

2024 - 2025



The
Mosaic
Community
Trust

Annual Report

*Uniting, Empowering, Celebrating
Caring Communities*



Message from the CEO and the Chair



The 2024–2025 year has been another milestone for The Mosaic Community Trust (MCT). This has been made possible by the dedication of our team and the unwavering support of our partners, collaborators, and funders. Thanks to this shared effort, more residents in and around Church Street are engaging with MCT services. They are overcoming loneliness, reducing isolation, and improving their overall well-being.

Our unique model is co-designed and delivered by local women. It continues to be valued for being culturally, socially, and physically accessible. We are especially proud of our successful health literacy workshops. These were delivered with NHS partners, including Imperial College NHS Trust, CLCH, and CNWL CAMHS. Together, we are working to reduce health inequalities.

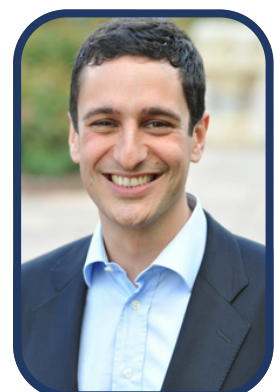
MCT offers a wide range of services that support, empower, and uplift people. Whether residents are waiting for treatment, facing mental health challenges, or dealing with personal or financial difficulties, they can turn to us for help. We are deeply grateful to all our supporters for believing in our work. Your funding makes it possible to create meaningful change for those facing deprivation and exclusion. We especially thank Westminster City Council for its ongoing, multi-year funding. Their support reflects the value and impact of our work in the borough's most deprived ward.

This year, we completed our three-year strategic plan. We also began developing our next five-year strategy (2025–2030). With strong community input, we are transitioning from a rights-based to an asset-based model. This means recognising and building on the strengths and capacities within our community. Already, MCT-trained advocates are delivering much-needed care and support.

We are proud to share this report, filled with stories of transformation. Our heartfelt thanks go to our staff, volunteers, community members, and Trustees. Their dedication makes all of this possible.

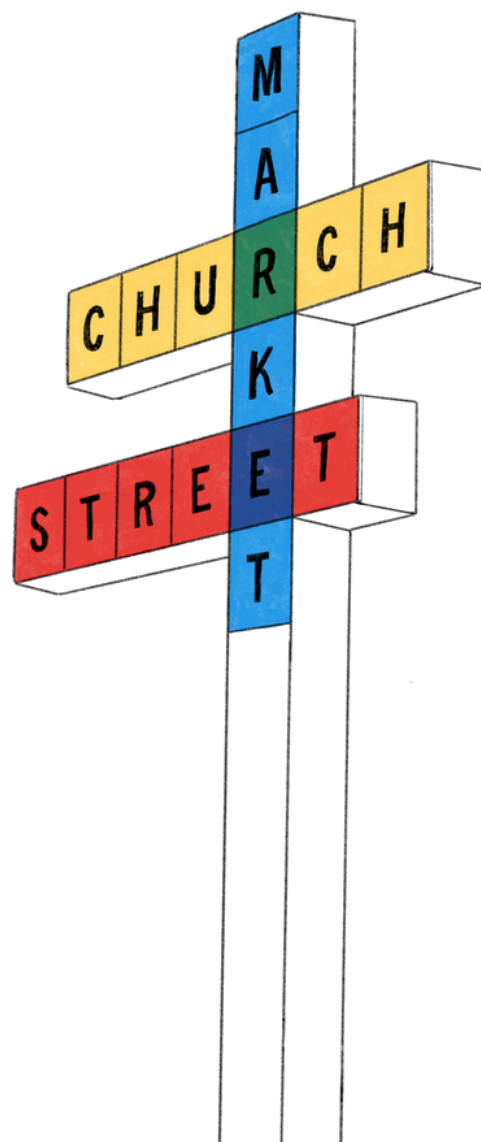
Lena Choudary-Salter
CEO, Mosaic Community Trust

Mark Gifford
Chair of Trustees



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About Us

Established in 2006, The Mosaic Community Trust (MCT) is a grassroots organisation dedicated to empowering Black and ethnic minority communities in Westminster—particularly across Church Street, Harrow Road, and Maida Vale. Our mission is to recognise and build on the strengths of women from marginalised communities in North Westminster, so they can develop the knowledge, confidence, and leadership to improve health and wellbeing, challenge inequality, and drive change for themselves, their families, and their communities.

MCT's work is rooted in a community-led approach with a strong focus on social inclusion and wellbeing. We have recently shifted from a rights-based to an asset-based model. Central to this is the empowerment of women from marginalised backgrounds, recognising them as vital community assets who play a transformative role within families and neighbourhoods.

Our programmes are designed to strengthen the capacity of these women, enabling them to take active leadership roles in improving health and wellbeing outcomes for themselves, their families, and the wider community. We believe that through building confidence, connection, and capability, these women become powerful agents of change - helping to foster a compassionate, caring, and resilient community.

MCT continues to focus on activities that **unite** communities, **empower** women, and **celebrate** caring communities. This in turn promotes integration as well as individual development as women are supported to reach their full potential and champion positive change from within.



Uniting



Empowering



Celebrating

Introduction



This year's Annual General Meeting (AGM) report is grounded in our Theory of Change model (p. 5), which continues to shape our strategic direction and guide the delivery of our programmes. Our approach is focused on creating meaningful and measurable impact across the communities we serve. Over the past year, we have worked to strengthen our services, expand our outreach, and respond effectively to community needs.

Despite the ongoing challenges in the wider environment - including the rising cost of living, increased demand for services, and continued pressures on public health - our organisation remained resilient and committed. We adapted our programmes to meet evolving needs, responded to emerging issues, and remained grounded in our core values of inclusion, equity, and partnership.

Our work is presented through four key pillars that reflect our long-term commitment to sustainable change:

- **Advocacy**
- **Community Inclusion and Cohesion**
- **Health Literacy**
- **Building Sector Partnerships**

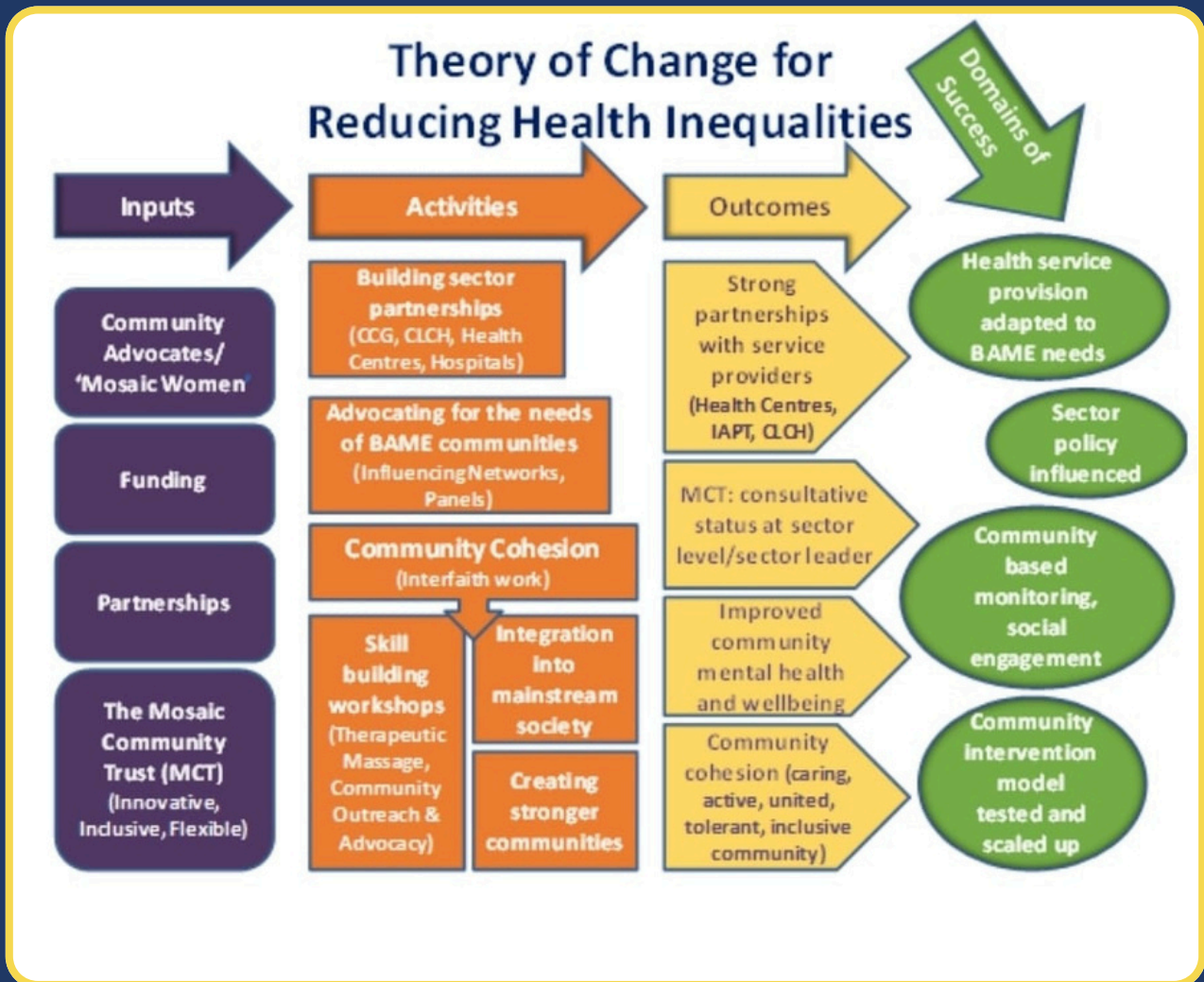
Each pillar demonstrates the outcomes we've achieved and the difference we are making through collaboration, capacity building, and evidence-informed action.

These achievements have only been made possible through our continued engagement with stakeholders and the dedication of our team. Together, we've delivered a wide range of impactful initiatives - from health and wellbeing workshops to community drop-ins, educational sessions, and advocacy campaigns.

We reflect on the achievements of this reporting period, and remain committed to building on this momentum - strengthening our community relationships, expanding our reach, and deepening our impact in the year ahead.



Theory of Change



“This drop-in has made a huge difference to my mental well-being while living with my long term health condition (MS). Knowing there’s a place I can come for advice, support and even just a bit of pampering with the massage is fantastic. The sense of community here is also important.

Thank you Mosaic”.

1

Advocacy

Representing the Voices of the Community

At the heart of MCT's mission is the unwavering commitment to amplifying the voices of individuals and communities who are often unheard or overlooked. Throughout 2024–2025, Mosaic continued to play a vital role as an advocate for those facing social, economic, and health inequalities - particularly within BAME and other marginalised communities in the Church Street area and beyond.

Through direct engagement, culturally responsive services, and strong community relationships, we have created safe spaces where residents feel empowered to share their lived experiences, raise concerns, and participate in shaping solutions. Whether through one-to-one support, group workshops, or advocacy forums, Mosaic ensures that the perspectives of the most vulnerable are not only heard but are acted upon at both local and strategic levels.

Our work has contributed to influencing local service provision, informing public health strategies, and fostering stronger, more inclusive partnerships with statutory bodies. We are proud to be recognised as a trusted community voice and a key connector between residents and decision-makers. In doing so, Mosaic continues to uphold its role as a catalyst for change - ensuring no voice goes unheard.

Church Street Health and Wellbeing Hub

MCT has actively played a key role in the Church Street Regeneration Working Group - an initiative led by Westminster City Council as part of its broader regeneration programme for the area. As a trusted member of this forum, Mosaic Community Trust has been involved in shaping the vision, development, and planning of the Church Street Health and Wellbeing Hub.

Our contributions focused on ensuring that the voices and needs of local communities, particularly those facing health inequalities and social exclusion, are embedded within the design and delivery of future health and wellbeing services. MCT's ongoing engagement in this work reflects our strategic commitment to co-producing inclusive, community-driven solutions as part of Church Street's long-term redevelopment.

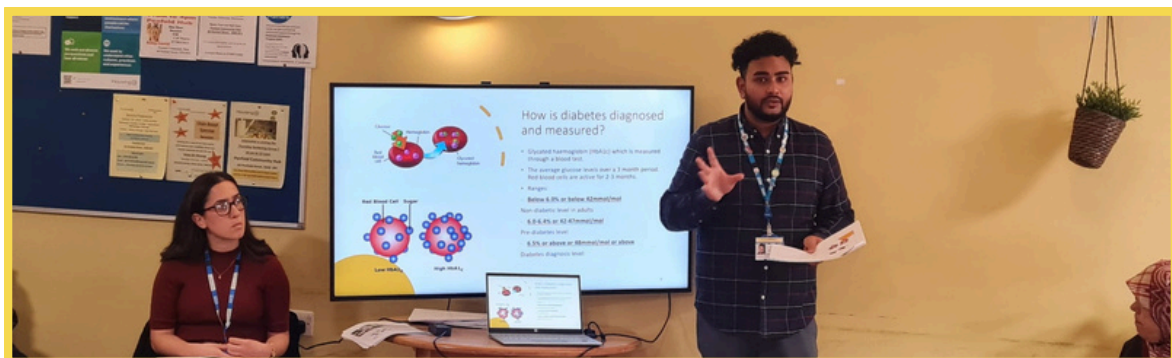


National Research and Maternity Continuity of Care: The SIMCA Project

Over the past two years, Mosaic Community Trust has been a valued partner in the NIHR-funded SIMCA project (Study of Implementation of Midwifery Continuity of Carer), which examined how this NHS service model has been implemented across England.

MCT, represented by our CEO and team, has played a vital role in ensuring that the voices and lived experiences of women from the global majority using maternity services are meaningfully included in the research. Through regular engagement with the research team and active participation in the project's Public Patient Involvement (PPI) Advisory Group, MCT has helped shape findings that will inform NHS England and wider maternity policy.

In 2024, MCT also hosted two successful community-research engagement events, creating opportunities for open dialogue between researchers and service users. As the project concludes, MCT will continue to support the dissemination of its outcomes, with a national event anticipated in late 2025 or early 2026, where we will once again contribute as a key community partner



Strategic Influence and Policy Engagement

Co-Production of Bi-Borough Health and well-being Strategy and Community Consultation

Mosaic Community Trust continues to play an influential role in shaping local health and wellbeing priorities. As an active contributor to the development of the Bi-Borough (Westminster and Kensington and Chelsea) Health and Wellbeing Strategy, MCT has brought forward the voices and needs of marginalised communities into strategic discussions. We are proud to share that the Strategy was formally adopted by the Bi-Borough Health and Wellbeing Board, marking a significant step towards more inclusive and community-centred policy.

MCT is currently engaged in the next phase of this work—co-developing the Action Plans that will guide the Strategy's implementation. Our leadership in facilitating workshops to define community-led outcomes has been recognised as a key contribution to the process. This collaborative work continues, ensuring that community insights remain at the core of local health planning and delivery.

Engagement with the Care Quality Commission and Advocacy for Unpaid Carers

In 2024, the Care Quality Commission (CQC) reached out to Mosaic Community Trust to gather feedback on our work and our experience collaborating with Westminster City Council, as part of their assessments under the Health and Care Act 2022. Recognised by both the Voluntary Sector Forum and the Local Authority as a key community supporter, MCT was invited to contribute insights during an interview in April 2024.

During this engagement, our CEO highlighted significant gaps in support for unpaid and informal caregivers within the community—particularly those from BAME backgrounds, where caregiving is often seen as a private family responsibility rather than a public concern. Following this, senior council officials met with MCT to explore these issues in greater depth.

MCT continues to work closely with Westminster City Council officers to raise awareness and advocate for better recognition and support of unorganised family carers. Through ongoing social education and community outreach, we are gradually fostering understanding of the needs and wellbeing of unpaid carers, ensuring their vital role is acknowledged and supported.

2 Community Inclusion and Cohesion

Driving Impact Through Community Engagement

From April 2024 to March 2025, Mosaic Community Trust strengthened its relationship with the Church Street community through targeted engagement strategies designed to build trust, inclusion, and active participation.

As part of our ongoing commitment to community engagement, MCT actively created opportunities to raise awareness of our work and advocate for the needs of Church Street residents across a range of local platforms. We participated in provider networking events, school-based coffee mornings, pop-up stalls, and community celebrations - ensuring our presence remained visible, accessible, and responsive to local needs.

Our collaboration with the Portman Early Childhood Centre remained a key part of our engagement strategy. Through regular monthly meetings, our team - led by our community engagement officer - maintained strong relationships with local service leads, including representatives from social services, CAMHS, youth clubs, midwifery, and nursing. These meetings served as vital spaces for two-way communication, where information was shared, community concerns were discussed, and cross-referrals were made to ensure coordinated, holistic support for families in the area.



To support those facing urgent challenges, we launched the One Stop Service in November 2024, offering personalised advice and practical help twice weekly. This direct support approach has been critical in reaching isolated individuals, building strong relationships, and enhancing trust in MCT as a reliable community resource. Since its launch it has supported residents with complex and challenging cases in housing, social benefits, healthcare and mental health issues. The service helped prevent escalation of issues such as rent arrears, debt, food insecurity, and family breakdowns by providing timely and targeted advice. Residents reported feeling more supported, heard, and less alone - especially those who previously felt disconnected from formal support systems. They felt more confident in managing their own situations, and some have since accessed wider MCT services such as wellness programmes or community events.

This joined-up approach allowed us to strengthen inter-agency collaboration, respond more effectively to emerging community issues, and build a culture of mutual support across the local service framework.

3 Health Literacy

Celebrating Community Voices Through Art at St Mary's Hospital

In May 2024, Mosaic Community Trust proudly partnered with the Imperial Health Charity Arts Team at St Mary's Hospital to co-create a permanent art installation for the A&E department. This collaborative project brought together participants from MCT's Art for Wellbeing sessions and artist Nisha Duggal to design a textured, multi-material piece that reflects the creativity, identity, and lived experiences of our community. The artwork, unveiled during a special launch event attended by healthcare professionals, aimed to humanise clinical spaces, raise awareness of health inequalities faced by marginalised groups, and create a more welcoming and inclusive environment for patients entering the hospital. This initiative stands as a powerful example of how creative expression can serve both as advocacy and healing.

It is estimated that nearly 3 in 10 Westminster residents live with a long-term health condition. Alarming, residents from Black ethnic backgrounds experience significantly higher health risks - reporting nearly twice the prevalence of hypertension and almost three times the rates of diabetes compared to people from a White background.

Diabetes Prevention and Management Workshop

In April 2024, Mosaic Community Trust, building on a valued partnership with Central London Community Healthcare Trust (CLCH), co-facilitated a community workshop focused on diabetes awareness, prevention, and management. Delivered by a specialist diabetes nurse and a nutritional therapist, the session provided clear, accessible information on the differences between Type 1 and Type 2 diabetes, practical steps for prevention, and effective management strategies for those already living with the condition. The workshop emphasised the importance of healthy eating habits and regular physical activity. It concluded with a focus group session, allowing participants to ask questions, express concerns, and receive tailored advice in a supportive environment.



Diabetes Prevention Workshop April 2024

Empowering Women Through Pregnancy Health Education

Mosaic Community Trust, in collaboration with the Women's Health Research Centre, co-delivered a series of educational workshops focused on women's health during pregnancy. Key topics included preterm birth, maternal genomes, and the overall importance of maintaining health throughout pregnancy. The sessions aimed to raise awareness among women and young mothers, offering guidance on available support services and opportunities to participate in health research. Post-workshop evaluations showed a marked improvement in participants' understanding of the subject matter, reflecting the positive impact of this targeted community engagement initiative.

4

Building Sector Partnerships

Through our ongoing health literacy initiatives, Mosaic Community Trust has continued to strengthen its partnerships across the healthcare sector, including long-standing collaborations with Imperial College Healthcare NHS Trust, CLCH, IAPT services, and CAMHS. During the 2024 reporting period, we were pleased to expand our network through new partnerships, notably with the Women's Health Research Centre at Imperial and the Westminster Youth Justice Service, Mount Anvil, Paddington Life sciences among others.

A significant milestone this year was the launch of our Cancer Awareness Workshops, funded and supported by the Community Chest Fund as part of a wider NHS initiative. These workshops covered a range of cancer-related topics and were designed to equip participants with essential knowledge and information, empowering them to make informed health choices and engage proactively with their care.

These sessions not only raised awareness but also led to a noticeable increase in the uptake of cancer screening services and encouraged open conversations within the community about the importance of early detection and timely intervention. This shift reflects growing confidence among participants to engage with preventative healthcare and highlights the effectiveness of our culturally sensitive, community-led approach.

Impact At A Glance

43

cases handled through the one-stop service, which saw a significant reduction in stress and anxiety.



90%

of our service users are regular attendees of our culturally-informed health and wellbeing sessions.



500+

local residents reached through drop-in services, health workshops, and outreach programmes over 12 months.



Testimonies & Cases

*"I first heard about Mosaic's drop-in through one of Mosaic's advocates, who recommended it to me. I have been feeling stressed lately, due to certain family problems. After attending the drop-in sessions and receiving therapeutic massage and emotional support I can manage my stress better and feel very relaxed after the massage. **Everyone at the drop-in centre is very kind and I have made new friends**"*

SA - Service user, 2024

*Mrs H has been attending our drop-in sessions for a while now. Mrs H understands the benefit of attending our drop-in's and is **now bringing along her elderly mother who suffers from health problems**. Mrs H says she and her mother look forward to attending the drop-in every Monday. She shared that "the massage therapists and advocates are very professional and friendly"*

H.B - Service user, 2024

*Mrs B is a regular service user. She suffers from fibromyalgia which has impacted her quality of life. Mrs B is a mother of 2 children and requires a carer to support her. Mrs B attended MCT's drop-in sessions where she was taught breathing exercises and mindfulness techniques. "**I can manage my stress better and feel more confident in myself. I know Mosaic will always be here for me when I need help**. I have made new friends and I don't feel lonely anymore. Coming to the drop-in has connected me to the community"*

M.B - Service User, 2024

"This drop-in has made a huge difference to my mental well-being while living with my long term health condition (MS). Knowing there's a place I can come for advice, support and even just a bit of pampering with the massage is fantastic. The sense of community here is also important. Thank you Mosaic"

Mrs S - Service User, 2024

*" I have been sleeping on the streets and hostels for a while as I was evicted from my home. This has made me very socially withdrawn and unable to face people and cope with life. I heard about the one stop service when I was in the library and came to them for help. The lady was very patient with me and listened to my needs and she was able to make an appointment with a counsellor to try and get me help. **I feel now I have somewhere to go if I need assistance and a safe space to talk to someone if needed.** Getting help has made me feel a bit stronger and hopeful"*

Ms H.A - Service User, 2025

*" Since coming to Mosaic's one stop service, I have managed to solve many of my problems. I had many letters I did not understand, and I was not coping with reading them, this was affecting me and making me depressed. The friendly lady at the one stop service took time to read through my papers, explain them and sign posts to other organisations to receive help. **I am happy now that I have somewhere to go when I need to. It is such a weight off my shoulders.** This has helped improve my mental health as I no longer feel alone "*

Client A.R - Service User, 2025

" Staff at Mosaic are so kind and supportive. They always have time to listen and offer helpful suggestions. The chair exercises are gentle enough for me, even on my bad days and I always leave feeling a little more relaxed after a massage "

From a service user with chronic kidney disease, 2025

*" **Coming to Mosaic's Patients Waiting Well drop-in has been a lifeline while waiting for my surgery.** Nurse Marias health advice was practical and easy to understand, and I feel much more informed about managing my condition. The chair exercises have made a notable difference in my pain levels and the relaxation massage is a treat. Thank you Mosaic for providing this valuable service "*

Mrs A - Service User, 2025



Funders and Supporters

With heartfelt thanks

This year's achievements across Church Street and surrounding areas were only possible thanks to the generous support of our funders and partners. Your belief in our mission has helped us deliver trusted, community-led services that continue to tackle inequality and improve wellbeing for those most excluded.

Westminster City Council

Hyde Park estate Fund

Edward Harvest Trust

Portman Estate Fund

Imperial Health Charity

Imperial Health College

Cardiff University

Patient Experience research Centre

Women's Health Research Centre

Young Westminster Foundation

Helping Hands

Community Solutions Fund

National Lottery Fund



Contact & Acknowledgements



Our heartfelt thanks to everyone who has contributed to our work this year - from staff, trustees, and volunteers to our dedicated Health & Wellbeing Advocates and the wider Church Street community. Your commitment, compassion, and collaboration power everything we do.

To learn more, get involved, or support our work, please contact us:

- ☎ +44 (0) 207 289 1170
- ✉ info@mosaiccommunitytrust.org.uk
- 🌐 www.mosaiccommunitytrust.org.uk
- 📱 Instagram: [@mosaiccommunitytrust](https://www.instagram.com/mosaiccommunitytrust)
- 🔗 LinkedIn: [Mosaic Community Trust](https://www.linkedin.com/company/mosaic-community-trust)

If you'd like to support our mission, donate, or explore partnership opportunities, we'd love to hear from you.

