

Warm Space Case Study 2024



Introduction


This winter, St Luke's opened its doors as a Warm Space to our local community. We recognise the importance of providing a comfortable, non-judgemental environment in an inviting setting. Our dedicated staff and volunteers have warmly welcomed visitors to a safe, friendly space and, as needed, to listen, support and help access information and signposting. We have provided free refreshments, showers, access to computers with free Wifi, as well as valuable information and engaging activities.

"I work as a carer at Centre 404, Islington. St Luke's Warm Space is nice socialising for my service user."

From December 2023 to end of March 2024 St Luke's Warm Space was open 56 hours per week totalling 980 hours over the 4 months.

The provision of the Warm Space has enabled St Luke's to strengthen our links to the community, to support people and make a difference. We welcomed residents of all backgrounds with a particular focus on older individuals, families with low or no incomes and vulnerable households. For many facing complex cost-of-living issues and challenges it has been a lifeline. By creating a safe and supportive environment, we've helped individuals feel valued and supported, contributing to their long-term stability and wellbeing.


St Luke's Warm Space Impact




5919 Visits from Dec 2023 to March 2024



1198 St Luke's registered members as at 31st March 2024



5244 Lunches served Monday - Sunday



Daily attendance
87 Monday-Friday
62 Saturday & Sunday

Case Study

Mary's Background (not her real name)

Mary, a long-term resident of Islington for 35 years, discovered St Luke's a decade ago during a casual stroll. Since then, she has found the Centre to be an invaluable source of support and assistance.

What difference has St Luke's Warm Space made to you?

Living with Bipolar, Mary deeply appreciates the availability of support services at St Luke's and visits the Centre every weekday and often at weekends. Mary says, "St Luke's is a place where I feel understood and supported. I have a regular meal whilst I am here which is tasty and very good value. Sometimes I take a soup home for the evening. I didn't used to eat regularly and it really helps how I'm feeling."

Mary has attended many of the activities here at St Luke's with her favourite being in the outdoor spaces. She is very much looking forward to helping out in the gardens when the warmer weather arrives.



"St Luke's has been a very, very big part of my life since I found it. I am Bipolar and having a regular meal helps my mental and physical wellbeing"

During the Winter months Mary has regularly used the shower facilities at St Luke's. She says it is much easier to use them here and save on her heating bills.

Through her consistent engagement with the centre, Mary has made many meaningful connections and found solace in shared experiences. "I have met lots of new people through the Centre that live locally. It has been a lifeline for me and makes me feel part of the community. Every time I visit, I feel comfortable that it is a place that I know and I don't feel pressured. It's nice to know the staff and the friendly faces. It's a lifeline to me".