



Impact report

2025–26

Our **purpose.**

Our **promise.**

Our **impact.**

About us

We are a registered charity providing mental health and wellbeing support across Bradford, Airedale, Wharfedale and Craven. We offer a range of services and approaches to meet the needs of our people and communities, where and when they need us.

Working in partnership with other organisations, we provide support to help people live positively and independently, to build a brighter future.

A number of our services are delivered by peer support workers who have their own lived experience of mental ill-health. Our teams mainly work with people with a severe mental illness (SMI) or multiple complex needs.

“

Thank you to The Cellar Trust and thank you with all my heart to my Support Worker.

Two years ago, I was not sure I would be alive to write words like these. Today I am, and I owe that to you.

”



Welcome

By our CEO, Kim Shutler, MBE

This year's Impact Report marks the final year of our 2021–2026 strategy. It provides an opportunity to reflect on what has been achieved over the past five years, celebrate the difference our work is making, and thank the people who make that possible every day.

Today, The Cellar Trust is a growing, trusted and ambitious mental health charity. We are supporting more people, working in more places and building stronger partnerships than ever before. Throughout this strategy period, we have expanded our reach and developed new services and ways of working, helping more people to access support that is personal, practical and connected.

As we have grown, we have remained focused on delivering high-quality support and strengthening the organisation behind our services.

We have invested in our people, strengthened governance and quality arrangements, and continued to develop partnerships that help people receive the right support at the right time. We have also worked to better understand who we are as an organisation and how we can become more inclusive and representative of the communities we serve. These insights are helping us create a culture where people feel valued, supported and able to thrive.

None of this would have been possible without the dedication, compassion and expertise of our staff and volunteers. Every day they make a difference to people's lives, often during some of the most challenging times they face. I would also like to thank our funders and partners across the NHS, local authorities and the wider VCSE sector. Your support, trust and collaboration have been central to everything we have achieved together.

While this report reflects on the progress made over the last five years, it also provides a foundation for the future. The needs of people and communities continue to evolve and grow, and the importance of accessible, high quality mental health support has never been greater. We also know that the pressures across health and care are significant.

As we launch our new 5 year strategy, we do so from a position of strength. Building on the achievements highlighted in this report, we will continue to work with communities, partners and people with lived experience to provide specialist mental health support, tackle inequalities and help more people to thrive. I hope you enjoy reading this report and feel as proud as we do of everything that has been achieved together.

Kim Shutler MBE

Chief Executive Officer



“

The needs of people and communities continue to evolve and grow, and the importance of accessible, high quality mental health support has never been greater.

”

Things that made us proud

2025–26



1

We helped **11,600** people with our services this year.

2

We helped over **600** people move into employment or education, return to or remain in work.

3

We provided over **36,000** sessions of support.



We launched new services

Healthy Working Life

Healthy Working Life

Working together with the West Yorkshire Combined Authority, NHS West

Yorkshire Integrated Care Board and VCS Alliance, this service offers therapy and employment support for people struggling to work, especially in the health and care sector.



Commissioned by the NHS we launched a new **Trust Therapies Service** in January 2026.

For individuals with complex or serious mental health needs, this service supports people with complex trauma, complex and/or prolonged grief and loss, long-term or chronic health conditions and relationship or psychosexual difficulties.



We won awards



Since opening in July 2025, Farfield has become central to our delivery model; bringing together VCSE partners and health services. Farfield was recently awarded for **Delivering Value** and shortlisted for **Social Impact and Retrofit** via RBS Architects at the **Constructing Excellence Yorkshire & Humber Awards 2026**.



Our first truly co-designed service HOPE supports people with complex trauma was originally funded by the Big Lottery. Due to its impact in the district, we have now been awarded a 3-year NHS contract.

This year HOPE's impact continued to be excellent with a **180%** increase in referrals and an **89%** increase in people accessing services. We are also delighted HOPE won a **National Positive Practice in Mental Health Award** in 2025 for peer support.

1

Crisis & urgent Care

Safe Spaces

Urgent crisis support, as an alternative to A&E.

MAST

Hospital-based peer support with partner services & in the community when needed.

2

Support for trauma

HOPE

Supporting people with a history of trauma.

Trust Therapies

Complex Trauma therapy.

3

Independent living

Enablement & Recovery

Recovery & independent living.

4

Therapy

Trust Therapies

Psychological therapy support.

Healthy Working Life

Retaining or returning to work

5

Recovery & community support

Reach

Rebuilding confidence & social connections.

HOPE

Supporting people with a history of trauma.

CORE

Building independence, improving wellbeing & connecting with community networks.

Pathways to Employment

Finding & sustaining employment.

Enablement & Recovery

Recovery & independent living.

Keighley Pathways

Supporting with challenges.

6

Finding or staying in work

Pathways to Employment

Preparing for, finding & sustaining employment.

Talking Therapies Employment Service

Specialist employment advice alongside NHS therapy.

YBS Charitable Foundation

Building Bradford Skills Fund

Overcoming barriers to finding employment.

Healthy Working Life

Retaining or returning to work

A journey with us

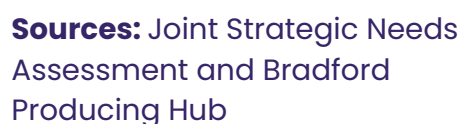
Everyone's journey is different and never linear. We work with people in the moment wherever they are in their journey. We are short-term in many of our services but our ethos keeps long-term wellbeing at the heart of our work.



Impact Report 2025-26

Saltaire

Saltaire



Who we support

Gender

Not known or prefer not to say

1.4%

Transgender individuals, Non-binary or other gender identity

1.8%

Male including transgender men

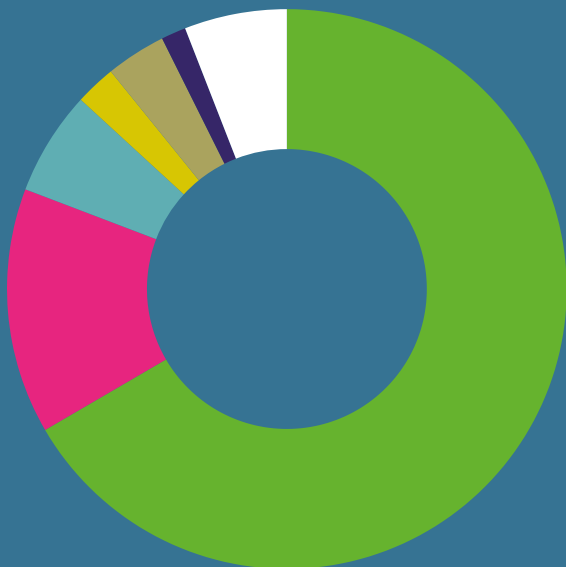


41.1%

Female including transgender women



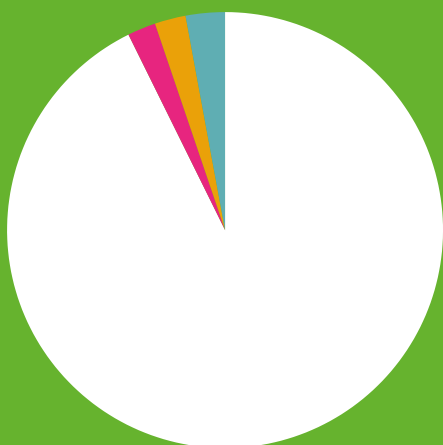
55.9%



Ethnicity

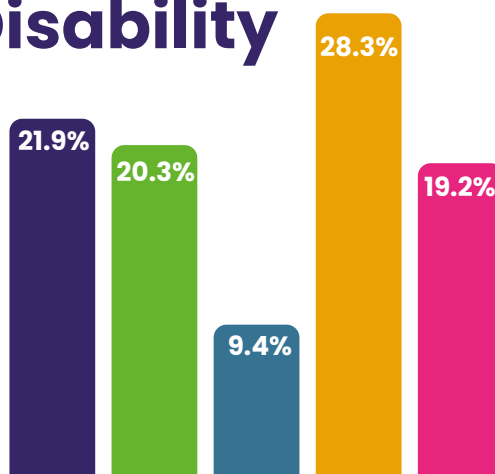
- White British/Irish **65.2%**
- Asian/Asian British - Pakistani **13.9%**
- Any other White background **3.4%**
- Black/Black British - Caribbean **2.3%**
- Mixed - White and Black Caribbean **1.8%**
- Asian or Asian British - Indian **1.4%**
- All others **5.8%**
- Not stated/Not known **5.9%**

Language



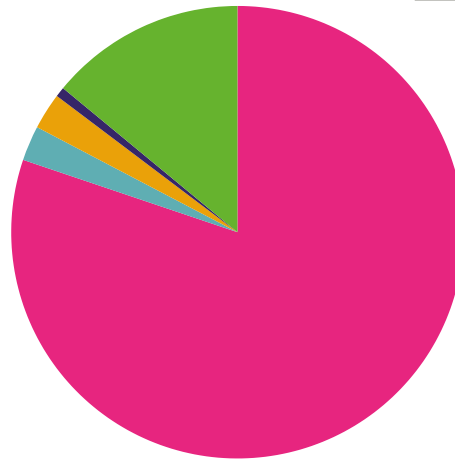
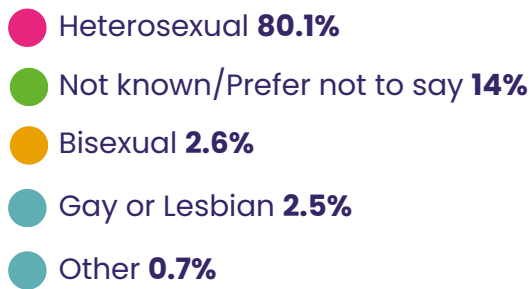
- English is their main language **92.6%**
- Their main language was not English but they didn't need an interpreter **2.1%**
- Their main language was not English and an interpreter was needed **2.3%**
- Not known/Prefer not to say **2.9%**

Disability

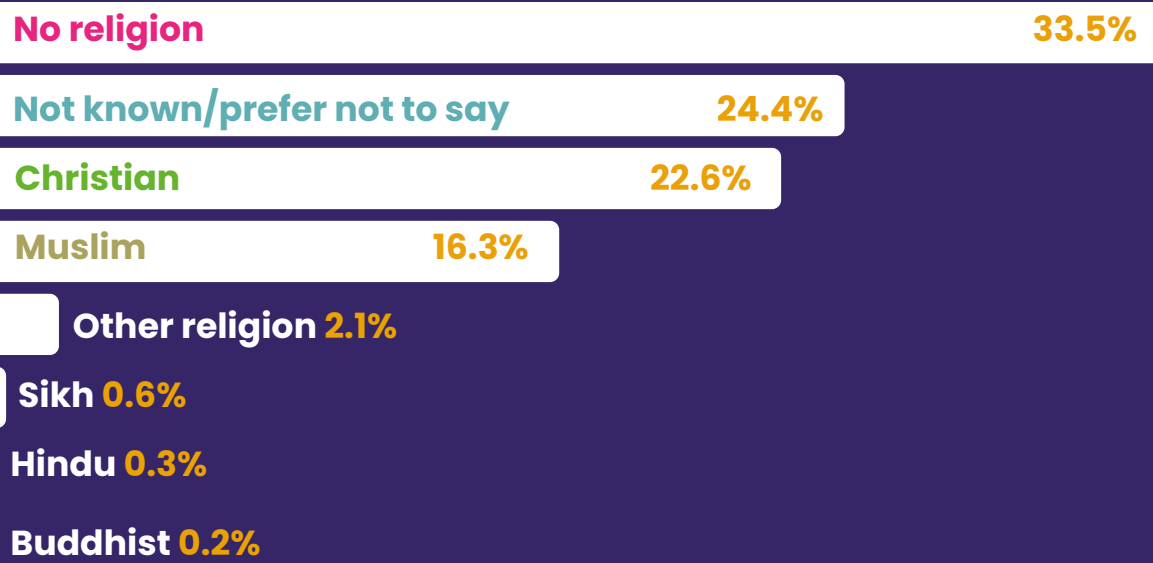


- Disabled - daily life limited
- Disabled - daily life limited only a little
- Not disabled but has physical/mental health condition
- Not disabled and no physical or mental health condition
- Not stated/Not Known/Prefer not to say

Sexuality



Religion



Age

32.8%
Aged 35 to 49

20.6%
Aged 25 to 34

29.4%
Aged 50 to 64

7.4%
Aged 21 to 24

6.4%
Aged 65+

3.1%
Aged 16 to 19

Jargon buster

We use some terms and abbreviations that might not be clear to everyone. Here's a few:



CYPF

Children, Young People and Families.

CMHT

Community Mental Health Teams.

Complex trauma

Traumatic experiences involving multiple events with interpersonal threats during childhood or adolescence. (UK Trauma Council).

Co-production

As defined by the Social Care Institute for Excellence: "Co-production is not just a word, it's not just a concept, it is a meeting of minds coming together to find a shared solution. In practice, it involves people who use services being consulted, included and working together from the start to the end of any project that affects them."

DNA rate

Did not attend rate for clients who missed appointments.

Dual Diagnosis or Co-Occurring Conditions

Where people have another diagnosis alongside their mental health disorder, such as a substance use disorder or autism diagnosis.

Frailty

In medicine, frailty defines people who are at highest risk of adverse outcomes such as falls, disability, admission to hospital, or the need for long-term care. (NHS England)

Goal Based Outcomes (GBO)

This measure we use to track an individuals progress. When someone identifies areas they would like to improve, we create a set of goals which we regularly score how close the client feels to achieving each goal.

PCN

Primary Care Network.

PIP

Personal Independence Payments.

PTSD

Post-traumatic stress disorder. It's defined by the NHS as a mental health condition caused by very stressful, frightening or distressing events.

Reflective Practice

A group setting support mechanism for our client-facing staff. Discussions include problem solving, sharing learning and challenges.

Signposting

We're not always the best people to help but we can point clients in the right direction to get the help they need. Sometimes, this may also include a referral to another service.

SMI

Severe Mental Illness, defined as people with psychological problems that are often so debilitating that their ability to engage in functional and occupational activities is severely impaired. (gov.uk)

Social Prescribing

An approach that connects people to activities, groups, and services in their community to meet the practical, social and emotional needs that affect their health and wellbeing. (NHS England)

Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS)

This questionnaire looks at an individual's overall mental wellbeing, including how positive, confident and connected they feel. It focuses on what's going well in life rather than symptoms of mental ill health. A higher score over time usually means a person's wellbeing is improving.

Our insights

Our staff have 'on the ground' experience providing valuable insights into mental health and service challenges. These insights help to inform our service development and delivery.



Demand, complexity and risk are increasing while community and therapeutic support options are reducing.



The cost of living continues to place significant pressure on individuals and families. We are seeing increasing numbers of people seeking support with housing, benefits or financial worries, alongside worsening low mood and anxiety. We often refer people to community activities to reduce isolation and improve wellbeing, but many struggle to afford participation or the transport costs involved.



The move away from funded mild-to-moderate therapy provision has created a gap for people with emerging or moderate need, including recent bereavement or early mental health difficulties, who may no longer meet funded criteria unless they can self-fund. This reduces opportunities for early intervention and contributes to a higher concentration of complex need within the service.



We are seeing more people experiencing domestic abuse especially in our crisis service and our in-patient peer support.



For people looking to find work, there is a perception that they are being asked to 'find anything' even if working in an unrewarding job will impact negatively on their long-term mental health. We recognise that a quick fix approach is not sustainable and work with people to find out what their aspirations are and support them to work towards long-term employment goals.



Building trust and engagement can take time. Many people have had difficult experiences with services in the past and may feel misunderstood, judged or let down. As a result, they often need flexible, consistent and relationship-based support, with close partnership working across services to help them stay connected and feel safe.

Safe Spaces

Urgent crisis support



In 2025-26 Safe Spaces provided crisis support for 3,726 people and delivered 7,267 sessions of support.



Who we support

Children, Young People and Families (CYPF) and Adults in emotional distress or crisis.



What we do

Safe Spaces offers urgent mental health support, 365 days a year, from our trained crisis support workers. We also provide crisis support for children and young people as an outreach model to meet children and young people where they are.



Where to find us

All age hubs in Bradford and Keighley and a CYPF outreach team.

Funded by: NHS



The difference it makes

94%

of people showed a improvement in their distress score following their session.

25%

reduction in distress in people who received crisis support.

Led in partnership with Bradford District and Craven Mind and delivered by Bangladeshi Youth Organisation, Brathay, Girlington Centre, Khidmat Centre, Missing Peace, Pioneer Projects, Project 6, SELFA and Touchstone.

Our impact on health and social care

Safe Spaces provides same-day 1:1 support as a community-based alternative to more restrictive statutory services, helping to prevent crisis escalation, reduce avoidable hospital admissions and A&E attendances, and support people earlier and more effectively in the community.

Campaigns and engagement

Men are less likely to seek support in times of crisis. Tailoring and targeting our messages to reach men in everyday places such as pubs, gyms, cafes, GPs, pharmacists has been a key part of our activity this year to overcome the stigma of seeking help.



Dan's story

Dan attended a Safe Spaces session after self-referring online. He had experienced long-term challenges with alcohol dependency and anger management, but had received very little mental health support in the past.

At the time of the session, he was feeling overwhelmed and arrived carrying a great deal of frustration and anger.

With a calm, non-judgemental approach, his support worker created a safe space for Dan to talk about his experiences. Together, they explored the triggers behind his alcohol use and anger, including ongoing stress and a long-running dispute with a neighbour. They also discussed practical coping strategies, such as breathing exercises and techniques to help him manage difficult emotions.

As the session progressed, Dan became noticeably more reflective and calm. He spoke openly about the impact alcohol was having on his life and expressed gratitude for having somewhere to talk without judgement. His support worker introduced box breathing as a tool to use when feeling angry, which the Dan was willing to try.

Since using Safe Spaces, Dan engages with support from Project 6 to help reduce his alcohol intake. He shared that having access to crisis support had helped him avoid situations that could have escalated and potentially led to police involvement, highlighting the importance of providing early, accessible emotional support.



“

With a calm, non-judgemental approach, his support worker created a safe space for Dan to talk.

”

Insights

- We are seeing more people experiencing domestic abuse, alongside growing numbers presenting in crisis with complex needs linked to difficulties accessing wider health and care support. People are often seeking help later, when distress has escalated and additional support is needed to manage risk safely.
- Financial hardship, housing instability and increasing reliance on food banks continue to be significant concerns, highlighting the wider social pressures affecting mental health and wellbeing across our communities.

Service developments

- Improving flexibility and accessibility helps us reach more people in crisis. This year, we have strengthened pathways with police, ambulance and urgent care services, enabling more people to be safely conveyed directly to Safe Spaces as an alternative to hospital admission where appropriate.
- We have also expanded our support for children and young people through a new outreach model, providing support in homes and communities for those who may not engage with hub-based services.
- New online and telephone referral routes and a choice of face-to-face, telephone and outreach support are available to make it easier for people to access help in the way that works best for them.

MAST (Multi-Agency Support Team)

Peer support in our hospitals



In 2025-26 MAST supported 4,030 people in our hospitals with 7,184 interventions. We delivered 1,113 sessions of support in the community.



Who we support

We support people aged 18+ via A&E and as in-patients at either Bradford Royal Infirmary (BRI) or Airedale General Hospital (AGH). Our support can continue in the community after people leave hospital.

Funded by: NHS and Bradford Council Adult Social Care



What we do

Our peer support workers provide people with the help they need to get to the root of the challenges they face, seeking to lessen repeat attendance at A&E or longer stays in hospital. Our multi-agency approach means we can provide specialist support around mental health, alcohol, frailty and social prescribing.



Where to find us

In BRI and AGH and out in the community close to where people need us.

MAST is led by Project 6 and delivered in partnership with Carer's Resource, Hale and Keighley Healthy Living.

The difference it makes

71%

of people we supported said they had the tools to manage distress in crisis.

86%

of people we supported now know the services available to them and how to access them.

83%

of people we supported showed an improvement in their wellbeing score (WEMWBS) with 70% showing a score greater than 3 indicating meaningful change.

93%

of people contacted who accessed the MAST service do not re-present in A&E after support.

Our impact on health and social care

This short term service is designed to create long-term impact. It acts as a bridge into ongoing support, with a person-centred and holistic approach to signposting and onward referral sitting alongside the emotional support provided during a hospital stay.

MAST helps people who are repeatedly attending services such as A&E by working with them to understand and address the issues driving their need for support.

Working closely with partners through the Frequent Attenders Meeting, the team helps people access the right support earlier, improve their wellbeing and reduce avoidable reliance on emergency and healthcare services.

Sadia's story

Sadia was referred to MAST because of low mood due to her health which was deteriorating quite rapidly. With a husband and young son living at the other side of Bradford without a means of transport, visits had been tough for the family.

Sadia was experiencing a lot of pain which was significantly impacting her mood and mental health to the point where she no longer wanted to live with her condition. Unfortunately, the prognosis was that they would have to keep Sadia comfortable as much as possible and then on palliative care. She was in a side room on the ward with limited interaction due to risk of infection.

She was feeling alone and isolated and she missed her family.

To support Sadia, we arranged a bed for her husband to stay overnight with her, especially as she found nights difficult. We delivered one-to-one peer support sessions where she had a safe space to offload her frustrations, her worries and concerns for the future.

After 3 months, unfortunately, Sadia was moved on to palliative care. The MAST support worker was able to their own personal experience of the Marie Curie hospice and reassured Sadia about the outstanding care that the nurses there gave to their patients. The hospice was also closer to where Sadia lived and within walking distance for the family to visit.

"If I had a million pounds to give to MAST, I would gladly give it so that they can continue to do the good work that they do and help patients like me, to give them hope for the future and to be a light on their dark days."



I cannot thank them enough for the love, care and support they have shown me

Insights

- As MAST has become increasingly embedded within hospitals across the district, the team's role now extends beyond A&E and into wards throughout the hospital. In many cases, the reason for admission is not directly related to the referral to MAST. This creates valuable opportunities for clinical staff to raise concerns about a patient's wider, non-medical wellbeing.
- The team has observed an increase in the prevalence of domestic abuse and trauma among patients at Bradford Royal Infirmary.
- Compassionate, non-judgemental and non-clinical peer support recognises vulnerabilities that can be hidden or difficult to identify. Hospital admission can trigger past trauma or emotional distress. MAST staff are able to spend time building trust and understanding each individual within a safe and supportive environment. Where trauma is identified, individuals can also be referred into the HOPE service.

Enablement and Recovery

Tenancy-based recovery rehabilitation



In 2025–26 Enablement and Recovery supported 12 tenants through 4,905 sessions of support.



Who we support

People with enduring and SMI who are moving from long hospital stays or residential care to independent living.

Funded by: NHS and
Bradford Council



What we do

A 14-bed supported housing service where people have their own tenancy and receive recovery-focused support for up to 18 months. Working alongside social care and mental health services, the service provides much more than day-to-day support. Through advocacy, peer support, partnership working and practical help to reconnect with their communities, people are supported to build confidence, increase independence and make lasting progress in their recovery.



Where to find us

The service is delivered on site with outreach into the community, because independence has to be practised in real-world settings, not only inside the building.

The Enablement and Recovery Service is delivered in partnership with Bradford District Foundation Care Trust and Bradford Council Adult Social Care.

The difference it makes

100%

of people felt more hopeful and optimistic about their future.

100%

of people felt that being supported by someone with lived experience was an important factor in their recovery.

Our impact on health and social care

This service is an innovative and relatively new model designed to support people who either have multiple long stays in hospital or are in different residential settings – sometimes away from their own community. It aims to build independence to reduce pressure on the health and care system.

People supported by the service have seen a significant reduction in hospital admissions. While recovery is not always straightforward, admissions that do occur are often shorter because people have the right support around them.

George's story

George moved into the service in October 2024. At first, he was reserved, had limited social engagement and was experiencing some strained family relationships.

He could manage some daily tasks independently, including medication and maintaining his home, but often cancelled sessions and chose not to attend communal groups.

One of George's key goals was to move into his "forever home" in general needs housing and become more present in his local community. In the early months, his reluctance to engage with staff or leave the home made this challenging.

The team continued to offer steady, encouraging support. Over time, George began taking part in more meaningful sessions.

A real turning point came at the service's one-year anniversary celebration, where he attended, contributed to discussions and said he enjoyed the occasion – a huge step forward.

Family connections also grew, with George seeing his sister weekly and sharing activities such as shopping trips with staff support. He then began accessing the community independently.

To help George work towards housing, staff broke the process into manageable steps: reviewing preferred areas, submitting bids and preparing for viewings. After four months of active bidding, George was offered a home in his chosen area. On securing the property, he said: "I am so grateful for this – thank you for your support."



“

I am so grateful for this – thank you for your support.

”

Insights

- We are increasingly supporting people with multiple and often complex needs. Alongside their mental health, many are dealing with challenges such as homelessness, substance use and ongoing involvement with a range of services.
- Most referrals come through Bradford District Care NHS Foundation Trust. The majority of people using the service are men aged 25–64, and over half of current and recent residents come from ethnically diverse backgrounds. This is quite a different demographic to our other services.

HOPE

Trauma support



In 2025–26 HOPE supported 301 people on their mental health journey through 1,986 sessions of support.



Who we support

People who have experienced long term and/or complex trauma and have had difficulty engaging with other services or find they do not meet their needs.



What we do

HOPE provides intensive peer support for up to 12 weeks, helping people build trust, develop coping strategies and work towards their personal goals. The service uses lived experience, creating strong engagement and helping people feel understood and supported. By focusing on long-term resilience and independence, HOPE helps people move away from crisis and build a more positive future.



Where to find us

Our person-centred approach means our work ranges from visiting people's homes and community spaces to supporting people to attend local activities, as well as telephone support.

Funded by: ICB

The difference it makes

4.9/5

rating for peer support worker suitability.

100%

of people were satisfied with the support they received from us.

100%

of people would recommend us to friends or family.

99%

of people felt that being supported by staff with lived experience was an important factor in their recovery.

Our impact on health and social care

HOPE supports people who are often reaching crisis point and regularly turning to A&E or other emergency services for help. It also works with people who have struggled to find the right support through statutory mental health services.

Since launching, the service has shown how valuable this type of support can be, helping people get the help they need earlier and filling an important gap in local mental health services.

Dianne's story

When Dianne was referred to The Cellar Trust she was struggling and felt she had lost all hope. She was feeling depressed, a severe lack of motivation and severe physical pain following treatment for cancer.

"Anger, frustration, feelings of being lost and uncared for. Life felt overwhelming and survival was all I could do – no enjoyment or relaxation, relationships with family and friends were strained. Huge amounts of pain, constantly, energy which was never enough and never refilled sufficiently. Sleep was impossible and painful. I felt depressed, so down and scared of everything."

"HOPE has been invaluable and the most brilliant thing to have happened in my pain and depression journey. My support worker has been a solid rock for me, she has made suggestions which come from a place of understanding and not just something I could try which might work – because she has had similar experiences to me, she knows what has helped and what I can try to make my pain and depression a little better. I am in a place now where I can better recognise where I was a few months ago and how I can hope to be better, less pain and to understand how to manage and reduce my depression. I feel like I am at the start of a positive journey now, rather than stuck in a loop of confusion, feeling lost, pain and not knowing what to do or where to turn."



“

I feel like I am at the start of a positive journey now...

”

Insights

- People referred into HOPE are often facing multiple and complex challenges. Alongside their mental health, many are dealing with the lasting impact of childhood and adult trauma, financial difficulties, housing instability, unemployment, neurodivergence and other health and wellbeing needs. Many have struggled to access support elsewhere, have been discharged from services, or have not met the thresholds for specialist support, leaving them with few options when they need help.
- Building trust and engagement can take time. Many people have had difficult experiences with services in the past and may feel misunderstood, judged or let down. As a result, they often need flexible, consistent and relationship-based support, with close partnership working across services to help them stay connected and safe.
- We have seen differences in how people talk about their experiences. In some communities, people may feel more able to discuss certain issues more than others, particularly where stigma, shame or cultural expectations create barriers to disclosure. This highlights the importance of providing support that is culturally responsive, trauma-informed and built on trust.
- One of the strongest themes emerging from the service is the long-lasting impact of trauma. We regularly support people who have lived with the effects of significant childhood experiences for many years without receiving the help they needed. This underlines the importance of early intervention and access to trauma-informed support before difficulties become more entrenched and harder to address.

HOPE Modality

Peer Support Service



In 2025–26 Modality Peer Support service supported 189 people through 696 sessions of support.



Who we support

Modality Peer Support Service is a responsive, peer-delivered support service designed to engage individuals living with enduring severe mental health difficulties, long-term complex trauma, and high emotional need.

Funded by: Modality PCN



What we do

We work with people who frequently attend GP services but often fall through the cracks of statutory mental health care. Delivered through a flexible, 12-week, 1:1 support framework, Modality Peer Support Service offers trauma-informed, practical support from trained peer workers.



Where to find us

We meet people in the community in areas covered by Modality Primary Care Network (PCN).

The difference it makes

15%

increase in referrals in 2025–26.

97%

of people felt able to manage their own mental wellbeing after support.

89%

of people showed improvement in wellbeing with an average improvement of 59% between their first and last scores.

88%

of people felt more hopeful and optimistic about the future.

97%

of people felt less need to access statutory services for their mental health after accessing support.

100%

of people felt the service helped them to overcome challenges that had impacted their mental health.

Reach

Goals-focused support for serious mental illness



In 2025-26 Reach supported 378 people on their mental health journey through 2,741 sessions of support.



Who we support

People experiencing SMI aged 18-65 who are currently being supported in secondary mental health services in Bradford District.



What we do

Reach provides one-to-one support for up to six months, working alongside people to achieve the goals that are important to them. Support is tailored to individual needs and can include reducing social isolation, building confidence, accessing community activities, developing independent travel skills, and taking steps towards volunteering, education or employment. The service also provides a valuable bridge for people moving on from CMHT support, helping them continue their recovery and remain connected to their community.



Where to find us

The service is co-located within the CMHTs, however, we deliver our work in the community close to where people live.

Funded by:

Bradford Council
Adult Social Care

The difference it makes

86%

of people felt more able to connect with others due to the support they received.

4.7/5

of people rated how likely they were to recommend the service to others.

88%

of people felt more able to live in the moment after the support they received.

75%

of people felt more able to learn new skills.

Alina's story

I was in a truly dark place without even a glimpse of light when I was introduced to my support worker for the first time. I struggled with self-expression through speech, I found being seen by other people extremely challenging, I didn't have much hope and belief that things would get better.

Our first meetings took place at my home in my bedroom. My support worker made me feel safe, understood and respected at all times. Her kind and warm presence has played a crucial part in the continuity of my recovery. For the first time in over 20 years I felt I was being seen and heard.

Over time, with the support, I managed to open up more than I ever thought possible, more than I did to anyone.

Expressing myself has improved. I've finally found my own voice, the voice I lost at 6 years old up until being in my 30s.

Together, we shared many of my ups and downs, and my failures and successes. Session by session my self-respect, self-confidence and my self-belief grew steadily. From having the visits in the bedroom, to supporting me to move downstairs so we can meet in my living room, to coming out of the isolation into the community, all this wouldn't be possible without this support. As a person with complex mental health challenges, as well as a person who has a complicated family situation, I cannot express enough how valuable and essential the support service provided by The Cellar Trust is.

I now have a better understanding of my daily challenges. I have essential self-knowledge, my coping methods, and most importantly I learned to be kind to myself and to keep going step by step. I have found peace in my good and bad days, and I now believe I have a place in this world and that my life matters.



“

I now believe I have a place in this world and that my life matters.

”

Insights

- Reach is supporting more people with complex, long-term mental health needs, often alongside trauma, anxiety, depression, psychosis or hearing voices. Many are arriving with higher levels of need after struggling to access support earlier.
- While Reach helps people achieve positive outcomes, growing pressure on community services means some people need more intensive support than the service can provide alone.
- For many, progress starts with small steps. Building trust and confidence can take time, with support beginning through simple activities such as walks, coffee or regular one-to-one contact. These small steps can make a significant difference, helping people re-engage with services, reconnect with their communities and move forward in their recovery.
- Overall, this highlights the importance of flexible, relationship-based support that meets people where they are and recognises that recovery looks different for everyone.

CORE

Building independence, wellbeing and connection



In 2025-26 CORE supported 249 people on their mental health journey through 2,064 sessions of support.



Who we support

People with diagnosed or undiagnosed SMI who are either being discharged from, or do not meet the threshold for, clinical CMHT support.

Funded by: BDCFT



What we do

CORE provides up to 12 sessions of one-to-one support, helping people identify and achieve personal goals, improve wellbeing, build independence and strengthen their connections within their local community.



Where to find us

The Cellar Trust part of the Core Team covers people who live in area covered by 3 Primary Care Networks and we deliver our work in the community close to where people live.

The difference it makes

77%

of people supported by CORE showed meaningful change in their WEMWBS score (a score difference of 3 or more).

85%

of people supported by CORE showed improved wellbeing.

99%

of people felt supported and listened to by their support worker.

93%

of people felt happy with the support they received from The Cellar Trust.

94%

of people would recommend us to friends and family.

People consistently tell us that the service feels person-centred and that goal-focused support helps them identify and work towards meaningful changes. They frequently describe the value of learning practical coping strategies and having someone alongside them to support change that may otherwise feel overwhelming or be avoided altogether.

Our impact on health and care

CORE plays an important role in supporting people whose needs are often not fully met elsewhere. Many require more support than primary care can offer but do not meet the threshold for ongoing secondary mental health services.

The service also provides an important bridge for people moving on from specialist mental health support, helping them maintain progress, build confidence and stay connected to their communities. By filling this gap, CORE helps people remain well, reduces the risk of crisis and supports greater independence.

Adam's story

Adam has experienced long-standing poor mental health linked to complex childhood trauma, including chronic anxiety and Borderline Personality Disorder. Adam often avoided face-to-face interaction because he felt suspicious, fearful or judged when around others. These feelings could escalate into reactive anger, which he later recognised as a disproportionate trauma response.

Before receiving support, Adam spent most of his time indoors to avoid contact, conflict and confrontation. Although this felt safer, it increased his loneliness, low mood and disengagement from structured or supportive activity. He also felt hopeless about rebuilding relationships, particularly with his daughters, and feared rejection or judgement because of his past.

“

You've made me feel so much more positive and after our sessions I have decided I am not going to give in, and I no longer think 'if' I get better, but 'when' I get better.

”

Following release from prison, Adam began reflecting on his behaviour and developed greater self-awareness. Through support, he started to understand that many of his reactions were defensive, trauma-fuelled responses rather than conscious decisions.

He was supported to take small, manageable steps towards reconnecting with his community, building confidence and developing coping strategies to manage anger more constructively.

Adam can now sit outside his home, speak regularly with neighbours and volunteer at the community garden as part of his weekly routine. He has built a small but meaningful support network through volunteering, fishing with friends and positive neighbour interactions. He remains recovery-focused and is considering more regular volunteering or part-time work in the future.

Insights

- Demand for therapy, particularly trauma-focused support, continues to grow, while access to free therapeutic provision remains limited.
- Many people referred to CORE have needs that sit between existing services, and need help with other things such as housing and benefits. This highlights the importance of strong community support and clear pathways into specialist help when needed.
- We continue to promote CORE as an inclusive and accessible service, helping build confidence in referrals from communities that have historically been underrepresented in mental health services.
- Staff have also reported an increase in racist and Anti-Islamic comments, which can affect confidence and feelings of safety for both staff and the people we support. Creating welcoming, inclusive environments remains an important part of our work.

Trust Therapies

Psychological therapy



In 2025–26 Trust Therapies supported 1,585 people on their mental health journey through 5,611 sessions of support.



Who we support

Anyone 16+ experiencing mental health challenges.

Funded by: NHS and earned income



What we do

We provide free specialist therapy for people experiencing complex trauma, complex grief, co-occurring long-term physical health conditions, and relationship or psychosexual difficulties.

We also have a paid-for therapy service for people experiencing mild to severe mental health challenges who aren't eligible for funded therapy.



Where to find us

Sessions are delivered at our sites in Shipley and Keighley as well as online.

Trust Therapies is delivered in partnership with TLC and Bradford District Foundation Care Trust.

The difference it makes

4.9/5

rating people gave us for therapist suitability.

4.7/5

rating people gave us for how helpful their therapy was.

85%

of people rated key aspects at the highest level, including overall experience and support received.

100%

of people would recommend the service to their friends and family.

99%

of people would return if they needed support again.

Service developments

Following changes in the focus of NHS funded support, from January 2026, Trust Therapies moved away from a counselling focused service to a model focused on moderate-to-complex and specialist provision alongside our existing paid-for provision. This is a significant change for the service as we focus on people with higher levels of complexity and people with existing mental health problems.

The new service brings together the power of psychological therapies with peer support including delivering groups which help people prepare for accessing therapy, maintain engagement, and to learn new skills such as DBT (Dialectical Behavioural Therapy).

Molly's story

Molly accessed short-term psychotherapy after a road traffic accident led to increased anxiety, panic symptoms and trauma-related distress. She completed six sessions to better understand and manage the emotional and physical impact of her experiences.

At the start of therapy, Molly described panic attacks, emotional overwhelm, brain fog, memory difficulties, poor sleep and heightened anxiety around driving and crossing roads. These symptoms affected her confidence at work and home, and she often felt under pressure to cope while suppressing how she felt.

Therapy helped Molly understand the link between trauma, stress and her body's response to feeling unsafe. She learned to recognise early signs of anxiety and use grounding and relaxation techniques to regulate her nervous system before symptoms escalated.

Over the six sessions, Molly reported a reduction in the frequency and intensity of panic attacks. She became more confident managing physical symptoms, processing aspects of the accident safely, and re-exposing herself to the location of the incident at her own pace.

By the end of therapy, Molly had experienced no recent panic attacks and felt calmer, more stable and better equipped to manage future surges of anxiety. She maintained her role at work and as a parent, and developed greater confidence in her ability to cope with setbacks.

Molly's progress was supported by her insight, motivation and personal support network. The brief intervention focused on stabilisation, trauma-informed understanding and practical coping strategies, leaving her with stronger emotional regulation, resilience and confidence to seek further support if needed.



“Therapy helped Molly understand the link between trauma, stress and her body's response to feeling unsafe.”

Insights

- We are seeing more people accessing the service with a combination of physical and mental health challenges, alongside neuro-developmental needs linked to long waits for ADHD and autism assessments.
- At the same time, changes to funded provision have reduced access to support for people with emerging or moderate mental health needs, including those experiencing recent bereavement or early signs of mental ill health. Unless individuals are able to self-fund, opportunities for early intervention are more limited, meaning people often reach services with more complex needs and require more intensive support.

Pathways to Employment

Employment support



In 2025-26 Pathways to Employment supported 229 people on their journey to employment through 2,793 sessions of support.



Who we support

People aged 16+ with SMI or whose mental illness affects their ability to find or sustain employment.

Funded by: NHS and Bradford Council Adult Social Care



What we do

Working with people for up to 12 months to offer:

- Pre-employment support to help people overcome the barriers stopping them from moving into employment.
- Employment support to help people work.
- Retention support to help people remain in work including liaising with employers.



Where to find us

In community venues close to where people live as well as drop-in sessions and in-reach into community hubs, CMHTs and Job Centres.

The difference it makes

100%

of people felt supported and listened to by their worker

72%

of people increased their WEMWBS scores by an average of 8.

76

people gained employment or education.

84%

of people had an average of +5.4 increase in their GBO's.

97%

of people felt being supported by staff with lived experience was an important factor in their recovery

16

people supported to remain at or return to work.

Insights

In our client survey, people consistently told us that they felt heard, respected and valued throughout their journey with Pathways to Employment. Many highlighted the importance of having someone who listened without judgement and worked alongside them at a pace that felt right for them.

Practical support was particularly valued, with people frequently mentioning the difference made by breaking tasks down into manageable steps, receiving tailored advice and gaining access to employability tools and resources. This helped build confidence, reduce anxiety and support people to move closer to their employment goals.

Jamal's story

I want to begin with the simplest and most important thing I have to say: thank you. Thank you to your organisation, and especially to my support worker. Two years ago, I wasn't sure I would be alive to write these words. Today I am, and I owe that to you.

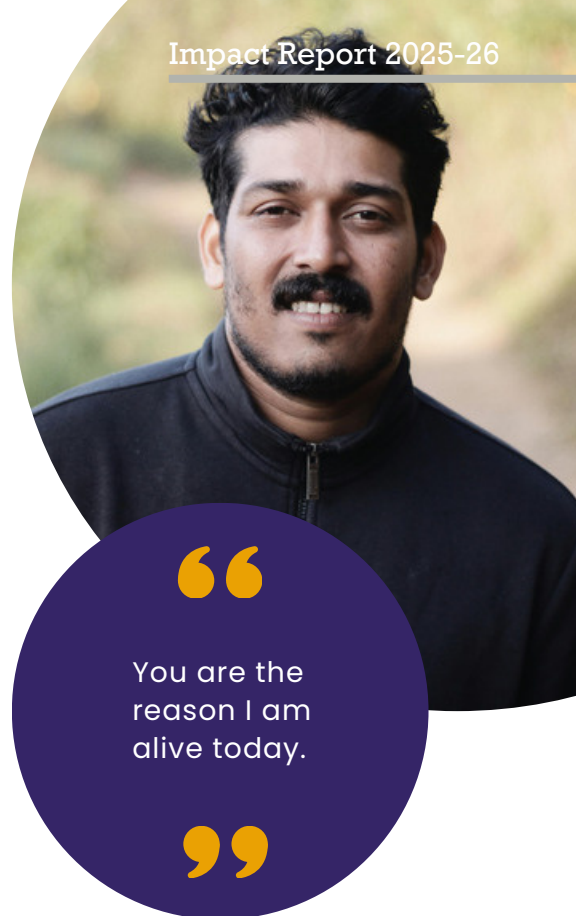
When I came to The Cellar Trust, I was contemplating taking my own life. My wife had left, my mental health had collapsed, my work was suffering, and I had withdrawn into myself. After being signposted to support, I found something different with you.

From our first meeting, there was trust, privacy and no rush. Previous support had left me feeling misunderstood, particularly as an immigrant, but you listened without judgement and helped me find a way forward.

You supported me through setbacks, helped me rebuild routines and confidence, and connected me with practical support. With your guidance, my wife and I began rebuilding our relationship, and today we are together, communicating better than we have in years.

You guided me through my darkest hours and taught me how to look after myself again. What mattered most was that the support was free when I needed it most, offered without judgement or time limits, and delivered with genuine understanding of my experiences.

You are the reason I am alive today. I now have the courage to speak openly about my mental health and hope my story encourages others to seek help too.



Insights

- 42% of people using the service identified as ethnically and/or culturally diverse, and 62% identified as disabled. Both of these are higher than the majority of our other services.
- We are supporting increasing numbers of people with complex needs, including serious mental health difficulties, neurodivergence, financial hardship, housing concerns and food insecurity. Long waiting lists, complex pathways and having to repeat their story is also making it harder for people to access the support they need.
- Referrals for people needing support to stay in work continue to grow, demonstrating a clear demand for employment retention support.
- Building trust remains an important part of employment support, particularly for people who have had negative experiences of benefits or statutory employment services in the past.
- Bradford's young and diverse population faces a range of barriers, including language, cultural and age-related gaps in provision, particularly for those aged 16 and 17 years who may not meet eligibility criteria for existing services.

Yorkshire Building Society Charitable Foundation Building Bradford Skills Fund

Employment support



In 2025-26 we supported 43 people with 232 sessions of support.



Who we support

This funding aims to bring people in 4 underserved localities in their journey towards find work.

Funded by: YBS
Charitable Foundation



What we do

We help people to overcome barriers to employment, improve their wellbeing and improve access to wider networks of support.



Where to find us

We work in the community to support people from 4 underserved localities within Bradford (Clayton and Fairweather, Little Horton, Wyke and Royds).

The difference it makes

22%

of people referred into this service found employment.

Healthy Working Life

Retaining employment



In 25/26 we supported 132 people in their goals to remain or return to work through 900 sessions of support.



Who we support

People facing mental health challenges to remain in employment or return to work after a period of illness.



What we do

Reduce economic inactivity caused by health conditions, improve health outcomes, and address inequalities in some of the region's most deprived communities.



Where to find us

The Healthy Working Life programme is a joint initiative led by the West Yorkshire Combined Authority and the NHS West Yorkshire Integrated Care Board (ICB).

The difference it makes

38

people achieved their goal of returning to work.

Talking Therapies Employment

Specialist employment advice



In 2025-26 Talking Therapies Employment supported 697 people on their journey to employment through 1,874 sessions of support.



Who we support

People who are accessing Bradford District and Craven Talking Therapies who need support to find, return to or remain in work.



What we do

We offer up to four sessions for people on their employment journey, with practical support from specialist employment advisors. This includes help to find suitable work through CV writing, interview preparation and job searching; support to return to work after sickness absence, including phased returns and reasonable adjustments; and guidance to help people stay well in their current role through wellness action plans and workplace adjustments.



Where to find us

Working alongside psychological therapists in community hubs in Bradford, Keighley and Shipley.

Funded by:

The Department of Work and Pensions (DWP).

Talking Therapies Employment is delivered in partnership with Bradford District Foundation Care Trust.

The difference it makes

81% of people feel confident they have developed the skills to help them apply for employment in the future.

467 people were supported to return or remain in work.

92% of people felt that the service had helped them overcome challenges that had been impacting on their mental health.

50 people supported to move into employment.

Our impact on health and care

“The Employment team continues to demonstrate a high standard of outcome focused support. They provide a welcoming environment where clients feel heard, motivated, and well guided in their employment journey, be it to find, return to or maintain work.

The staff show a strong commitment to helping individuals build confidence,

develop practical skills, and progress toward meaningful and sustainable working lives. The service is a valuable resource and a great compliment to the work we do at Talking Therapies. We really appreciate their work and clients benefit from this support offer.”

Sophie Blake, Team Manager Locality 6

Tamara's story

Tamara was receiving CBT for low self-esteem when referred to the employment service. She had recently completed a short-term Christmas retail role and was let go before the New Year. Since then, she had been unemployed and struggling not only with the financial impact, but also with the frustration of not using her art and media degree to secure work in her chosen field.

Early sessions revealed Tamara's main interest was in camera work and media. This focus helped shape the support offered and the direction of her job search. Work then focused on improving her CV, including a strong opening summary that reflected her motivation to build a career in the creative sector. Further options were explored, including creative arts websites and opportunities in TV-related work. She was also encouraged to share more of her filming and creative work on LinkedIn and social media to raise her profile.

A few weeks later, Tamara reported being invited to interview for a role leading the creative and arts programme at a local education provider. Interview preparation covered punctuality, dress code, likely questions, and suitable questions to ask the employer.

A week later, she confirmed that she had been successful and offered the role. During the discharge call, it emerged that the organisation had reviewed her social media after the interview. Her photography and video work had made a strong impression and helped secure the job offer.



“

I'm more confident in my own abilities, knowledge, experience I have, resulting in gaining a job.

”

Insights

- We are seeing more people in their 50s and 60s accessing support, including those returning to work after retirement, following medical retirement, or after receiving a later-life diagnosis of autism or ADHD. Many are looking for flexible or part-time employment but face additional barriers to securing or sustaining work.
- The cost-of-living crisis is also leading some people to return to work after retirement, increasing demand for employment support. Alongside this, we continue to support growing numbers of younger people aged 16–24 as they take their first steps into employment.
- Employment Advisors play an important role in helping people return to work, stay in work and progress in employment. Some of the strongest outcomes are seen in supporting people to remain in employment, preventing job loss and the negative impact this can have on mental health, wellbeing and financial stability.
- As the service currently operates during standard working hours, we know there are people already in employment who may benefit from support but find it difficult to access appointments around their working day.

Leadership and Governance



As we have grown as an organisation, we have taken time this year to review and strengthen our governance arrangements to ensure they remain fit for purpose.

This has included a focused governance review led by a newly appointed temporary Head of Governance, alongside work to strengthen Board oversight, structures and reporting, ensuring we have the right level of challenge, support and assurance in place.

As part of this, we have reviewed the experience and skills across our Board. Following a period of change, including some Trustees stepping down, we have taken the opportunity to strengthen the Board through the appointment of new Trustees, bringing additional expertise and perspective. We were pleased to appoint Eleanor Clyde-Evans, Alison Haskins, Lisa Hill, Tahmima Tahir and Gill Thornton in April 2026, adding a number of key areas of expertise including charity governance, estates and facilities, clinical and mental health operations, safeguarding and HR.

Welcoming our new board members



Eleanor Clyde-Evans
Eleanor is the Associate Director for Engagement, Philanthropy and Communications at the University of Bradford.



Alison Haskins
Alison has worked at a senior level within the voluntary and community sector in Yorkshire since 1999.



Lisa Hill
Lisa is an experienced mental health leader with more than 20 years working in mental health and community mental health services in Bradford.



Tahmima Tahir
Tahmima is a senior workforce and transformation leader with extensive experience across NHS England and local government.



Gill Thornton
Gill has worked in the voluntary and community sector for more than 35 years with a focus on community empowerment, access to resources and innovation.

We look forward to working alongside our board members, who bring such a breadth of experience to our team.

Our people

Our people are at the heart of everything we do. Their skills, dedication and lived experience make it possible for us to deliver life-changing support across our communities.

We know that to serve our communities well, our workforce must reflect them, in terms of background, identity and lived experience.

We are committed to creating a culture where everyone feels valued, supported and able to thrive. Through our values, behaviours and ongoing investment in our People Plan, we continue to build an inclusive organisation where colleagues can bring their whole selves to work and deliver high-quality, compassionate support.

We continued to make a deliberate investment in pay to retain skilled staff during the cost-of-living crisis and continue to attract applicants for new opportunities, helping us maintain continuity of support for people with complex needs.

This year we have taken time to reflect, listen and build a clearer understanding of what our people need to thrive, recognising that the quality and consistency of our services depends on the experience of our workforce.



We are committed to creating a culture where everyone is valued, supported and able to thrive.

Chris Moss,
Director of People
and Culture

Investing in our people

We know that to meet growing demand and increasingly complex need, we must continue to invest in our people and create the conditions for them to do their best work. This year has been focused on understanding where we can improve as an employer.

Through review of our policies and processes, engagement with colleagues and reflection across teams, we have identified a number of priority areas, including the need for greater consistency in practices, clearer processes, stronger leadership development, and improved support for wellbeing in increasingly demanding roles.

This has been an important step in moving from a period of rapid growth and change towards a more consistent organisational culture.

This work has led to the development of our new People Plan, which sets out a clear direction for how we will support, develop and retain our workforce over the coming years. The Plan reflects a more intentional and structured approach to people and culture - focusing on strengthening leadership, embedding consistent ways of working, and improving how we use data and insight to support decision-making.

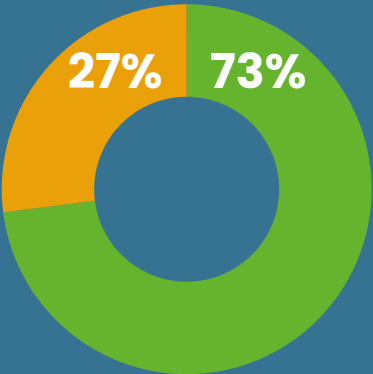
While implementation will begin in the coming year, this year has been critical in ensuring we have the right foundations in place, shaped by the experiences and insights of our colleagues.

Our people

We are an organisation of **127** employees and **43** associates.

Here’s a breakdown of what makes up our staff:

Gender



Ethnicity

- UK White
- Ethnically/culturally diverse

“

The Cellar Trust is a true diamond of a company, where mental health and wellbeing is truly taken care of for staff and the clients. This is priceless in this day and age and I hope we continue to go from strength to strength.

”



10%

of our colleagues are LGBTQ+

39%

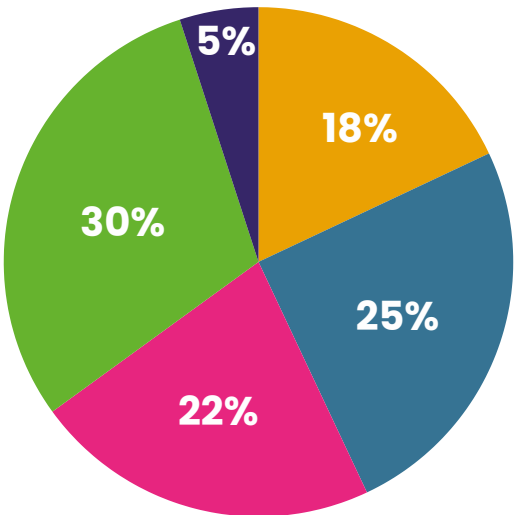
of our staff work full time

61%

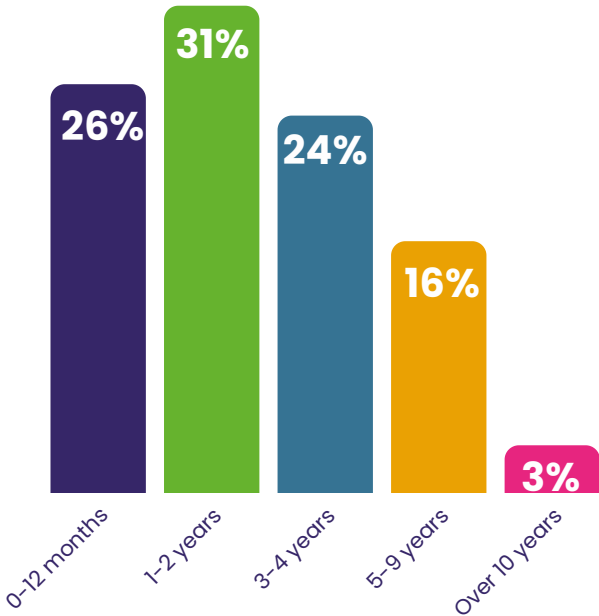
of our staff work part time

Age

- Aged 24-30
- Aged 31-40
- Aged 41-50
- Aged 51-60
- Aged 61 and over



Length of service



Farfield

Farfield is not just a building, It is an inclusive environment for mental health support, partnership and prevention.

Farfield has quickly become central to our delivery model: a high-quality, inclusive environment supporting mental health, wellbeing and connection. Since opening in July 2025, the centre is fully operational, bringing together VCSE partners, health services and a wide range of activity including other third sector and community activities, within a welcoming, non-stigmatising space.

Across the year, Farfield has seen average monthly footfall exceeding 1,000 people. Booking levels are strong, with increasing demand for confidential therapy rooms, group delivery space and flexible workspace.

The centre plays a key role, providing affordable, flexible space for organisations that would otherwise face barriers to suitable premises. This co-location model is strengthening partnership working and supporting more integrated, place-based approaches to care.

Financially, a balanced model of long-term tenancy and bookings supports sustainability while maintaining accessibility. Environmental sustainability has been designed into both the building and its operation. Energy-efficient systems, renewable infrastructure and strong recycling performance are helping to reduce environmental impact while also delivering cost efficiencies and maintaining a high-quality environment.



Income 2025-26

Our income has decreased by 26% to £5,088,631

However, this is due to 2025 including a large capital grant for the Shipley Towns Project of £2,622,815 to renovate the the building.

Adjusting for this, income would have increased by 20%. We are grateful to all our charitable donors for their continued support, which accounts for 7% of our income.

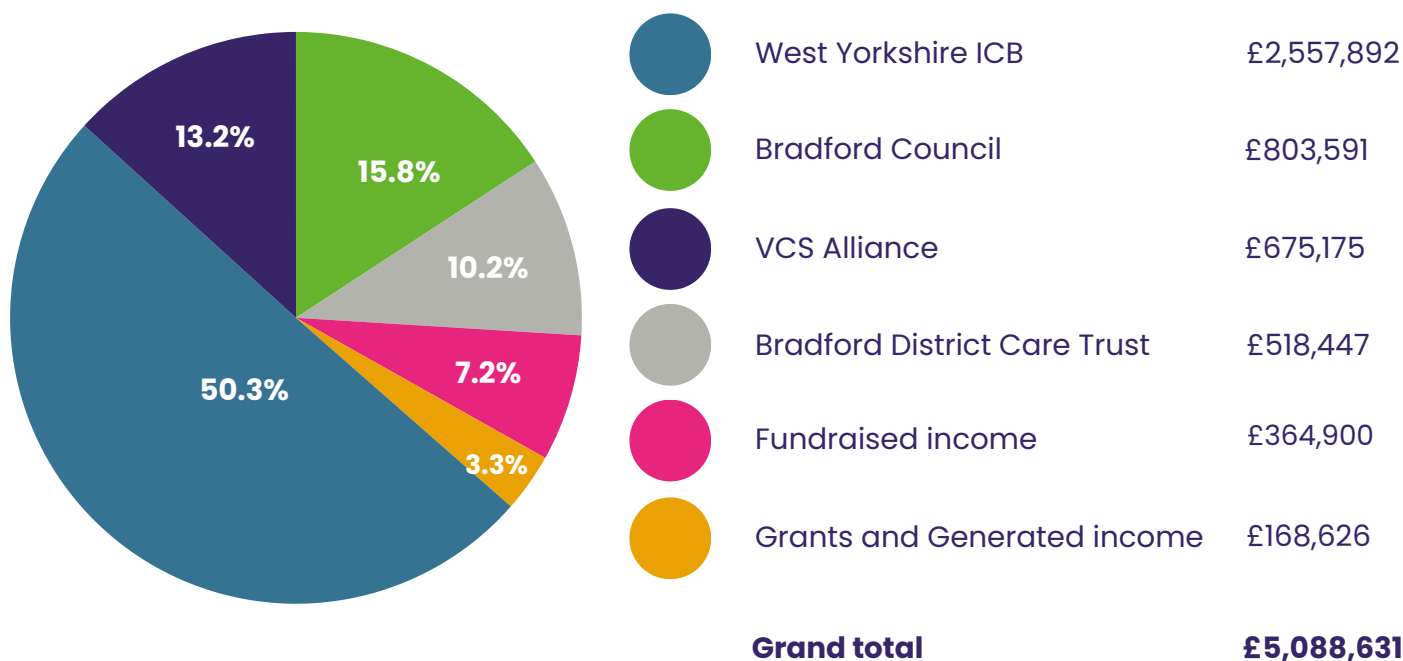
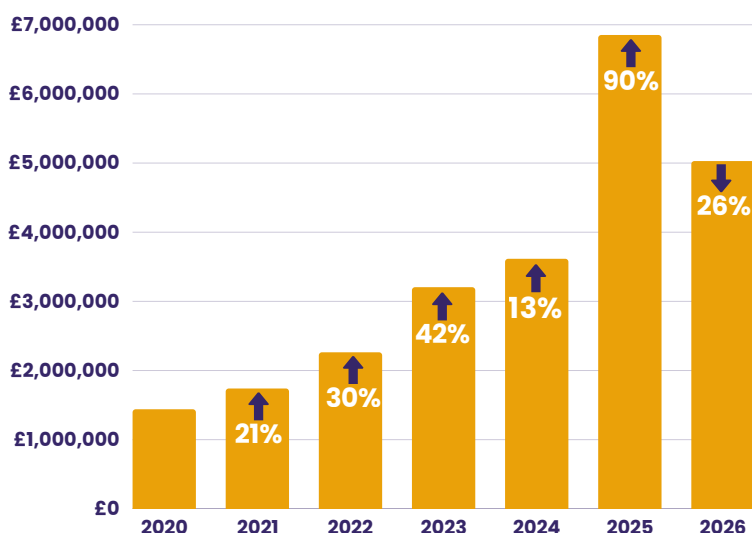


“

We are grateful to all our charitable donors for their continued support.

”

Michael Tomlinson,
Director of Finance

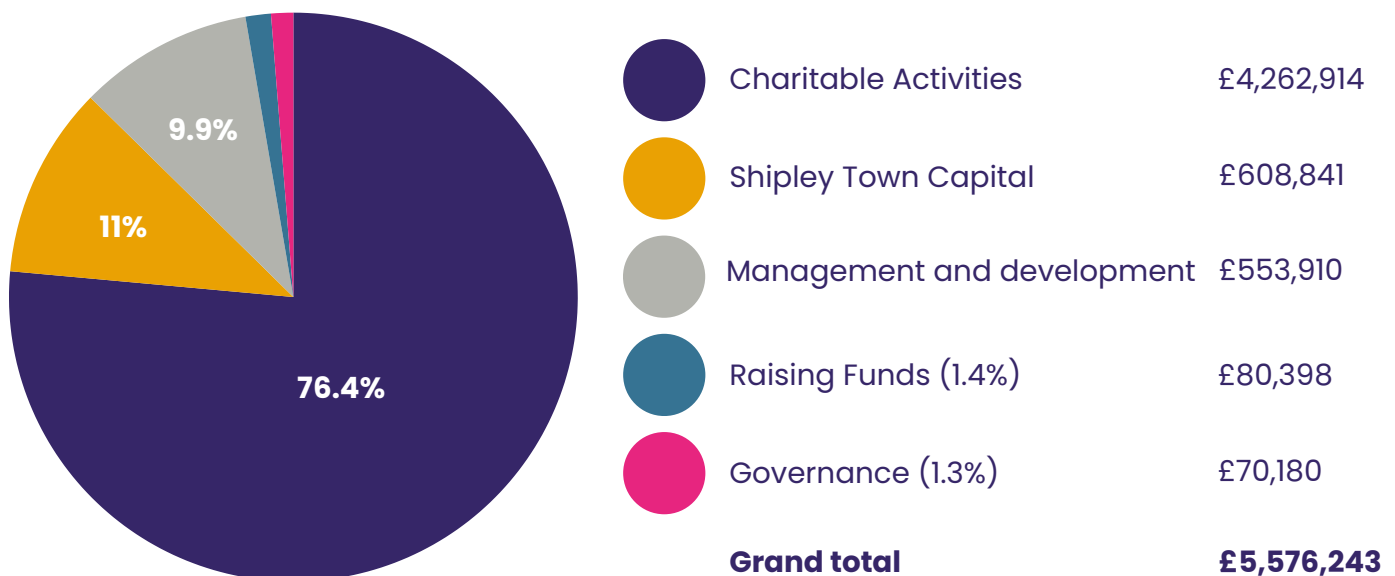


Expenditure 2025-26

The expenditure during the year decreased by 10% to £5,576,243, as £608,841 was spent on the refurbishment of the building compared to £2,047,922 in 2025.

Without this investment in the building there would have been a surplus of income over expenditure. The organisation increased the average monthly number of employees to 116 and has continued to pay salaries at above the Real Living Wage.

We have continued to act as lead supplier on major contracts in our district spending £1,194,575 with other local charities and subcontractors.



Please note: Our income and expenditure figures are subject to change upon completion of our Annual Audit Report.





Support us

We can only provide our services with the ongoing help of our generous supporters. Whether you choose to fundraise, donate, volunteer or join us at one of our events – your support is so important.

Visit our website to find out more:

thecellartrust.org/support-us

To access or find out about any of our services, contact us or visit our website.

How to contact us

01274 586 474

reception@thecellartrust.org

thecellartrust.org

The Cellar Trust, Farfield, Farfield Road, Shipley BD18 4QP

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