteers, staff, partners, donors, and supporters.

Thank you for stepping in when it matters most, for standing with us shoulder-to-shoulder through every challenge, and for helping strengthen individuals, families, and communities so they can rise stronger. We are deeply grateful for your continued partnership as we transform crisis into opportunity, together.

STEP IN



STAND WITH



STRENGTHEN



Statistical Breakdown

Kingston Foodbank

Volunteers & Staff

- 150 active volunteers serving in 2025
- Volunteer hours per week in 2025: 20
- 1 Full time and 4 part time staff members
- Staff hours per week in 2025: 100

Client numbers:

- Jan – Dec 2025 we fulfilled 6767 vouchers
- This accounts for 9122 adults, 3980 children and 13102 people in total

Stock and Finances:

- Financial gain to clients in 2025 is £304,515**
- Total stock received: 1 Jan – 31 Dec 2025 74,923 kg (£207,536*)
- Total distributed (Kingston Foodbank) 102,578 kg (£284,141*)

* The value of a mixed kg of food donations £2.77 p/kg
** one voucher accounts for at least one crate @£45 per crate (including Hygiene and extras)

Digital Inclusion Support:

- 101 clients received sim cards worth £120 for a period of 6 months
- Financial gain through Digital support: £12,120

Winter support:

- 500 clients benefitted from winter warm packs donated via Winter Support grant from Thinking works.
- Financial gain through clothing support: £8,250

Kingston Pantry

Volunteers and staff: 2025

- 25 active volunteers serving in 2025
- Volunteer hours per week in 2025: 13
- 2 part time staff members: (Susan and Kally)
- Staff hours per week in 2025: 27

Client numbers:

- 112 members, which account for 318 individuals, 162 adults and 156 children.

- 19 members do a bi-weekly shop and 93 are signed up for weekly shopping. If everyone was to use each of their slots it would result in a financial gain of £140364. Due to illness, mental health difficulties, new members not turning up, we do not reach those numbers, but we are still one of the highest attended Pantries in the network. We follow up when someone haven't visit for 3 weeks, but also make allowances for long term illnesses both physical and mental.

Stock and Finances:

- Each member saves on average £28 per week, often more on their weekly shop, if they do a weekly shop, they will save £14000 over a year.
- Between weekly and bi-weekly members we had a total of 2905 visits to Kingston Pantry this year. That is a financial gain of at least £81340.
- Stock received from Felix Project and Surplus Hub was 20251kg for 2024, which accounts for donation total of £56095.38 (£2.77 per kg on average)
- Stock received from Kingston Foodbank was 1168 crates at an average of 14kg per crate, this accounts for donation total of £29,190.
- The Kingston Pantry closes for 2 weeks in August every year. To support our members, we give a £25 voucher to each bi-weekly shopper and a £50 to those shopping weekly. This year we handed out vouchers valued at £4,250.00

Christmas Hampers for Kingston Pantry Clients:

- We provided 107 Christmas lunch hampers worth £12 plus £5 voucher for meat to our households. A financial gain of £1819

Total Financial gain:

Kingston Pantry visits: £81340.
Summer vouchers: £4,250
Christmas Shop: £5460
Christmas Hampers: £1819
TOTAL: £92 869

Christmas Shop: Jingle Shelves

Kingston Pantry and Growbaby Kingston joined forces to establish Jingle Shelves this year. The Christmas Shop served clients from Pantry, Growbaby and the wider community including schools, children centres and social workers.

- Volunteers involved: 70
- Clients signed up: 227
- Clients paid £5 per basket. Our slogan is "Where giving becomes a gift to all"
- Instead of just giving gifts away, we want to build resilience by encouraging budgeting and contributing towards gifts.
- Each basket was valued £65 on average, a saving of £60 per basket.
- Total savings £13620
- Pantry clients 91, £5460

Employment Worx

Volunteers and Staff:

- No active volunteers serving in 2025
- 1 part time staff member
- 21 paid staff hours per week

Client Numbers:

- 53 Clients benefited from this service

Barista Skills Digital Badging:

- 9 people received a barista skills digital badge

Clients into Volunteering Roles:

- 6 clients into volunteer roles

Clients into paid work:

- 5 clients into paid work

Clients Into Work Trials:

- 4 clients into work trials

Clients Into Training Programmes:

- 6 clients into training Programmes

CV's Generated:

- 5 CVs completed

Finances:

- Total financial gain of £82,082 in 2025

Grace Advocacy

Volunteers and staff:

- Number of active volunteer advocates serving in 2025
- 6 volunteer advocates
 - 1 part time staff member
 - Staff hours per week in 2025: 32

Client numbers:

- 1.1k clients seen (household number 1.9k)
- 400 active clients at end of 2025
- Total issues raised: 1970

Finances:

- Total financial gain of £457 131 in 2025

Year End Report 2025

Total Clients Seen

- 1.1K (total lives across households 1.9K)

Active Clients Year End

- 400 (Across all categories)

Closed/No Longer Using Food Bank/ Cases Closes

- 146 (This does not include people who stopped attending without reason).

Total Issues Raised

- 1970 (issues represent all categories of advocacy including debt).

Clients with Debts Managed

- 316 (Managed debt is primarily made up of those clients who have had payment plans set-up).

Clients with Debts Written Off

- 23

Number of People with Financial Gains

- 511

Financial Gains > £1000

- 152

Total Value of Financial Gains -2025

- 457,131.72

Number of Advocates

- 6
Support from Employment Worx x1
Sign Posting x1
Team Admin and Support x1

Energy Debt is a major problem for clients currently and requires extra resources, especially in terms of challenging bills, ensuring metre readings are up to date and getting debt written off by Debt Relief Orders where appropriate – We continue to issue Vouchers from the Energy Bank and have also a referral route to SW Leap – for energy and Utility Debt and Vouchers.

Recruitment: We have one advocate starting in Q1 2026 and there is an aim to train two Pantry Staff members with basic Advocacy Skills in the near future. For 2026 there is a plan to categorise types of Advocacy to join the Digital Badging Scheme.

Projects: Living Gloriously – Budgeting and Sustainable living Project – aimed at those leaving Foodbank and progressing to Pantry – 3 workshops delivered in 2025 – programme will continue for 2026 and is now part of the Employment Worx Barista Training.

Hope Project: A joint Initiative with Voices of Hope to bring Modern Slavery and Exploitation training to Volunteers within our projects and with the Local Council. – Ongoing – will be delivered to St Peter’s Norbiton Q1 2026.

Advocacy Recruitment and Training, implementation of We Are Digital alongside Employment Worx: 3 people undertook training in 2025, with one person now independently acting as a Digital Scribe. Two Advocate and one other will undergo training in Q1 in 2026.

Growbaby

Volunteers and staff:

Number of active volunteers serving each week:

- 7 volunteers

Volunteer hours each week:

- 5 hours

- 2 part time staff members

Staff hours per week in 2025:

- 37

Client numbers:

- 1186 Clients benefited from this service in 2025 including the groups that are run

Finances:

Total Financial gain through Growbaby in 2025:

- £59,730

Fuel Bank Foundation

Volunteers and staff:

Active volunteers set up to issue Fuel vouchers:

- 8 volunteers

Staff set up to issue Fuel vouchers

- 4 staff

Client numbers:

- 1386 people (900 adults, 486 children) benefited from this service in 2025

Finances:

- Total financial gain of £23,865 in vouchers were issued in 2025

Discover Well

Discover Well officially opened its doors on 28 April 2025

Volunteers and staff:

- 2 part-time staff members
- Staff hours per week: 24 hours

Client numbers:

- We have seen 16 clients and provided a total of 162 individual counselling sessions in the 8 months we have been open. These have taken place in person and online.

Method of delivery

In person	11	68.75%
Online	5	31.25%

To ensure counselling remains accessible and affordable, a sliding scale of fees is offered based on individual circumstances. This approach enables clients to engage with sessions at a level that reflects their means. During the reporting period, 5 clients contributed at the lower rate of £25 per session, 6 clients paid between £30–£40, and 5 clients contributed at £45–£60 per session. This flexible model demonstrates our commitment to inclusivity, ensuring that financial constraints did not prevent individuals from receiving support, while also affirming the shared value placed on the service.

Finances

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Financial gain to clients

	# sessions	Financial gain (full cost £60)
Total	162	£4100

Total

FINANCIAL GAIN THROUGH PROJECTS IN 2025:

- £1,058,282





Get in touch

If you would like to find out more about our work, explore ways to support us, or get involved, we would love to hear from you.

Email

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Web

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Instagram

[@ccpkingston](https://www.instagram.com/ccpkingston)

Facebook

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