

CASE STUDY

GATHERING FOR GROWTH: THE WARM ROOM AND ITS ROLE IN COMMUNITY WELLNESS

PARTICIPANT EXPERIENCE

Margaret, a widow in her sixties, joined the Old Fire Station Community Centre after feeling isolated following her husband's passing. Initially hesitant, she attended the Warm Room, where she found companionship over hot bowls of soup. **"I felt invisible, but here, people actually listened to me,"** she shared, describing the warmth and acceptance she experienced.

INTERVENTION STRATEGIES

Volunteers employed active listening and group discussions to promote a sense of community among participants in the Warm Room. They encouraged sharing personal stories, which helped Margaret and others connect. **"It was comforting to hear I wasn't alone in my feelings,"** Margaret noted.

OUTCOME MEASUREMENT

Success was measured through participant feedback and attendance records. Over time, Margaret became a regular attendee and reported feeling more engaged in community life, stating, **"I look forward to coming here every week."**

BARRIERS TO SUCCESS

Margaret faced challenges such as transportation issues and social anxiety. The centre addressed these by creating and distributing leaflets about parking and local transport, and ensuring a welcoming atmosphere that encouraged participation.

FEEDBACK AND IMPROVEMENT

Margaret highlighted the importance of the supportive environment, saying, **"Every time I come, I feel more at home."** This feedback led to the centre incorporating more social activities to strengthen community bonds.

COLLABORATION AND SUPPORT

Volunteers collaborated with local transportation services to provide travel options for participants, enhancing accessibility for those with mobility challenges.

COMMUNITY IMPACT

Margaret's experience reflects the centre's role in reducing loneliness in the community. Anecdotal evidence shows an increase in social interactions among attendees, promoting a tighter-knit community.

PERSONAL INSIGHTS

A volunteer shared, *"I've seen how isolation can impact mental health. It's essential to create a space where people feel valued and heard."*



FUTURE RECOMMENDATIONS

Volunteers suggested expanding the Warm Room hours and introducing themed discussion days to encourage more participation and engagement.

SUCCESS STORIES

Margaret's transformation from isolation to active community member illustrates the positive impact of the Old Fire Station Community Centre, showcasing the power of companionship and support.

OUR STATS

between 1st April 2023 to 31st March 2024

NUMBER OF
SESSIONS



46

NUMBER OF
ATTENDEES



105

NUMBER OF
REPEAT
ATTENDEES



59

FOOTFALL



680

Footfall refers to the count of individuals who enter a specific activity or session within a certain period.