

# IMPACT REPORT

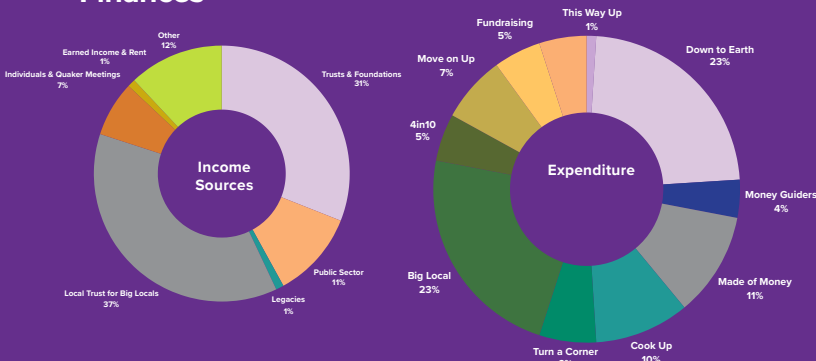
## 2023-2024



Welcome to our “at a glance” impact report. It is a cliché to say that our work is needed more than ever because, sadly, practical action against poverty is always necessary. But the relentless cost of living crisis continues without abate, adding to the financial and wellbeing stresses of millions of UK households. At QSA, we are doing all we can to support the communities hit hardest with the resources available to us.

Judith Moran, director

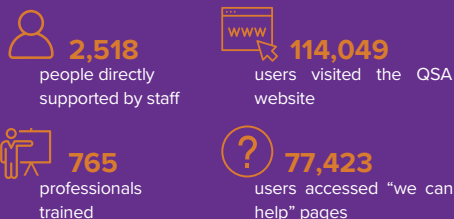
### Finances



For the financial year ending 31 March 2024 QSA trustees agreed a ‘deficit budget’, partly due to the planned expenditure of funds restricted for homelessness work acquired through our merger with Quaker Homeless Action in 2020. Our income of £1,512,170 was exceeded by expenditure of £2,167,473 giving a deficit (after net gains on investments) of £652,472.

“Made of Money made me more confident about saving and teaching my kids about money from a young age.” **Made of Money training participant**

### 2023 - 2024 At a Glance



“I’ve been homeless since June 2020. Pandemic, expired ID documents, unemployment, lockdowns in a row. A friend told me about Cook Up, much has changed thanks to what this project provides...I can feel obvious improvements in my body.” **Cook Up participant**

### OUR SERVICES 2023-24

#### Turn a Corner

A mobile community library that offers books and a space for conversation for people affected by homelessness. This year, we were able to be on location for **110 sessions** loaning **1,506 books** and providing **5,047 essential items** to approximately **790 individuals**.

#### Made of Money

Our financial wellbeing project for families and individuals. We work mainly in London, with community partners, supporting people on low incomes to make their money work better for them. Made of Money worked with **173 families** this year over **51 sessions**.

#### Down to Earth

A service for people on low incomes to access affordable funerals. We supported **798 new clients** this year and provided brief advice or signposting to another **168 people**. Meeting helpline demand remained challenging, so we continued to invest in a ‘digital first’ approach, developing online resources accessed by **45,912 people**.

#### Big Locals

QSA supports Big Locals as the local trusted organisation. This year, Pimlico Million held many community events including bilingual coffee mornings, and an Eid celebration which saw **600 residents** attending. Plaistow South Big Local ran digital inclusion classes, community cuppas, money matters and bike MOTs. Barnfield Big Local’s activities included a community gardening project and homework clubs for young students.

#### This Way Up

A coaching and mindfulness course to support people to feel more in control of their lives. This year the project delivered two programmes benefitting a total of **32 people**.

#### Money Guiders England Network

A community of practice for people giving money guidance across England and beyond, learning from each other and sharing good practice. This year we delivered **32 events** with **484 participants** and gained **2,046 new members**.

#### Cook Up

A kitchen space and support for people experiencing homelessness, including people seeking asylum. This year, Cook Up delivered **69 sessions**, with **68 clients** cooking an estimated **3,274 portions of food** for themselves and their families.

#### Move on Up

This project closed in the summer of 2023 helping the final **5 young carers** move on from its affordable and supported housing.

#### 4in10

4in10 is London’s Child Poverty Network made up of over **450 organisations and individual members** working to improve the lives of children living in poverty across the capital. In March 2024, they launched a new campaign on access to affordable childcare for low-income families and published a new report entitled Make Childcare Make Sense.

“I would give the Nobel Prize to whoever invented TWU - it’s a great mix of mindfulness and coaching. I felt so safe in their company, and so motivated...I am very grateful I didn’t have to pay for this as I wouldn’t have been able to do it.” **This Way Up participant**

## Thank You

The work of QSA is made possible thanks to our supporters, trustees, funders, staff, volunteers, service participants and partner organisations. Thank you to everyone who has played a part in our practical action against poverty.



For more details on our services, reach, values, and the true impact of our work please visit our website and read our latest annual report.

#### Donate

Give online by visiting: [quakersocialaction.org.uk/get-involved/ways-donate](https://quakersocialaction.org.uk/get-involved/ways-donate)



#### Fundraise

Create your own fundraiser or hold a collection to support QSA. Please visit [quakersocialaction.org.uk/fundraise](https://quakersocialaction.org.uk/fundraise) **Leave a Legacy**

Make a lasting impact to QSA’s innovative responses to poverty and inequality. For information, please visit: [quakersocialaction.org.uk/legacy](https://quakersocialaction.org.uk/legacy)

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