

# HELPING VULNERABLE PEOPLE IN THE COMMUNITY



## IMPACT REPORT 2025





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# WELCOME



Geoff Hudson, Chair, 2022 - 2025

I am delighted to introduce the charity's first Impact Assessment Report. It coincides with important recent developments in our history and it is, therefore, good to be able to pause, reflect upon and record just how much we have in fact achieved. Hopefully, the report will provide a good picture of what we are already doing, what we see as the main challenges and how much more we are keen to do for the vulnerable within Windsor and neighbouring areas.

Any visitor to our wonderful new premises at Alma Beacon in Alma Road, Windsor will notice a lot going on. On Mondays, Wednesdays and Fridays of each week our many **Windsor Homeless Project** guests not only find shelter, companionship, a hot meal, shower and a change of clothes but also have access to expert advice and practical help from our very experienced staff and also from representatives of outside agencies. On Tuesdays and Thursdays we offer one-to-one consultations for guests who have more complex issues. On Saturdays we provide a hot meal and companionship for our guests. Acutely aware of the severe challenges rough sleepers face over the coldest nights of the year, we are importantly now also able to offer a night shelter from mid-December to March.





Lastly, but by no means least, through our third project, **Windsor Street Angels**, we provide practical and emotional care and support to the vulnerable on the streets of Windsor at night-time. We also provide such assistance on State occasions in Windsor and during Royal Ascot. While, on occasion, it is no exaggeration to say that our Angels have saved lives or provided vulnerable young adults from predatory behaviour, for the most part we are simply reaching out and providing a friendly face in what might be for them hostile or frightening circumstances.

For the 13 or so years of our existence we have worked hard to place ourselves at the heart of the community through all three projects. None of this would have been possible without the efforts of our wonderful volunteers and the generosity of our many donors and supporters, including local companies, Windsor residents and so many of the local schools. Our vulnerable guests are at the heart of all we do. However, through the work we do for them we transform for the better not only their lives but also the lives of all who are involved in whatever capacity with what we do.

I hope you will enjoy reading the report.

**GEOFF HUDSON, CHAIR, 2022 - 2025**



Through another of our projects, **Windsor Foodshare**, we extend our outreach to families and individuals who are suffering food poverty by providing nutritious food parcels. We do so mainly from Dedworth Green Baptist Church but now also from Alma Beacon. We additionally provide an increasing number of home deliveries for guests who are housebound or for other reasons are unable to attend those two outlets. The benefit we bring, particularly to the lonely and housebound, is not limited to food but provides an important contact and encouragement to those who come to us as a result of poverty but whose needs can often run much deeper.



# WINDSOR HOMELESS PROJECT

INSIGHT HIGHLIGHTS, JUNE 2024-2025

 **145 GUESTS**  
aged 18-63



**OVER 1,500**  
partner support interventions



**46**  
active volunteers

 **3,000**  
lunches

 **30+**  
services provided

 **1,100**  
volunteering hours

# Overview



Windsor Homeless Project (WHP) is much more than a service for people sleeping rough – it is a compassionate, vibrant hub supporting a broad spectrum of vulnerable individuals, including those sofa-surfing or living in temporary accommodation. As a result, we work with individuals who often have highly complex needs. Many of our guests face health issues, including physical and mental health challenges, substance misuse, and addiction. The impact of the help we provide, for some of our guests, cannot always be measured over a one-year period.

Open four days a week, the Alma Beacon hub is a welcoming space where guests can come in to enjoy a hot coffee, a nutritious lunch, and the chance to chat with others. Whilst we do serve a lot of lunches, it is much more than a meal service – it is a place of community and connection where individuals know they are valued and cared for and can source expert advice.

At the heart of this busy hub is a dedicated team of volunteers and staff who offer professional and personal support, kindness, and respect. The list of core facilities is impressive – laundry, shower, essential clothing – and in 2025 we have continued to add new ones as

we have sought to harness the special skills of our volunteers. For instance, we now have a nurse who provides health care support, a chiropodist caring for feet and a hairdresser offering much-appreciated haircuts.

Critically, WHP's impact is bolstered by strong partnerships with local agencies and charities. The RBWM Rough Sleeper team supports outreach and pathways to housing, DWP assists with benefits and post-prison support, Cranstoun<sup>1</sup> offers addiction rehabilitation, and Hestia<sup>2</sup> provides intensive emotional and practical support. The backdrop against which we operate is challenging with a chronic lack of housing stock in our own and neighbouring boroughs, the high reliance on Houses of Multiple Occupancy (which are often unsuitable for guests with complex mental health issues or addiction challenges) and the high level of support required to keep high-need guests on the right track. So these collaborations are essential and we continue to work well together.

During 2025, the staffing of the project was a priority and we are pleased to report that the recent expansion of staff at WHP has been transformational. Led by Carron (who brings over 20 years of adult social care experience), supported by Brenda (a specialist with two decades of expertise in addiction work) and Lesa (skilled in intensive support for complex clients) this team has significantly enhanced WHP's capacity and we could not have launched the Night Shelter (a major step change in 2025 – see pg.10) without this new expanded team.

Overall, WHP continues to prove every day that genuine compassion and practical support together can help people facing the toughest challenges find some respite as well as a path ahead.

<sup>1</sup> Cranstoun – Registered Charity No. 1061582

<sup>2</sup> Hestia – Registered Charity No. 294555

# Impact story – Lucy

Lucy, aged 45 has been known to the Windsor Homeless Project and accessing its services for over 4 years. During this time, and due to her complex needs including addiction, mental health and offending, Lucy has had multiple periods of becoming homeless, rough sleeping and prison sentences. In January 2025 after finding herself evicted once more, Lucy accessed the Night Shelter and stayed most evenings for the next 10 weeks, during which time she engaged with staff, volunteers and partnership agencies.

Lucy began to build trust and became more open to support. She started working with the Windsor Homeless Project team and partnership agencies to address her complex needs. During the last days of the night shelter, Lucy was placed in temporary accommodation and despite the occasional setback she is proving that, with support, she's ready to move into permanent accommodation and fulfil her goals. Lucy has recently taken up swimming again and is planning a fundraising challenge!

Lucy had spent many years stuck in a cycle, which included prison sentences and losing temporary accommodation due to anti-social behaviour. These patterns left her excluded, unstable, and unsupported. Through access to Alma Beacon's Night Shelter and

Homeless Project, Lucy found safety, stability, and a foundation for change. This has helped her reconnect with family and form new relationships. Lucy has now started to rebuild her life with increased confidence and hope. Her recovery capital – the personal, social, and community resources that support long-term stability – has meaningfully grown during the time she has been supported by Alma Beacon.

Alma Beacon played a key role by providing a safe, stable environment and offering wrap-around support all under one roof. This holistic approach meant Lucy could address multiple aspects of her life without navigating separate systems. The empathy, consistency, and non-judgemental attitude of staff and volunteers made a profound difference, helping Lucy feel accepted and able to respond and communicate with others in more positive ways.

December 2025 – Lucy has spent Christmas with her family for the first time in many years and is currently waiting for keys to her brand new 1 bedroom apartment!

Lucy's journey powerfully illustrates how Alma Beacon's model of non-judgemental, relational, wrap-around support enables people to move from crisis to stability, and start rebuilding their lives with dignity and hope.



## Impact story – Simon

“ My name is Simon, I am writing to you personally to express my gratitude to Alma Beacon for all the help I have received from your charity.

Over the past year, due to unforeseen circumstances, I have been in an extremely dark place which I never thought I would be in. I have felt about ending my own life on many occasions. Health and mental issues, which are still ongoing, made me feel there was no way out until I was put in touch with Alma Beacon.

Your team have been amazing, especially Carron and Kelly who have gone above and beyond to help me. Carron was extremely caring and compassionate towards me even when I felt like giving up. She helped me

get temporary accommodation when I had fluid on my lungs and having to sleep rough. Carron helped with meals, clothes and my PIP application. I was so overwhelmed by all the paperwork involved, if it wasn't for Carron I wouldn't be where I am now. She was also trying to help many other people but she never gave up on me. There should be more Carron's in this world.

I'm slowly feeling in a much better place thanks to all the help and support Carron and Alma Beacon have given me. If it wasn't for the support you all gave I don't think I would be writing this email today.

Thank you all for being there in the darkest time of my life. ”



# Cold weather night shelter

## IMPACT HIGHLIGHTS 2025



**10 WEEKS**

(Jan 5 – mid March 2025), 7 nights/week



**38**

**INDIVIDUAL GUESTS**

(including 7 women and 22 frequent WHP visitors)



**OVER 1,000**

meals served



**1,050 BEDS**

available (814 occupied)



**80+**

volunteers



The Alma Beacon Cold Weather Night Shelter reached a major milestone in 2025. Opening for 10 weeks at Alma Beacon, it was a massive step up from where we started back in 2018 as a church-based winter initiative offering emergency warmth and meals.

Delivering this new service was an extraordinary achievement as the final decision to go live with full overnight support was taken late in November. The small team of lead volunteers had to quickly create schedules for evening, overnight and breakfast shifts. The response from volunteers was heart-warming. The overnight shifts required us to employ paid leads who managed the volunteers.

The initiative provided safe overnight accommodation as well as hot meals, refreshments and breakfasts. Each night, 15 beds were prepared, meals were served to clients booked for the night or to those only looking for a warm meal and safe/friendly space. Most nights the shelter was full, especially

once the word got out in the rough sleeping community. On a few nights when we were full, it was heartbreaking to have to turn away some guests.

The shelter's profound impact went beyond numbers. Guests cherished the uninterrupted sleep, sofas, TV, communal meals and, when they needed it, listening ears. They often claimed the same bed night after night and created personal spaces that felt truly their own. Bonds formed as they looked out for each other despite occasional tensions carried in from the streets. The last week felt poignant as all – guests and volunteers – realised this was coming to an end. The Alma Beacon had begun to feel like home.

As we move fully prepared into 2026, we are delighted to have just opened the Cold Weather Night Shelter again and to have been given consent from RBWM Council to open for longer (15 weeks) and offer more beds (20 per night).





# WINDSOR FOODSHARE

## INSIGHT HIGHLIGHTS, JUNE 2024-2025



**3,270** food parcels



**40% OF  
PARCELS**  
delivered to homes



**52** active volunteers  
**3,500** Volunteer hours



Sufficient food distributed to support the equivalent of  
**7,000 PEOPLE**

# Overview

Operating from our historic base at Dedworth Green Baptist Church and since February 2024 at Alma Beacon, Windsor Foodshare continues to support individuals and families in Windsor and surrounding areas on a referral basis who are suffering food poverty and food insecurity and are at risk of going hungry. The weekly food parcels include a wide range of non-perishable items, fresh fruits and vegetables, bread, and eggs. Occasionally, toiletries and pet food are also distributed.

A significant proportion of parcels are delivered directly to homes across Windsor, Old Windsor, Ascot, Eton Wick and nearby areas, to those who are unable to attend in person, perhaps because of mobility issues, health challenges or age.

We continue to be grateful for the support of our local community with donations in kind and in cash. Donation boxes in local supermarkets and many schools, especially around harvest festivals, provide us with an on-going supply of basic items. Our annual FareShare<sup>3</sup> Winter Food collection in November continues to be a vital source of foods and we are thankful to Tesco in Dedworth for hosting this event and to their customers who donate. Whilst there are many others to thank, we would like to single out the charity Your One Wish<sup>4</sup> which has stepped in many times this year to help with supplying low stock items. Cash donations through JustGiving and fundraising events are used to buy weekly fresh fruits and vegetables and therefore provide a balanced basket of food to our clients.

We could not do our work without our incredible volunteers, who provide support not only with donating food, but also sorting, collecting and delivering it as required. It is always heartening to hear them talk about the positive effect this has on them but also about the community they have created amongst themselves. It is also a great pleasure to welcome schools to our hub;

with 7 schools having taken part in volunteering sessions at Dedworth Green, we are always keen to help them understand the challenges faced by those less fortunate in our community.

Following the surge in demand during the COVID-19 pandemic and its immediate aftermath, the number of people referred to Windsor Foodshare has now returned close to historic levels. The availability of universal credit, school breakfast programmes, and the emergence of local food kitchens and community fridges has also reduced overall need.



Our referrers include the local council, schools, doctor surgeries, parenting groups, housing associations and churches. Our aim is to provide only short-term support and reduce dependency. We have worked closely with these local agencies in 2025 to see how we may be able to move some clients away from dependency on Foodshare vouchers once they are back on their feet. We hope to encourage further discussion on how they can best be helped and connected with the most suitable organisations, which we will continue to do in 2026. Over half of households visiting Alma Beacon (51%) required repeat support during 2025, demonstrating that food poverty and food insecurity is often ongoing rather than a one-off crisis. As part of an essential local support network, we will continue to ensure we reach those in need.

<sup>3</sup>FareShare – Registered Charity No. 1100051

<sup>4</sup>Your One Wish – Registered Charity No. 1165926

# Impact story – Stef

Stef's story is one of facing serious health challenges and finding unexpected support and connections through Windsor Foodshare. After being diagnosed with an aggressive cancer and having been slow, at first, to ask for support from government, council services and the community, Stef faced severe hardship. Formerly a long-serving teacher, his world became defined by his fight against his illness.

During these difficult times, collecting food from Windsor Foodshare became quickly more than some help with the food he needed – it became a weekly ritual that brought him purpose, human connections and kindness. For 2 years, every Thursday, week in – week out, rain or sunshine, Stef cycled to Dedworth Green Baptist Church only missing 3 weeks when he was too ill to come and deliveries were arranged for him.

At Foodshare, Stef was given staple foods to meet his new dietary requirements (bread, pasta, eggs, fresh vegetables and fruit); and he also found warmth in the friendly greetings, enjoyed the ten minutes long but genuine social exchanges with Sarah and the volunteers, their encouragement and gestures of thoughtfulness. These interactions fostered a strong sense of connection and emotional support, easing loneliness and helping sustain his body and spirit through recovery.

When his cancer went into remission, Stef went on a break from Foodshare which he found very hard *“Foodshare provided not just food but company, kindness, and purpose – things I really missed while on the break”*. Unfortunately, his cancer came back which he found harder than the first time as he had to accept this lifelong battle. Foodshare support was reinstated.

Stef explains that Foodshare is *“a lot more than filling people's tummies. There are aspects of the work of Foodshare which fill people's hearts and spirits”*. He credits these moments with sparking his emotional recovery as much as aiding his physical healing. Foodshare has also connected him with The Lions Club of Windsor<sup>5</sup>, his Clewer Parish church and other charitable organisations.

Looking forward and now back in remission, Stef is optimistic. His health is steadily improving. He is also discovering more about himself and his need to have more close connections. He would like to be able to make a positive impact – maybe by drawing from his background in providing education and his ability to bring people together, with a view to giving back to his west Windsor community.

<sup>5</sup>The Lions Club of Windsor – Registered Charity No. 283758



# Volunteers insights

**AMANDA:**

*"When we choose the fruits and vegetables to add into a parcel, we ask ourselves : Would we eat that? Making sure the food is well presented is part of making the clients feel good, even if they are in a difficult situation. There is a humanity to it."*

**DAPHNE:**

*"I thought, why not? I wanted to do something... It's nice to know we're doing something. By delivering, we're helping people that can't get out to get food. It doesn't take much time, but it makes a big difference. It just feels good to help those less fortunate."*

**ANTONY:**

*"The exciting thing is I hardly ever visit anyone for more than 4 to 6 weeks. We're helping people through a tough time, then they move on and get back on their feet. It's not about long-term dependency but short-term support to get through a bad patch."*

**MALCOLM:**

*"Volunteering gives me routine and purpose. It gets me out of the house and gives me something to feel good about. It helps me as much as it helps Foodshare and the people we support."*





# WINDSOR STREET ANGELS

## IMPACT HIGHLIGHTS 2024-2025



**2,753 PEOPLE**

supported in the year (2,178 on streets; 575 in Safety Hub)



**52 WEEKS**

a year on Fridays and Saturdays



**24**

first aid/medical interventions



**35 VOLUNTEERS**

age range from mid 20s to mid 70s

# Overview

Windsor Street Angels have been a vital presence in Windsor's night-time community since 2012, providing compassionate, practical support to vulnerable people – clubgoers, those sleeping rough, the lost, those who've had too much to drink, or anyone in distress. Over 100,000 people have been supported in some way over that time.

Windsor at night is very different from by day as pubs, bars and its nightclub draw crowds alongside people out due to loneliness, mental health difficulties or crisis. Every Saturday night of the year and two Fridays a month, trusted teams of five volunteers patrol to look after anybody who needs it.

Alongside first aid, the team looks out for predatory behaviour, safeguarding those targeted and alerting police/CCTV to drug dealing, criminal damage or spiking. They offer vital pastoral care to those in mental health crisis – including those experiencing suicidal feelings; on one occasion the team restrained a woman from serious self-harm.

Volunteers also bring joy through the provision of clothing/footwear for the homeless, food for the hungry, and safe homeward journeys for young people – contacting parents/friends and arranging transport. When someone needs more than a brief chat, the team can bring them to the Safety Hub at Windsor Baptist Church in Victoria Street. There they can sit in the warm, rest safely, talk or receive help if scared or unsure how to get home.

We are hugely grateful to our 35 volunteers who give up their Friday/Saturday nights to the community. PCSO Dave Bullock, co-founder and anchor, says: *"I've seen shy people grow in confidence and go on to careers in paramedic services, police work and caring roles. Being a Street Angel not only helps others but gives volunteers purpose."* Their compassion, patience and kindness have forged a genuine bond with the Windsor community, making Street Angels a crucial part of the night-time safety net alongside police, ambulance and CCTV.

## Volunteer impact story – Erin



“ I started volunteering for Street Angels when I turned 18. I was in college and looking for work experience. I knew I was keen to get into the medical world, had done quite a few first aid training, but had never had the opportunity to use it. I did a couple of nights with Street Angels and my mum was worried that this may not be safe so she came out with me and found she loved it too! David was absolutely brilliant with the training and the organising and support, and as we work so closely with the police and the other services, I have never felt unsafe. Quickly I found myself using my training and it felt great to be trusted. My confidence in talking with people also grew massively. Today I am in full time employment working for the ambulance services. Every day as I take incoming 999 calls, I appreciate how much Street Angels prepared me for this and changed my life. ”

# FUNDRAISING



## HIGHLIGHTS

Our projects were busy with fundraising efforts, essential to keep serving the vulnerable members of our community. These included:

- In May, our second Loop the Lake sponsored walk for Windsor Foodshare, held at Virginia Water.
- In September, a team of volunteers and supporters ran in the Windsor Half-Marathon for the Cold Weather Night Shelter.
- In October, the Sleepout took place at Windsor Rugby Club, a great fundraising night attended by over 100 people, who enjoyed delicious food (provided gratis by the Mango Lounge) and entertainment, with special thanks to the 17 volunteers who slept out to raise awareness and funds to support our homeless project.

All these efforts raised more than £20,000 for our charity. We are grateful to the Crown Estate for use of their facilities.





## Sing-a-thon fundraiser

**26-27 SEPTEMBER 2025, 5PM TO 5PM**

It is always special when our own volunteers come up with a new idea to support Alma Beacon.

The idea of a sing-a-thon came to Rachel during a joyful long drive to Bristol, belting out Glee Choir<sup>6</sup> songs from her Spotify playlist for five hours on the trot. Already a volunteer supporting Windsor Homeless Project's Cold Weather Night Shelter, Rachel saw an opportunity to combine her passion for singing with fundraising. She approached James Manwaring, head of music at Windsor Boys' School, head of the Glee Choir and a recent MBE recipient for community music work, who enthusiastically backed the plan to run a 24 hour sing-a-thon, offering the school as the venue.

Mobilising dozens of Glee choir members was just the start – the team reached out to external choirs to help fill the 12 x 2 hour shifts required. Local churches from all denominations were very supportive. Local schools and the Brownies, also joined in. It was a very long day and especially rewarding was the wonderful finale, the final 2 hour slot, packed to the rafters with family and friends invited to join in and sing.

The Sing-a-thon has raised £12,500 for the Night Shelter, with special thanks to Rachel, Debbie and their team for putting your hearts and efforts in getting this off the ground.

## Corporate fundraising

Our corporate partnerships are growing. We continue to receive one-off and repeating financial donations, from our new and existing partners, and welcome corporates to our projects to support our regular community volunteers. Here are some of the many highlights.

- During InterContinental Hotel Group's September Giving for Good Month, their senior executive team prepared lunch for the guests at WHP and brought essential donations to WFS for sorting and packing. Some of their employees entered the Windsor Half Marathon as part of our team.
- With Centrica being the biggest employer in Windsor, we have over the last quarter of 2025 accommodated 43 of their volunteers in our projects.
- Ascot Racecourse and Knight Frank Estate Agents have agreed to continue to support us with funding towards our Night Shelter.
- A team from Ascot Racecourse took on the task of carrying out a deep clean of our Alma Beacon HQ.
- Alma Beacon was the chosen charity for Princess Margaret Hospital this year and they have supported each project in turn with in-house fundraising efforts.
- Groupe SEB provided Christmas bags of treats for WFS clients.
- We are pleased to welcome Morgan Lovell who recently provided delicious lunches for our guests.

We are grateful for the commitment of all our corporate partners.

<sup>6</sup> Part of Glee Club UK



Tim Allison, Treasurer

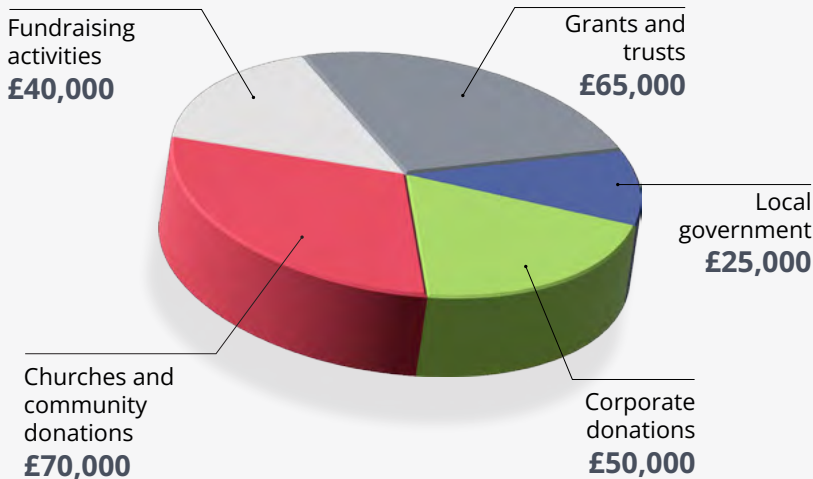
# FINANCIAL HIGHLIGHTS

## FINANCIAL YEAR 2024-2025

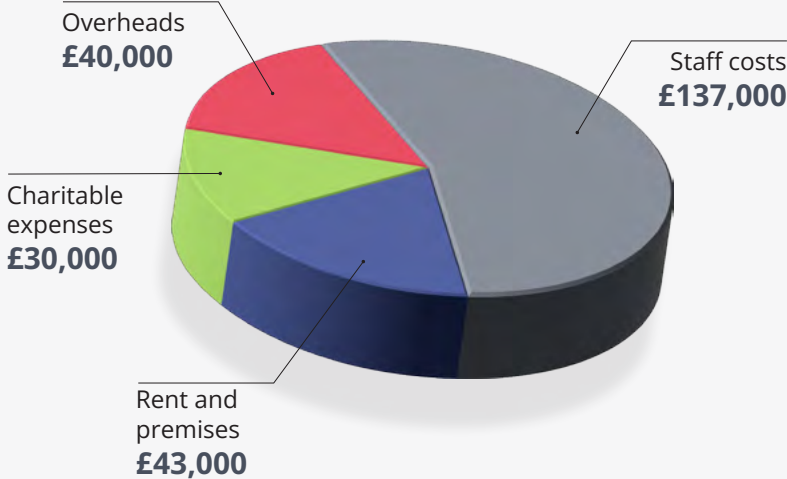
The charity aims to reach a break even position in each financial year. The charts below show how we spend our money and where that money comes from in a typical year.

At present we spend around £250,000 per year and therefore plan to raise a similar amount each year across our various funding streams. The trustees' policy is to hold a minimum of four months outgoings as reserves. At our last financial year end our cash balance equated to around nine months outgoings meaning we had some additional contingency as we plan for the next financial year.

### WHERE OUR MONEY COMES FROM



### HOW WE SPEND OUR MONEY



# THE WAY AHEAD



The trustees were delighted on 13 November 2025 to accept an Award, on behalf of its volunteers and staff, from the Prince Philip Trust Fund. Alma Beacon has been named as the first-ever recipient of the John Handcock Award, established “to recognise and honour an organisation that has significantly supported local residents in the Royal Borough of Windsor and Maidenhead”.

The Award has been created in memory of John Handcock (1930-2021), who was one of Windsor’s most prominent citizens and instrumental in establishing the Prince Philip Trust Fund.

HRH The Duke of Edinburgh presented the Award in recognition of Alma Beacon’s “incredible and urgent outreach work for some of the most vulnerable members of the local community.”

It is truly an honour to be the inaugural recipients of the Award, which recognises the difference that our young charity has made. We share this Award, not just with our compassionate and dedicated volunteers and staff, but also with our incredible guests and all our supporters who over the years have made this achievement possible. This Award has given us the opportunity to thank you all for your incredible commitment and support.

We must also acknowledge the fundraising efforts of our supporters, with thanks to those who ran, walked, sang and slept out to raise money for us. Please look out and join us for next year’s events.

And so, we look ahead with wind in our sails. We are preparing to open our doors again to the Cold Weather Night Shelter, with an extra number of beds available to reduce the risk of having to turn anyone away.



**Maria Hindmarsh, Co-Chair, 2025 - 2026**



**Jeremy Crame, Co-Chair, 2025 - 2026**

As a Board, we are looking to broaden the work we have done in supporting and developing our three projects. Our building at Alma Beacon has given us more focus and brought us closer together. We will build on this, with work on our database, our websites and the recruitment of new trustees with complementary skills.

We have great teams leading all our projects. Working together, as well as with external agencies and specialist services, we aim to provide a more tailored service to our guests. This will be achieved by

- The introduction of personal development plans for our guests.
- Continuing communication with RBWM around housing.
- Outreach work to ensure that we are getting to those in need.
- Further engagement with referrers on the issue of foodshare dependency, and,
- In conjunction with professional third parties, providing counselling and mental health support to improve the psychological health and quality of life of our guests.

The overarching goal in everything we do is our deep desire to see our guests moving on in their life journeys – to help guests and clients, where possible, to re-enter the workplace market, contribute to the local and national economy and rebuild self-sufficiency. Our teams, volunteers, supporters and partners are vital to helping us achieve these good outcomes.

We thank you all and look forward to working together in the year ahead.

**MARIA HINDMARSH AND JEREMY CRAME  
CO-CHAIRS 2025-2026**



## **CONTACT US**

Alma Beacon,  
73a Alma Road,  
Windsor, SL4 3HD

[almabeacon.org](http://almabeacon.org)

Alma Beacon is the operating name of Windsor Christian Action  
a registered charity in England No. 1154308