

IMPACT

for Bcm

REPORT





355 older people supported to stay in their home



296 young people secured stable housing



Over 2000 children supported at Christmas

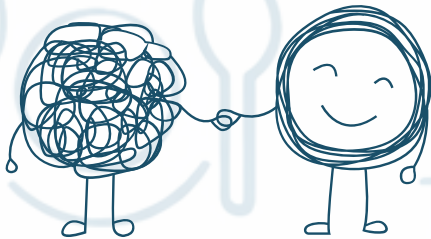
Over **3300** people supported across Northern Ireland
Bcm



90 families helped through Parenting Support



117 older residents cared for



38 young people received counselling support



530 Lunches served to older people at Grosvenor Hall



80+ Volunteers supporting weekly activities, befriending and Toy Appeal



8 newly involved anti-poverty Campaigners

2025



115 children cared for

For further information, visit www.belfastcentralmission.org

Welcome from our CEO

BCM's purpose is to support people at their point of need and this report attempts to capture the impact that our staff teams and services have had in fulfilling that purpose over the course of 2025. It would be impossible for any report to capture all of what BCM does across its diverse range of services but I hope this starts to provide a flavour of that work.



Nicky Conway, CEO of BCM

This year, for the first time, we have attempted to quantify the social return on investment of BCM's work and it is encouraging that we are returning £5 for every £1 invested. However, ultimately the real value of our work is captured in the individual stories of how our staff are supporting people at their point of need and I hope you will be as inspired and humbled as I am when you read of this work in the report.

The success of BCM is very much the result of a team effort and is driven by the hard work, dedication and commitment of the Board of Directors, the Senior Team, BCM volunteers, the Project and headquarters teams and the staff working directly with service users across the province and I am very privileged to be part of that team.



BCM staff attending 'Connections' event



Rev. David Campton,
Superintendent of BCM

Throughout 2025, worship and fellowship remained central expressions of BCM's Christian life. Weekly services continued in the Grosvenor Hall until the congregation, mindful of its age profile and stewardship responsibilities, discerned that it should close. This decision was approached with gratitude, dignity and hope, marked by a series of reflective events including a final Communion service, a walking pilgrimage, an exhibition of congregational history, and a closing service on the 136th anniversary of the Mission's first public gathering.

While the congregation has closed, BCM's commitment to our faith objective continues, with the organisation now entering a period of renewal and discernment about new forms of Christian presence at Grosvenor House and beyond. Worship associated with BCM's care projects remained strong. Weekly services continued in Kirk House and Copelands, supported by ministers and lay preachers from Methodist, Church of Ireland, Presbyterian and Baptist backgrounds.

The launch of BCM's partnership with Anna Chaplaincy in May 2025 strengthened this work, enabling a broader ecumenical rota and deepening the spiritual care offered to residents. Seasonal worship, including Christmas services and Holy Week Communion, continued to be well supported. The annual Christmas Toy Appeal service also remained a significant expression of BCM's Christian witness, drawing together local congregations and supporters. Pastoral care formed a major part of BCM's faith activity. The Superintendent and designated chaplain provided ongoing pastoral support to former Grosvenor Hall members, residents of Copelands and Kirk House, staff across all projects, and others connected to BCM.

This included hospital visits, home Communion, transition visits for residents moving to new facilities, and funerals. Staff pastoral care continued, helping embed BCM's Christian ethos through presence, listening and support. BCM's commitment to Christian service was further expressed through volunteering, giving and congregational engagement. The closure of the Grosvenor Hall congregation prompted the launch of the "Friends of BCM" initiative to sustain volunteering and financial support. The Superintendent continued visiting congregations to share BCM's work and encourage giving, with appeals this year particularly supporting Anna Chaplaincy.



Grosvenor Hall congregation closing members

Partnership remains a defining feature of BCM's Christian identity. Collaboration continued with Methodist Missions, local churches, Storehouse, the Well.Com project, Belfast City Centre Chaplaincy, and BRF through the establishment of Northern Ireland's first Anna Chaplaincy programme. BCM also contributed to wider Christian witness through involvement in peace and reconciliation initiatives, ecumenical forums, the 4 Corners Festival, and theological engagement on poverty and justice.

As BCM moves forward, our faith objective remains active and evolving. The closure of the Grosvenor Hall congregation marks a transition into new expressions of Christian faith that, with time, will come to reflect the needs of today's Belfast and the communities BCM serves.



Anna Chaplaincy launch & Grosvenor Hall Closing Anniversary Service 5

Current Services (Projects) Map

Floating and Community Setting

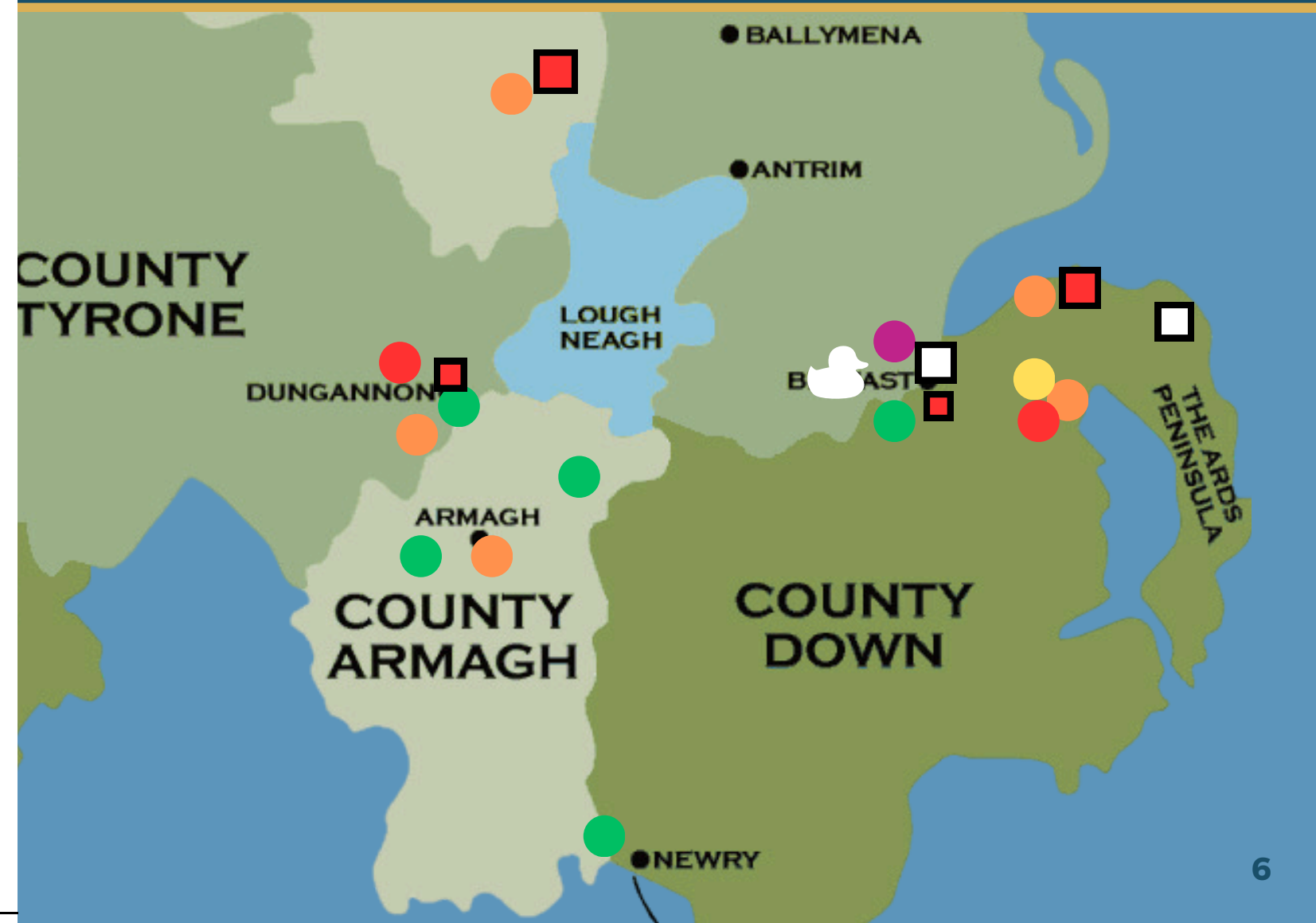
- Community Services and Chaplaincy, Belfast ●
- BCM Housing Support for Young People (aged 16-25) ●
- BCM Housing Support for Older People (aged 55+) ●
- Therapeutic Counselling for Vulnerable Young People ●
- Parent Support Projects ●

Residential Locations

- Supported Housing for Young Adults Leaving Care and Young Homeless ■
- Kirk House Residential + Copelands Residential and Dementia care homes ■

Social Enterprise

- Puddleducks Belfast 🦆



OUR SOCIAL VALUE

Hope X5

1

For every pound we spend, we generate over £5 in social returns, effectively meaning that we create five times greater impact than purely money alone would deliver. This is magnified by human skills, connections and dedication working alongside our service users.

Our total social value into our communities is a staggering £36.75 million vs £7 million turnover (2024)

2

Our residential care homes are economic drivers in their local areas, having generated £3.92 million in economic impact into the local economy, and our other services added a further £2.4 million.

Creating and Sustaining Jobs

We consistently employ around 250 staff from across Northern Ireland, and we are a responsible employer as an Investor In People (Silver)

4

Understanding Prevention

Our actions prevent many from using acute statutory services, our social services, policing and hospitals- in turn allowing more people to be helped.

3

Lives Changed

People's stories aren't summed up in numbers, and our data only tells half of the story. We will marry information with lived experience from our service users to guide next steps

5

Further Info

This information has been gathered and assessed in collaboration with Social Value Engine, and we will use it to assess our own services for quality delivery, ongoing need, and our effectiveness in ending that need. Further information and analysis of these figures will be available from summer 2026 via www.belfastcentralmission.org

Residential and Dementia Care Copelands

The team at Copelands continued to build their reputation as a high-performing, modern care home throughout 2025, combining exceptional care standards with a warm, community-centred environment. Operating across five purpose-built households, the home maintained consistently strong occupancy, averaging full working occupancy each month, supported by a dedicated team of 66 staff.

Quality indicators remained outstanding. Copelands achieved a 9.8 rating on Carehome.co.uk, with families praising the “exceptional team of individuals who genuinely care” and describing the ambience, facilities and activities as “excellent.” Resident satisfaction was equally strong, with 98% reporting they were satisfied or very satisfied with life in the home.

“Our dad has been a resident in Copelands for over 2 years and we are extremely happy with his care...Happy to have found it at a very hard and sad time. My dad actually improved when he became a resident which is great”.

Family member Feedback



Chair based yoga at Copelands

In early 2025, Copelands was Awarded Care Home of the Year at the Peninsula Care Awards. More recently, our kitchen team were also recognised for their immense dedication to serving the needs of residents.

Regulatory performance was another highlight. The RQIA inspection brought a strong commendation of our service, whilst the home also retained its 5-star food hygiene rating. A vibrant programme of activities—including intergenerational activities, exercise classes, community workshops and special events including a summer fun day for the wider Copelands community. The team also made new connections with BRF Ministries and the Anna Chaplaincy programme, through which the aim is to enhance our support for all aspects of faith, and our connection to local churches and faith communities for the benefit of our residents.

While recruitment challenges across the sector have persisted, Copelands has successfully reduced agency use and strengthened leadership with the appointment of a Nurse Manager and Deputy Nurse Manager—key steps toward opening its planned 20-bed nursing facility for 2026. Overall, a year of stability, growth and high-quality care, positioning ourselves strongly for future development.

Getting musical at the Copelands summer family fun day



Residential and Dementia Care

Kirk House

Kirk House has for a long time, bucked the wider trend of significant rises in resident turnover. As we knew would always be the case, 2025 has brought us closer to the norm, alongside rising age demographic and resulting dependency levels. In spite of this, the team maintained full occupancy supported by efficient assessments, careful transitions, and strong administrative oversight. Staff retention remains a major strength, with 36 core staff and 5 casual workers contributing a remarkable 365 combined years of service, and many with over a decade of commitment. As with Copelands, our service user feedback and involvement remained extremely high with residents having an active say in community decision making.

Operationally, the home had 16 resident discharges, and continued to use its dependency tool to ensure safe staffing and appropriate transfers. Memory Lane, the dementia household, remains a valued asset in caring for our older residents with dementia- type illnesses. Also worth noting is the ongoing development work throughout the year, and whilst presenting operational challenges, this drive service improvement moving forward,

Residents, friends and family especially got behind this year's fundraising efforts, generating over £3,900 toward garden redevelopment. From the extremes of a sunny summer Fete, to September's rain-drenched sponsored walk on Divis Mountain, our team showed their commitment to our residents throughout all types of weather!

Kirk House continues to be a distinctive home for the resident's sense of strong community spirit, and the staff's embodiment of BCM's values of integrity, respect, compassion and person-centred care.

"Everything is clean, spotless",

"amazing, cheerful, professional staff who go above and beyond."

"Staff are very kind, they put my mind at ease if I get confused."

100%

Resident Feedback satisfaction score



The team at Kirk House have developed an enriching programme for residents, including regular visits from Pebbles the therapy dog

Day Nursery Childcare Puddleducks Belfast

Puddleducks in 2025 has faced a tough year with honesty, heart, and a real commitment to children and families. Due to the impact of nearby station works, and changing work routines in Belfast City Centre's workforce, occupancy has remained lower than anticipated but the quality of care remains a priority. The Social Services inspection was a major highlight with glowing feedback on safeguarding, play, wellbeing, and staff practice. Parents echoed this, overwhelmingly praising the warmth of staff, the happiness of their children, and the nurturing, family-feel environment.

The year also brought standout achievements: a Top 20 Daynurseries.co.uk award, a 5-star hygiene rating, the launch of Babbling Babies, strong community partnerships, and 90% of our staff being trained in Makaton.

Despite challenges, Puddleducks remains a joyful, safe, and inspiring place for children to grow—captured beautifully by one parent who said, “My child is loved, understood, and excited to come every day.”



2nd • Ranked for parent feedback of all Belfast Nurseries (Daynurseries.co.uk) in 2025

115 • Children cared for across the duration of 2025

We love Puddleducks and send both our boys here, one with additional needs. The love that is shown to both boys is incredible and the nursery were so understanding with both boys having a tough time settling in.

Puddleduck's parent case study

Supported Housing for Young People Bangor

Riverside Place had a strong and settled year in 2025, providing safe, supportive accommodation for young people aged 16–21 as they develop independence and prepare for their own tenancies. Despite the complexity of needs within the cohort, outcomes remained consistently high. Every young person who exited the service was supported to access welfare benefits, maintain their tenancy, manage their physical and mental health, and build independent living skills – with 100% achievement across four major Supporting People indicators.

Feedback from young people was overwhelmingly positive: 100% felt supported, 100% were satisfied with BCM, and all reported being actively involved in their support plans. Stakeholders echoed this, describing Riverside Place as “excellent” and “a vital service.”

A 37% reduction in significant incidents reflected a settled home environment with, strengthening relationships, and effective risk management. While recruitment pressures persisted, the core team continued to provide stability, consistency and high-quality support throughout the year.



Staff from Riverside and Grampian participating in their annual winter walk



BCM'S TAFELTA RISE TEAM

FUNDRAISER

FOR THEIR RESIDENTS

STAFF WILL BE DRESSING UP AS
DUCKS IN TOP HATS
TO TAKE A COLD PLUNGE AT
SPLASH NI

SCAN TO



Magherafelt

2025 was a year of stronger partnerships, better stability, and improved outcomes for young people. Close collaboration with the Northern Trust's 16+ teams and NIHE colleagues strengthened every stage of support- from referral and transition into the project to move-on planning. Monthly operational meetings between BCM and NHSCT leadership improved communication, early intervention, and risk management. Our young people benefited from access to employability programmes, education pathways, and befriending opportunities, with stakeholders consistently praising the team's high-quality support and positive role-modelling.

Community partnerships continued to add significant value, providing food, vouchers, welcome packs, and seasonal gifts. A £1,500 donation from Timpson enabled expansion of the garden project, including a new greenhouse that young people told us improved their mental health.

Additional donations totalling £3,000 funded recreational equipment such as a pool table, darts, table tennis, and a PS5, boosting engagement and social connection.

Demand increased across both NHSCT and NIHE beds, improving occupancy and reducing void periods. Young people achieved positive outcomes in benefits access, education, employment, and substance-misuse engagement, with several successful move-ons. Staffing stability improved through a new structure with two Senior Support Workers and a revised rota, leading to higher morale, better consistency, and stronger person-centred practice.

What Residents appreciate about Tafelta

"I like the staff, the environment and how well we are supported here."

"I am involved in my support plans, and my views and opinions are always taken on board."

"The staff, having new friends and all the support I get are the best things about living here."



Dungannon

What have you appreciated about Supported Housing?

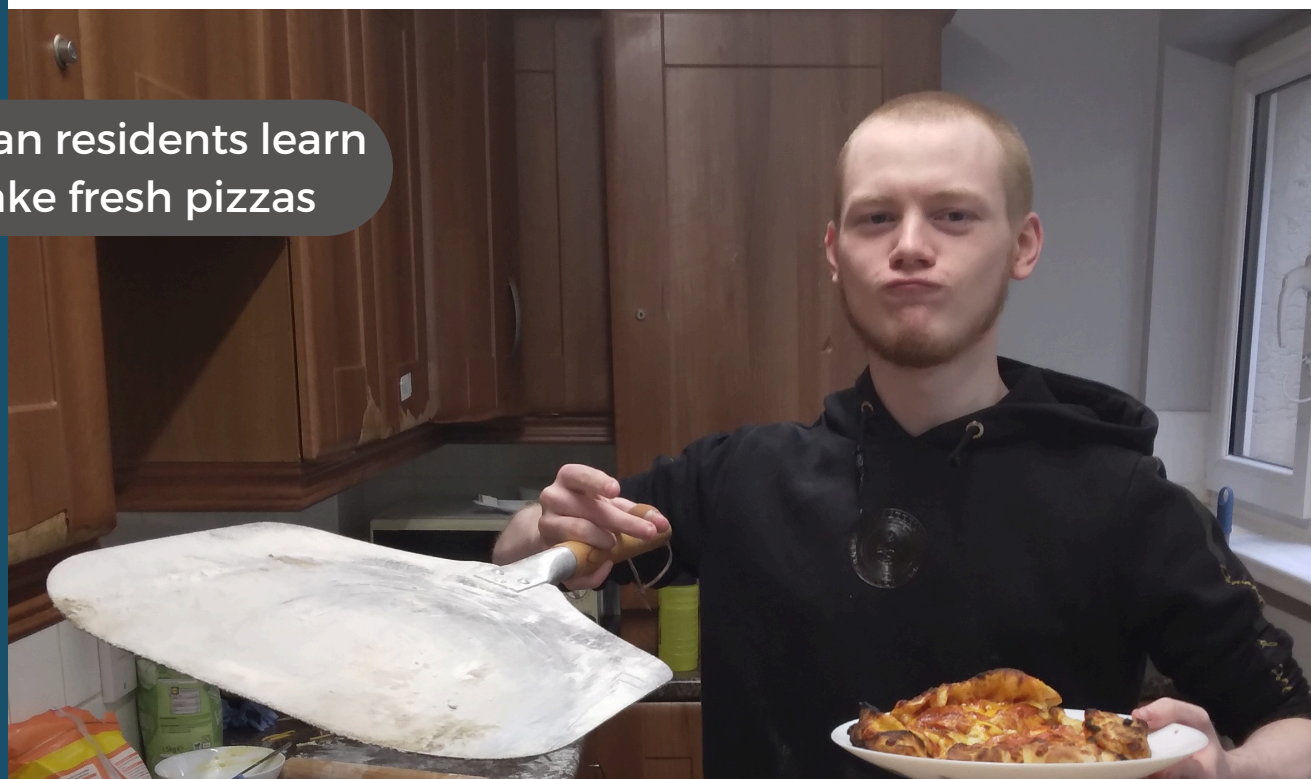
"The Support I got with looking for employment and help looking for long term accommodation." "I Found the support with personal admin very beneficial. for example - Provisional License, Benefits, Child Trust Fund etc". "It's good just having people around"

Thomas Street had a busy year, supporting 10 young people with a range of scenarios from homelessness and trauma to asylum journeys and mental health needs. Staff faced all challenges head-on, supporting with improving independence skills and helping residents looking for long-term accommodation.

Despite recruitment frustrations and some challenging behaviours, the team made steady progress with residents—329 out of 334 key-work sessions were completed- 98% uptake .Young people made big strides: nearly everyone ended up in education, training or work, and one said they really “enjoyed my time in the 12B flat” even after initially struggling with shared living .

Stakeholders were glowing too, calling BCM “very welcoming and caring” and praising our trauma-informed approach .

Grampian residents learn to make fresh pizzas



Belfast

Grampian Avenue's ongoing work is shaped by complex needs, strong relationships, and steady progress. The team supported ten young people with diverse backgrounds, including care experience, trauma, disability, and asylum-seeking journeys. Staff delivered highly individualised support through the DA-SH model, helping residents build skills, manage health, and work towards independence. Referrals increased from foster care, creating a different group dynamic, and several challenging move-outs were managed safely and professionally.

Incidents fell significantly compared to previous years, though mental health and substance use remained the most common concerns. Staff responded with consistency, compassion, and strong partnership working. Added-value activities—from house meals and pamper days to mental-health outings—helped build confidence and stability. Stakeholder feedback praised the “family-like environment” and strong communication, while residents highlighted supportive staff and a calm atmosphere.

Overall, 2025 demonstrated resilient practice, meaningful progress for young people, and a committed team navigating increasingly complex needs.



Lunch club members and staff playing Pétanque

Community Services

In 2025 we continued our core aim of reducing loneliness and social isolation among older people in Belfast, led by one part-time staff member and a committed team of volunteers. The weekly Lunch Club remained a lifeline, delivering 530 meals across 33 weeks, supported by new volunteers and enriched by intergenerational visits, themed events, agency talks, and two outings. The Befriending Service underwent a full review, introducing a new referral process, a prioritised waiting list, and strengthened working relationships with social workers. After much work in the background, progress has started to happen, with three new befrienders supporting individuals with complex needs, contributing to 192 hours of companionship.

The Christmas Toy Appeal once again had major citywide impact, providing gifts to over 2,000 children through 50 referral agencies, supported by more than 70 volunteers and new corporate partners. Volunteer management saw major improvements, including a new handbook, updated policies, enhanced supervision, and positive feedback from new recruits. A Volunteer Coffee Morning and staff support at the Lunch Club strengthened connection and continuity.

Looking ahead, priorities include embedding new systems, improving befriending capacity, maintaining Investors in Volunteers accreditation, and ensuring BCM remains responsive to evolving community needs.



BCM operates three professional kitchens, delivering thousands of meals each year for our residential care, daycare and community services teams

Parent Support Service Newtownards


The Parent Support Service supported 20 families to stay safe, well, and together. In 2025 the team delivered 261 home visits, 15 group sessions, and received 8 Trust referrals, strengthening relationships with 16+ and CAFT teams. Outcomes for closed cases were strong: 100% of children were attending school, 86% of families were in suitable accommodation, and all parents attending mental-health appointments reported improvements.

Satisfaction remained exceptionally high. Every stakeholder surveyed said the service met expectations, praising “consistent communication” and describing the support as “valuable and needed.” Parents echoed this, with one saying their support worker was “easy to talk to” and that family life had “improved due to the support received.”

Recognising that referrals have declined slightly, we are exploring new ways to reach the people who need our support.

22% of Northern Ireland's children live in poverty. However this figure rises to 46% for single parent families. By the end of primary education, 63% of children experiencing poverty reach their expected educational attainment level vs 82% of all children. Generational poverty is rooted in consistent and preventable issues stemming from lack of vital resources and insecurities relating to home life

N.I. Poverty and Income Inequality Report 2023-24



We offer advice, resources and guidance to young parents affected by trauma and poverty

Dungannon & Armagh

The service had a notably busy and impactful 2025, supporting 70 families through a mix of home visits, emotional support, practical help and a whole lot of creative problem-solving. Referrals were up, outcomes were strong, and the team somehow managed to keep everything running smoothly despite a staff change mid-year.

Families made impressive progress in our trusted measurement process, especially in wellbeing, children's emotions and behaviour – the Trust's priority areas. Parents consistently said the service was "very helpful," with one noting, "I don't know what I would have done without her."

Group programmes, Parents Connect sessions, and two rounds of the Parents Plus Children's Programme added extra depth, while volunteers boosted the service with visits, toy deliveries and Christmas hampers. Grants, emergency electric top-ups and essential household items helped families weather the cost-of-living storm. Stakeholders were glowing in their praise, describing the service as flexible, responsive and always willing to "think outside the box" to the point of supporting one family with a bulk delivery of fire wood, as that's what they used to heat their home. With demand rising and outcomes strong, we the service is valued, impactful, and ready to grow even further in 2026.



"Everyone got the chance to ask advice on their own parenting journeys, it was so special to hear them support one another and really encourage each other to keep being the amazing parent they are. Thank you to all the ladies who showed up for themselves."

Reflection on arts event from attendees (Photo above)

Housing Support for Younger People Mid Ulster

The HSYF Mid Ulster team approached our 20th year with the usual mix of grit and heart for our service users. While referrals dipped slightly, our demand didn't – staff shortages and recruitment challenges meant the team carried heavier caseloads while still delivering strong outcomes. Young people moved from homelessness into safer homes, built independence, and accessed grants that genuinely changed lives, from Buttle support to warm packs and baby hampers. The service has made huge strides with the NIHE, building a leading reputation for positive results through the Homelessness Prevention Fund,

Despite pressures, satisfaction stayed at 100%, and partnerships flourished – from churches delivering Christmas meals to councils backing safety and wellbeing initiatives. Staff development was enhanced, with new qualifications, mental-health training, and a renewed focus on service-user involvement. As one young person put it: "I've received all the support I needed – even in areas I didn't expect."

Young people supported

196

In support grants obtained (£)

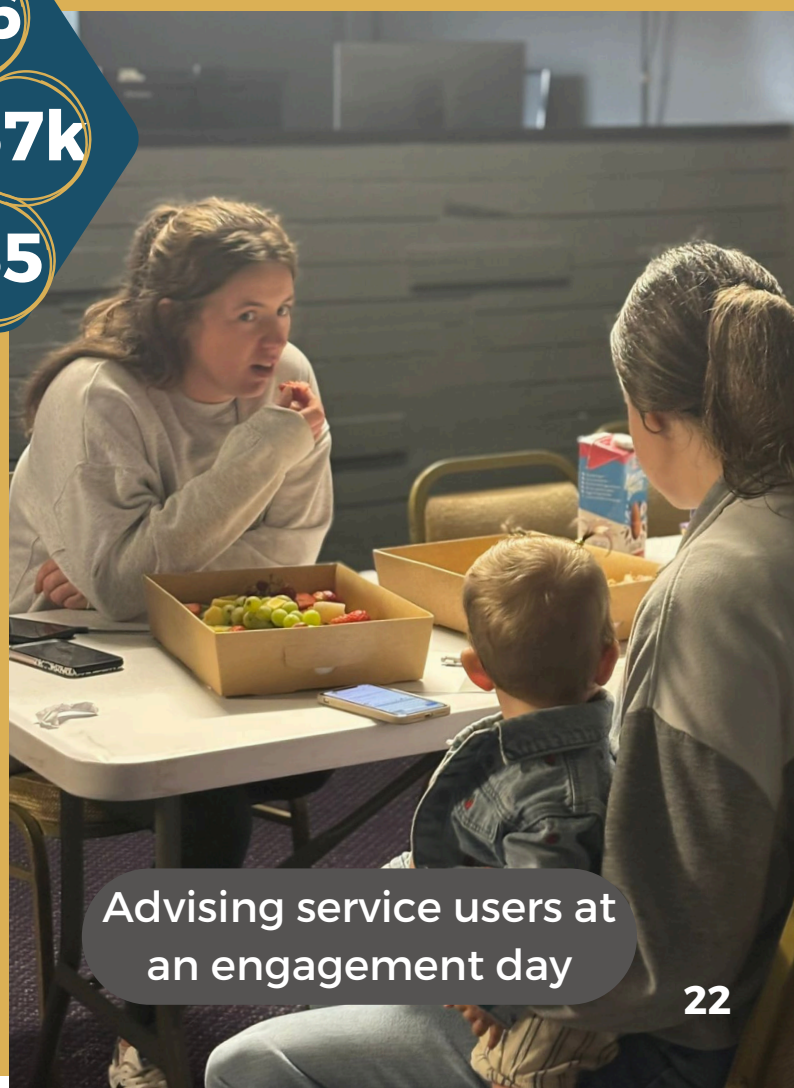
37k

Cases with successful closures

135

"The BCM team, are a valued partner withing the ABC and Mid Ulster council areas. The work they undertake makes a significant difference in the lives of the service users that they support"

Ards Borough Council member



Advising service users at an engagement day

County Down

The HSYP Ards & North Down service had a year defined by determination and hard graft. With half the year running on just two support workers, the team still supported 100 young people, kept satisfaction at 100%, and delivered genuinely life-changing outcomes. Alongside the progress made through 1:1 support, we accessed £14k in grants for essentials like white goods and laptops, and took part in new programmes tackling healthy relationships and independence.

Demand didn't drop in spite of our staffing pressures, the service maintained strong utilisation and high-quality support. Community partners stepped up too, from churches providing Christmas gifts to councils funding safety and wellbeing initiatives. As one young parent put it: "I finally settled into my own home with my baby... the support and care was amazing."

48

Support cases initiated via local health trust

125

Young people supported + 600 indirectly benefited



HSYP team members training to recognize signs of domestic abuse

"I wanted to say thank you for all the help you have given me. It's the reason I finally settled into my own home with my baby and in such a better place. I could not recommend BCM enough, the support and care was amazing".

Service User

Housing Support for Older People

Belfast

Delivering a vital service, our Belfast team has received 188 referrals and closed 123 cases this year, averaging 10 closures per month. Most support lasted 6-12 months, with shorter cases linked to NIHE tenancy-sustainment funding and longer cases involving complex needs such as mental health, hoarding, addiction, or limited social support. Giving a balanced picture of the people we support, outcomes at closure included 39 service users completing a full programme of support, 13 moving into residential care, 22 deciding that they no longer needed the service, and 11 people passing away. We are increasingly seeing private renters and home owners in a situation of being “house-rich, cash poor”- effectively unable to afford upkeep of their properties.

Support focused on maintaining tenancies, accessing benefits, improving home safety, and addressing health needs. The team managed 14 adverse incidents, including medical emergencies and safeguarding concerns, and recorded no complaints. Added-value funding enabled 26 NIHE tenants to receive practical help such as deep cleans, gardening, decorating, and white goods. A successful Christmas lunch brought together 16 isolated older people, strengthening social connection.

"We'd be lost without all your hard work Linda I know it's been a lot but my brother and I are truly grateful that this is more progress than we've ever had with our mum. I hope she realises how much effort has gone into all this and puts some effort into living a better life."

Message from daughter of service user after a visit



HSOP Service users getting crafty

Southern Trust Region

In later life, the significance of the word **home** can take on many meanings. It can mean safety and stability, but it can also be an embodiment of an older person's isolation and declining self-care.

The service had high referrals in 2025, and 92% of our referrals took up our support—a huge achievement for a floating support team stretched by staff sickness and vacancies. Support workers helped older people stay independent, secure grants worth over £58k, and even delivered 37 Christmas dinners and 24 gift bags.

There were difficult moments—complex cases, and the emotional weight of bereavements, but staff resilience shone through. Stakeholders gave 100% positive feedback, and service users were overwhelmingly grateful. One summed it up perfectly:

"You have been great... you've made a huge difference in my life."

£58.5k

In direct discretionary payments accessed for service users

167

New referrals into the service from local partners

92

Percent of referrals successfully engaged with the programme



Members of the HSOP team and attendees of a women's day event



"Being part of Croi for Change has meant a lot to me. It's given me a space where my voice is valued and where people with lived experience can come together to support each other and speak up about the changes that are needed."

Campaign member

Community Campaigning alongside Trussell UK

BCM has embarked on a two-year partnership with Trussell to get people with lived experience of poverty involved in steering campaigns for change. Their campaign, entitled Croi (meaning heart in Irish) for Change, ventured to Westminster for Trussell Lobby Day, joining over 700 anti-poverty activists from across Great Britain and Northern Ireland to speak directly to politicians and demand they Guarantee Our Essentials. On Standing in the halls of power and reminding politicians that they work for us was a pretty powerful moment for us all.

Back in Belfast, much of 2025 has been about building and empowering the campaign team and supporting them in using their stories as a tool to fight injustice. As one member put it:

"Armed with bags of pasta (the most over donated item to foodbanks), campaign stickers and balloons, we also launched our campaign against illegal letting fees, and we've been out across the city gathering stories and making sure renters know they're not alone."

Therapeutic Counselling: County Down

The prevalence of mental illness among children and young people in Northern Ireland is significantly higher than in other UK regions, with young people living in deprivation, in single-parent households, or in urban areas facing markedly higher rates of anxiety and depression. (Mental Health Champion NI, Engagement Report, Nov 2023)

Our Therapeutic Counselling Service works with a small number of young people age 18-25 each year, offering free and confidential mental health counselling. The service is designed to help those young people through a range of traumatic situations, promoting self-help and structured ways of managing better mental and emotional wellbeing.

"Thank you for supporting me and getting out of dark places -without this extra support I wouldn't be where I am today. I have learned so many life skills, techniques to deal with my "stressors" and about my own insecurities. I will definitely recommend this service to friends and family. "

"Talking about things helped me get them off my chest and I learned new ways of dealing with my problems "

"It has reassured me about my thoughts and feelings. "

Service User Feedback



In 2025, our work has been supported by a wide range of funders and contractual partners, including:



Garfield Weston
FOUNDATION

Northern Ireland **Housing** Executive



supporting**people**
supporting independence



Ards and
North Down
Borough Council

 **Trussell**
Ending hunger together



Northern Health
and Social Care Trust



Southern Health
and Social Care Trust



South Eastern Health
and Social Care Trust



Belfast Health and
Social Care Trust



Enkalon
Foundation



LINEN
QUARTER
BID

The
Rank Foundation
a pebble in the pond



Laing Family Trusts

MC
fpmccann



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**HC Homeless
Connect**



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