



## BEER-HARRIS MEMORIAL TRUST – SIX-MONTH GRANT REPORT

**Organisation:** Maggs Day Centre

**Reporting period:** May–October 2025

**Grant amount:** £1,000

This report outlines how Maggs Day Centre has used Beer-Harris Memorial Trust funding to advance and support adult mental health and recovery, with a particular focus on adults experiencing severe and enduring mental illness (SMI).

Maggs provides trauma-informed, non-clinical mental health support to adults experiencing homelessness and extreme social exclusion across Worcestershire. Our work prioritises recovery, dignity, social inclusion, and early intervention — closely aligned with the Trust's stated aims.

### 1. WHO WE SUPPORTED

During the reporting period, the funding supported adults aged 18+ who were:

- Experiencing homelessness or insecure housing
- Living with diagnosed or suspected mental health conditions, including SMI
- Experiencing social isolation, anxiety, depression, trauma, or dual diagnosis

During the reporting period, individuals accessing Maggs' Worcester Day Centre (WDC) presented with high levels of mental health need.

Only **2%** of individuals accessing WDC were recorded as having a *formally diagnosed chronic mental health condition*. However, based on staff assessment and ongoing engagement, it is **estimated that approximately 80%** of individuals experienced **significant mental health challenges**, including anxiety, low mood, trauma, and complex emotional distress.

During the reporting period, **15 individuals** accessing WDC received **direct mental health support** from Maggs staff, including emotional support, engagement, and facilitated access to local mental health services.

### 2. WHAT WE DELIVERED

Beer-Harris funding contributed to the delivery of the following mental health–supportive activities:

- Safe, welcoming day services providing routine, stability, and trusted relationships
- One-to-one emotional support and informal mental health check-ins
- Support to access GP, mental health, and substance misuse services
- Advocacy and practical support to reduce stressors that exacerbate mental ill health
- Group activities that promote social inclusion, confidence, and peer connection

These interventions reduce isolation, improve emotional regulation, and support recovery pathways. Through consistent daily contact, Maggs staff were able to identify unmet mental



health needs, respond early to deterioration, and support individuals who were otherwise reluctant or unable to engage with formal services.

### 3. OUTCOMES & IMPACT

Key outcomes observed include:

- Reduced anxiety and emotional distress among regular attendees
- Improved engagement with support services and treatment pathways
- Increased trust in professionals and willingness to seek help
- Greater sense of belonging, routine, and purpose
- Prevention of crisis escalation (e.g. reduced A&E presentations, fewer emergency interventions)
- Increased engagement from individuals previously reluctant to access mental health services

Where possible, Maggs tracks engagement, service uptake, and qualitative feedback to evidence impact.

### 4. MEASURING IMPACT

We measure impact through:

- Service usage and engagement data
- Staff observations and case notes
- Service user feedback and lived experience insight
- Partner feedback (health, housing, outreach)

While outcomes are often qualitative, they provide strong indicators of recovery and stabilisation for individuals with complex mental health needs.

### 5. CASE STUDY (ANONYMISED)

*Fi began accessing Maggs' Worcester Day Centre in August 2025 after she and her partner became homeless. Fi experienced persistently low mood and high levels of anxiety and was extremely reluctant to engage with support services beyond meeting her most basic needs. Her mental health difficulties had led to significant self-neglect and withdrawal.*

*Through daily, informal contact with Maggs staff, a trusting relationship was gradually established. This consistent, non-judgemental support enabled staff to begin conversations around mental health and to gently encourage engagement.*

*Over time, Fi agreed to meet with local mental health professionals who provide a drop-in service at the day centre. As a result, she is now in a position where staff can actively support her to begin addressing her housing situation and wider support needs.*

This case demonstrates the importance of long-term, relational, trauma-informed support in enabling recovery and re-engagement for individuals experiencing severe mental distress.

### 6. USE OF FUNDS



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Beer-Harris Memorial Trust funding supported core delivery costs associated with:

- Frontline staff time
- Day service provision
- Mental health–supportive activities and engagement

This contribution helped sustain services that directly support adult mental health recovery.

## 7. REFLECTIONS & LEARNING

The reporting period reinforced the importance of:

- Long-term, relational support for people with SMI
- Non-judgemental, trauma-informed environments
- Early intervention to prevent crisis escalation

Demand for mental health support within homelessness services continues to increase.

## 8. LOOKING AHEAD

Over the coming months, Maggs will continue to:

- Strengthen mental health partnerships
- Improve pathways into clinical support
- Enhance data capture around mental health outcomes
- Advocate for trauma-informed responses to homelessness

We are grateful to Beer-Harris Memorial Trust for enabling this vital work.

**Thank you to the Trustees of the Beer-Harris Memorial Trust for their generous support and commitment to improving adult mental health and recovery.**



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