



Annual Report: Our Impact

Activities from April 2020 to March 2021

Building a Resilient, Connected, Healthy and Happy Keighley

About KHL

KHL is a registered charity based in Keighley, West Yorkshire which develops, delivers and supports a range of initiatives that aim to:

- tackle health inequalities
- improve physical and mental health and well-being
- work towards a strong integrated community where people from different backgrounds live, work and socialise together, based on shared rights, responsibilities and opportunities
- provide inclusive and accessible community health services (support & delivery)
- reduce social isolation and loneliness
- co-design innovative interventions for individuals and our community's health
- have a test-and-learn, iterative approach
- share learning and insights that support local and national strategic health outcomes.

We work across Keighley, Airedale and Wharfedale through outreach work in community health, care and educational settings. Complementing this, we have a community centre in the heart of Keighley which is accessible to all local people and is for community groups to use. Alongside regular activities we provide opportunities for social events, volunteering, students and work placements, training, capacity building, healthy lifestyles programmes and counselling. We work with around 3,000 people a year.

Our Community

People living in Keighley are a resilient group of people but they face high levels of health inequalities just because of the area and conditions in which they were born, grow, live, work and age. These conditions influence their opportunities for good health and shape their mental, physical and social wellbeing. Keighley Healthy Living work closely with residents of Keighley, health professionals, the VCSE and local and national strategic partners to tackle and reduce health inequalities that arise for local people.

Keighley is a socio-economically deprived area and has an ethnically diverse population, including BAME and other ethnic minority groups, refugees and asylum seekers. Statistically 22% of people living in Keighley fall within the 10% most deprived.

The Keighley population is older than the UK average and Keighley is a recognised older person's location. Comparative to UK data, Keighley has a high incidence of child and adult obesity, tooth decay and type-2 diabetes as well as a low proportion of people eating five portions of fruit and vegetables per day. Physical activity engagement is lower than the national average in all age groups and does not meet NHS guidelines for activity levels, across the lifespan.



Our Impact

Our work makes a vital difference to the Keighley community. We help improve people's mental, physical & social health and support those at risk of loneliness.

We have excellent feedback from our users and our impact demonstrates:

- Enhancement of people's physical and mental wellbeing, with a person-centred approach that enables them to take the lead in making better and healthier lifestyle choices that improve quality of life.
- Improved access to a welcoming place to connect with new people in meaningful ways and build supportive networks.
- Increased confidence and experiences which results in new opportunities and improved self care.
- Clear navigation to access appropriate support which improves their resilience and coping strategies.
- A stronger local community that builds on local assets by connecting and/or creating networks with individuals, groups and organisations.

Michelle's Story

“I had brain surgery for epilepsy when I was 29. I’ve had mental health problems for a long time. I used to work but I had to take early retirement. The first group I came to at Keighley Healthy Living (KHL) was Hearing Voices, a healthcare group for positive mental health. I also joined the weight loss programme. I take a lot of medication so the theory was that it would help me reduce my dose. The weight loss programme was really interesting and I really enjoyed it.

But it’s the Conversation Café which I enjoy the most. I get to interact and meet people- having contact with people outside my family. My parents and my sister are great but it’s good to have friends, that’s really important for me. It does me a lot of good and my GP recommends it.

During lockdown, he always said it was the social interaction I was missing. Sometimes it’s hard to find the motivation to come here. It’s one of them things where if you don’t feel like going, you’ll feel better once you’ve been, it really is worth getting out of bed for!

The staff at KHL are a friendly bunch. They always make you feel welcome and they’re there if you need help. They know our backgrounds and they’re in touch with our doctors, there’s always someone that you can turn to, and that’s not something you get everywhere.”



Overview

The start of the financial year saw us at the beginning of the first national lockdown due to COVID-19. We had to close our community building and adapt our services in order to support people with their health and wellbeing.

Lockdown resulted in many changes and challenges for the people of Keighley. Working side by side with our whole community, including existing clients, organisational partners and funders we adapted our approach and services to meet local needs. This year has been a year of innovation and development at KHL.

We had to adapt and change how we all worked and develop new and creative ways to engage with our community. Our aim was to support the whole community and reach people who are isolated, living with physical or mental health conditions, barriers to health care, young parents and families, as well as older people.



Overview (continued)

We were determined not to let the pandemic hold us back in developing as an organisation. A huge accomplishment was the purchase of our community building, after 13 years of renting the building. Our refurbishment programme was launched thanks to a number of successful funding grants which began with replacement of all the windows and doors.

It has been a year of transformation for our team, with new trustees bringing fresh insights and skills to our leadership. Our staff numbers grew from 5 to 11 employees. Being a good employer is important to us and we prioritised staff support throughout the year. Embracing new ways of working, technology and offering continued training as the challenges of the pandemic took hold.

The changes within the organisation have been underpinned by a refresh of our policies, IT systems and databases including a resilience review of our systems.

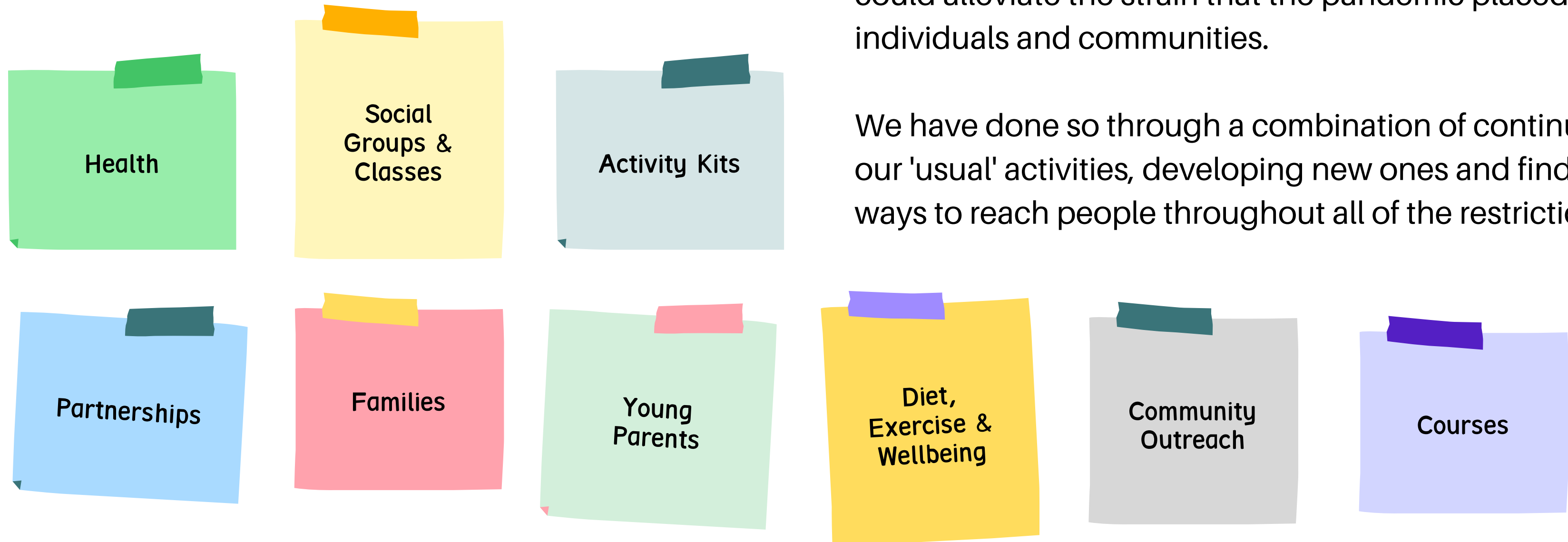


Our Activities

This year has been marked by the extraordinary challenges posed by the COVID-19 pandemic. It has been a year of unprecedented challenge for everyone.

Our priority throughout the pandemic has been to work innovatively to overcome those challenges, so that we could alleviate the strain that the pandemic placed on individuals and communities.

We have done so through a combination of continuing our 'usual' activities, developing new ones and finding ways to reach people throughout all of the restrictions.



SOCIAL GROUPS & CLASSES

Our regular weekly classes and groups went online when lockdown restrictions were in place. Many of the people we work with are over 65 years old, living alone, or shielding and also found using phones and websites challenging. In 'normal' times they are at risk of social isolation so we were very aware that during lockdown we needed to do all we could to reach out to them.

Where needed we also provided IT support (by telephone) and put in place a tablet loan scheme and support with internet access, to enable people to access our groups and to help reduce isolation.

Technology was a barrier for some, therefore we ran our groups using multiple communication methods:

- Telephone calls
- Group chats
- Whatsapp
- Doorstep visits
- Youtube tutorials/new Youtube channel
- DVD tutorials
- Zoom courses & talks
- KHL Exercise Studio
- Facebook Live Classes
- KHL Kitchen Live (Facebook)

Our approach was to use a combination of all of the above to ensure no-one was left out. Everyone had a chance to stay connected on some level.

A woman with short blonde hair and glasses, wearing a red and white plaid shirt and bright pink pants, stands on the stone steps of a building. The building has a rustic stone facade and a window with a white curtain. The text '80 PEOPLE ENGAGED WITH OUR DVD COURSES' is overlaid in white on the bottom left of the image.

**80 PEOPLE
ENGAGED
WITH OUR
DVD
COURSES**

"I feel without that weekly contact I would not have got through the past year or so with my mental health intact."

Social groups 'The Shed' and the drop-in were moved to the telephone in what we now call the **Conversation Cafe**. This provided a much needed regular contact with the world for those most at risk of being isolated, especially those who do not use the internet.

When restrictions allowed we ran the **Outdoor Cafe**, a twice weekly session in our garden that allows those at risk of social isolation to meet and socialise in a COVID-19 safe space.

45
people
attended the 28
outdoor cafe
sessions throughout
the lockdowns

"I can't begin to say how valuable it is to be able to stay in touch with the people I would normally see on a weekly basis at Keighley Healthy Living. Being able to talk to and see everyone from my art classes feels like a lifeline right now."

Art 4 All Participant





"I lost my husband just prior to lock down, it's been hard. It's good to come out and meet people."

Group participant

ACTIVITY KITS

The Gardening Project became the starting point to invent activity kits to keep people engaged and active during the first lockdown. We created a distribution system working with local primary schools, community centres and foodbanks across Keighley. We connected with 'Participate' a social venture support organisation who connected us with local community entrepreneurs Bee Outdoors, the Free Seed Company and Woodville (a social enterprise hub in Keighley) to resource the kits.

It was a creative idea to connect many organisations together and paved the way for producing so many resources and kits with a meaning. We were distributing via schools, community centres and food banks approximately **200 activity kits per week** throughout the first lockdown. These were just one tool which we used to keep engaged with communities throughout lockdown and reach those at risk of social isolation.

In addition to our activity kits, we also worked innovatively to engage people:

- New projects including doorstep photography, themed walks, summer challenges and the Keighley Skipping Project.
- Young parents' group and families were supported through the activity kits as well as social media groups and doorstep drop offs.
- New Walking Groups - including one to one sessions when restrictions didn't allow higher numbers.



3,500
Activity kits
distributed from April to
September

COURSES

Again, we had to be creative in the way we delivered our short weekly courses. Having a wide variety of activities that would engage different people in a safe way through the various COVID-19 restrictions.

Our online courses (Zoom, Youtube & Facebook live) included:

- Beginners' Patchwork
- Healthy Eating
- Cooking
- Yoga
- Dance Exercise
- Ballet Be Fit
- Art
- Fall Prevention Exercise

It became obvious that some members of the community would not manage to do any activity online. Therefore we developed a series of DVD courses that had additional support in the form of weekly phone calls from a tutor:

- Beginners' Art DVD
- Seated Exercise DVD
- Fall Prevention Exercise DVD

Where possible, new in-person courses were delivered in line with the current COVID-19 restrictions, including:

- Outdoor Photography
- Walking with Tai Chi
- Walking with Skipping



184
People attended
short courses



2,234
People watched
our online videos

Gill's Story

“I have a complex set of health problems. I have chronic fatigue syndrome (CFS) and fibromyalgia (FM), and I’ve also got Parkinson’s tendencies. A few years ago, I started getting very ill. My sister lives in Keighley; she used to come visit me but I was three buses away. In the end, I decided to move closer to her and got a little flat. I didn’t know anyone here, that’s where Keighley Healthy Living (KHL) has come in and it’s helped me a lot. Sociably, it’s given me a lot of interaction and the opportunity to make new friends and learn new things.

I came to know about Keighley Healthy Living (KHL) through my sister. She came here for healthy cooking classes and weight loss club. I started getting involved with the Conversation Café and the Games Café. I also do exercise classes, like the Ballet Be Fit and the balance class. The balance class helps if I fall over. They teach us how to get back up without hurting ourselves and strengthen our muscles and bones. I’ve got quite a bit going on. I have to watch myself though, because of my condition and all the medication I’m on, I can overdo it sometimes!

I’ve always been an independent person. Before I became ill, I worked in respite care. When the illness hit me, I felt angry and thought ‘why me?’ But I’m very determined, I wasn’t going to let it beat me. I’ll use two walking sticks if I have to. I have no intentions of being in a wheelchair! I want to keep active and enjoy group activities and KHL lets me do that.”




FAMILIES

As we went into lockdown the feedback from families was 'we need things to do'. Our activity and food kits were in direct response to this. We drove to homes and delivered the kits, which centred around healthy eating and exercise ideas, that were suitable for all ages.

Working in partnership with local food banks, community groups and schools helped us to establish a resource distribution scheme. Items such as craft material, outdoor play and gardening equipment were sent to vulnerable families. One of the more fun examples to come out of this was the local men's shed making over 200 skipping ropes that added to the **600 skipping ropes** we gave out to families across Keighley.

We then went in to four schools, teaching skipping and giving out ropes and activity packs to the key worker and vulnerable children that were in school at that time.

OVER 2,000 FAMILY RECIPE KITS
WERE DISTRIBUTED



"Thank you so much, the kids looked forward to seeing you out of the window each week, and the recipe kit gave us all something to do and eat!"

Kit recipient

Whenever restrictions allowed, our outdoor space and garden were key to supporting small groups and one-to-one activities to take place once again.

Holiday hunger was raised as an issue and therefore **24 Healthy Holidays sessions** took place over the summer for children and young parents. These took place both in our garden and at outreach locations including the Sue Belcher Centre. Activities for children included Forest School, Games Cafe, Art group sessions and cooking.

Out of our conversations with service users and partners we identified the need for resources. In particular a number of people had limited/no cooking equipment and the need for cooking equipment, especially for families on very low incomes, became apparent. During this time we provided **40 free cooking sets**.



YOUNG PARENTS

Due to COVID-19 restrictions a new young parents' Facebook group, that allowed us to share information and young parents to discuss issues in a 'safe space' was created in March 2020. It currently has **90 active members**. This is in addition to the main T-natal Facebook page with **490 members**.

Our online activities for families and young parents included 'watch parties' to entertain the children, sharing of recipes both from ourselves and peer to peer, colouring sheets and the sharing of pictures and things to do by families themselves.

Our work with young parents also developed into a mix of remote and in-person activities. These included doorstep/garden visits and even roadside visits from our Young Parents Coordinator's car.

Working with the young parents we established what their various needs were. A lot of our provision during lockdowns was sending 'things to do' out for the children, which often centred around healthy eating and exercise and included cooking ideas and outdoor activities.

**In the first lockdown
we gave out:**

- **29 PIZZA KITS**
- **33 ACTIVITY KITS**
- **10 'INSPIRE ME' KITS**
- **10 BEAUTY PACKS**
- **10 PASTA KITS**
- **15 OUTDOOR ACTIVITY KITS**
- **12 SAFETY GATES**
- **30 BABY & CHILDREN'S ITEMS**
- **10 BEAN CHILLI FOOD KITS**



As restrictions eased we offered **parents and children's groups** that took place at Cliffe Castle and in the KHL garden.

We also tweaked the wider summer challenges that were set for the Keighley community, so that they were appropriate for young parents and gave them their own prize for participation.

"Doing this we have the inspiration to make the effort to get going and see us through what would otherwise be such a lonely time"
Online group attendee

How to Make a Margarita Wrap Pizza

- Take a wrap and add a few spoonfuls of...
- Add any vegetables - pepper slices...
- Sprinkle a little oregano herb on top...
- Sprinkle the cheese all over the wrap...



hope you have fun making your pizza wrap. Enjoy!

SOFFLE
all natural

Cheese &
Spring onion



"We loved the kits and making pizza has now become something we regularly do. You made lockdown easier for me and my baby and I can't thank you enough"

Family recipe kit recipient

DIET, EXERCISE & WELLBEING

Our regular weekly exercises went online with a mix of Youtube, Facebook and Zoom classes on offer. Again people were offered one to one support via the telephone to get online where and when needed. We offered free online exercise classes five times a week over the lockdown periods.

The Staying Steady group, which is delivered in partnership with Positive Strength Training CIC supported their online classes with a fall prevention goody bag and regular doorstep visits to support the online exercise classes.

Our walking groups proved very popular throughout the year. The format of the groups often changed to one-to-one walks throughout the year in line with the COVID-19 restrictions. We mixed some of the walking groups with other activities e.g. Walking with Tai Chi and Walking with Photography.



**47 PEOPLE TOOK PART IN OUR
WALKING GROUPS**

We delivered weekly 'live' cooking demonstrations via our 'KHL Kitchen' on Facebook.

Our nutritionist delivered both one-to-one support and group support by phone and Zoom to support people to lose weight and keep healthy during the lockdown periods.

19 people undertook the healthy eating course and received a healthy eating booklet/journal as well as the online and telephone support.

**16 COOKING DEMONSTRATIONS -
AVERAGE 241 VIEWS EACH VIDEO**

**2,234 UNIQUE VIEWS FOR OUR
ONLINE VIDEOS, CLASSES AND
COURSES.**

*"I've tried all
sorts of diets in the past and I
haven't been able to keep the weight
off but by just eating a healthy
balanced diet, the weight loss has
been more sustainable"*

Healthy Eating Group Member



A group of people are walking away from the camera on a paved path in a park-like setting. The path is lined with trees and greenery. In the foreground, two women are walking side-by-side, holding hands. The woman on the left has short white hair and is wearing a dark jacket and blue pants. The woman on the right has long brown hair and is wearing a long, dark quilted parka and blue pants. They are walking towards a group of other people further down the path. The background is slightly blurred, showing more trees and a bright sky.

"I met my friend through KHL and without her I
couldn't have survived the last few months"

Walking group participant

HEALTH PROJECTS

GP Connect is a pilot partnership project which aims to improve access to digital health tools for the community. Two hubs were set up in April and June as lockdown eased (located at the Sue Belcher Centre and Highfield Centre). The planning for the hubs involved representatives from both community centres, Keighley College and Modality Health Partnership. The aim of the hubs is to support members of the community to learn how to complete an eConsult, download the NHS app and/or speak to a social prescriber.

KHL led on a pilot piece of research funded by the West Yorkshire and Harrogate Health & Care Partnership, partnering with Modality GPs & VCS. We are to co-design and test a new health and care pathway to better connect patients with musculoskeletal conditions and chronic pain from solely clinical or GP care into community-based health care solutions, through activities that KHL already deliver and newly developed offers to meet the specific needs of these patients. This is innovative work which KHL will learn and grow from and NHS independent evaluation of the MSK Connect pilot which will be published in October 2021 is expected to generate a lot of interest from health professionals.

"I was so nervous about coming today, I felt a bit sick and nearly backed out but I am so glad I came, it's been wonderful, even though I didn't feel confident to talk, to just listen to people who understand."

MSK group attendee



PARTNERSHIPS

KHL have strong partnerships in place with local community organisations such as Roshni Ghar, Sangat Centre, Sue Belcher Community Centre and Hainworth Wood Community Centre which increases our reach and the diversity of people we work with. We also work with a diverse range of statutory services, local champions and organisations and strive to continually build new community links to ensure our diversity aims are met.

Throughout this time we have worked in partnership with other community centres and organisations, schools, health professionals, local food banks, funders and the community and would like to take this opportunity to thank everyone for their support.

Thank you also to our committed trustees, staff and volunteers for all your support, dedication and commitment to KHL.



WORKING TOGETHER

TESTIMONIAL FROM SUZANNE CARTER, HEADTEACHER AT EASTWOOD PRIMARY SCHOOL

"Over the lockdown period, we were fortunate to be supported by Keighley Healthy Living with a variety of activity kits for our pupils. These were extremely well received by families who were isolating and felt isolated at home and ensured that they had lifelines through the contact details/help sheets included but also had activities for their children to do while in the home.

One of the best received activities was the skipping project. We were able to facilitate this on the school site for our pupils who were attending school at the time. The session was led by a KHL worker and pupils took part in small groups; they were able to take their skipping ropes home with them afterwards.

This was a great way to introduce pupils to an activity they could do at home to keep fit and healthy but the bonus was they could then take the equipment home to facilitate them actually being able to do this. The smiles of delight and pleasure on the children's faces as they took part were a joy to see and many of them report that they 'Still have my skipping rope' and 'I'm getting better at skipping now - I can do 50!'"

"We are very grateful for the support of KHL over the years here at Eastwood and would want the public and other agencies to be aware of the positive impact of their work on our community."



"KHL's ability to readily reach and work with families who needed the extra support was fantastic."

COMMUNITY OUTREACH

Testimonial from Dan Palmer, Heritage Parks Officer

"As Heritage Parks Officer for Cliffe Castle I regularly organise free fun activities on site for the whole community. As COVID struck we were quickly forced into rethinking how we were best able to support locals especially disadvantaged families who may have relied upon our institution for cultural, creative and heritage experiences.

It became apparent that we would need to further strengthen links within our local network and key to this was KHL.

As the crisis deepened we were in regular contact to support the KHL Healthy Holidays scheme, creating clever activities and experiences to the background of an ever changing set of rules.

Perhaps my favourite example of this was the work done to Get Keighley Skipping for Health. The video we created together was fantastic and sold the benefits to a massive proportion of our residents. Bringing on board so many local businesses and organisations within the video creation was a boost to our networks and the town as a whole. Couple all this with many of the free skipping ropes being handmade by the Lions Den Shed (charity set up to deal with isolation in men) made for an amazing community project, key to which were KHL as a conduit to bring it all together."



Healthy Living

Thank you to all of our trustees, staff, volunteers and funders who have supported our work. We are very grateful to so many who have given so much over this year. [Company No: 04190506](#)

with support from:

