

Social Impact Report

April 2023 – March 2024

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Welcome

Our 2023/24 Social Impact report highlights the work Nationwide has driven and supported to help communities across the UK.

Nationwide Building Society was originally set up to help people save and borrow money, buy homes of their own and improve their lives. In 2007, Nationwide members voted to continue helping to improve lives by committing at least 1% of annual pre-tax profits* to good causes, something we continue to this day.

Our previous strategy, in pursuit of our vision for everyone to have a place fit to call home, has now drawn to a close. This year's report looks back over the last year – 2023/24, and the full seven years of the strategy, 2017-2024. We will also introduce our new social impact programme, Nationwide Fairer Futures, and set out how we'll be continuing to make a difference to our local communities.

**The report will take approximately
30-40 minutes to read.**

*The 1% is calculated based on average pre-tax profits over the previous three years.

Our social impact 2017-2024

Building a better society

Over the seven years of the housing strategy, 'Everyone deserves a place fit to call home', Nationwide has made a significant impact on society. Highlights include:



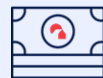
Shelter charity partnership

£5.6 million raised through corporate donations and fundraising by colleagues and members.



Every Penny Helps

£188,852 raised by colleagues by donating the last few pennies of their monthly pay.



Payroll Giving

£739,944 donated by colleagues directly through their salaries.



Colleague fundraising

£3.2 million raised for charity by Nationwide colleagues.



British Red Cross

£1.9 million donated to British Red Cross by colleagues and customers across more than 11 appeals.



St Mungo's charity partnership

£230,000 through corporate donations and fundraising. 455 homeless people supported to build their confidence and gain new skills. 484 Nationwide colleagues trained in supporting people experiencing homelessness.



Oakfield housing development

Connecting with those who live closest to our development of 239 new, energy-efficient homes.



Colleague volunteering

215,152 volunteering hours logged.



Colleague Grants

£2.4 million awarded to 307 colleague grants.



Community Grants

£27 million awarded to 645 projects. This supported around 149,000* people in housing need:

- supporting more than **57,000*** people to thrive within the home environment
- preventing more than **52,000*** people from losing their home
- helping more than **39,000*** people into a home



Nationwide Foundation

More than £18 million awarded through corporate donations.



Other donations

We also made donations to a number of additional charities, to support them with the important work they do for society and their local communities.

*These figures are calculated estimates provided by the charities.

Our social priorities 2017-2024

Our social priorities were achieved through our key programmes and the funding we award to our communities.




Long-term impact

Through our social priorities we aspire to generate long-term impact and benefit:

 Improved health and wellbeing

 Access to education

 Housing security

 Improved access to basic services (e.g. health care)

 Ability to participate in society

Our social impact 2023/24



In 2023/24, our donations amounted to £15.5 million* – our highest ever commitment. The 1% is split between the Nationwide Foundation, an independent charity which works to make systemic changes that support people affected by the housing crisis, and our social investment programmes which in 2023/24 included:

Grant giving

We awarded **£5.1 million** in Community Grants to **105** charitable housing projects benefitting an estimated **30,605** people.

We awarded more than **£947,000** in Colleague Grants to **125** registered charities.

Donations to other charities, including:

£1.5 million to The Royal Marsden Cancer Charity.

£944,159 to Shelter.

£790,000 to The Diana Awards.

£183,285 to the British Red Cross.

£26,000 to Zarach, which supports children and families in poverty.

£10,000 to Street Soccer NI.

£8,000 to Julia's House children's hospice.

Charities were also supported through volunteering and fundraising.

Volunteering

31,048 hours volunteered by colleagues.

32% of colleagues were involved in some form of volunteering or fundraising.

Fundraising

Our customers and colleagues raised more than **£1 million** through donations and fundraising including:

More than **£133,000** donated from colleagues straight from their salaries, via the Payroll Giving (£108,412) and Every Penny Helps (£25,547) schemes.

*£13.6m was spent on charitable donations and £1.9m on supporting activity and staff costs.

Our Community Grants programme

This year, our Community Grants programme awarded **£5.1 million** to local charitable projects, helping to improve the housing situation of 30,605* people across the UK.

Of the 105 projects we funded this year:

50
projects

helped people to thrive within the home environment, benefitting a total of **11,276* people**



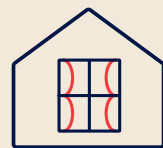
23
projects

prevented people from losing their home, benefitting a total of **10,559* people**



32
projects

helped people into a home, benefitting a total of **8,770* people**



Our Community Grants benefitted:

27
projects



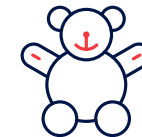
supporting people who are homeless

15
projects



supporting people living in poverty

13
projects



supporting families and parents

10
projects



supporting people who are victims of crime, violence or abuse

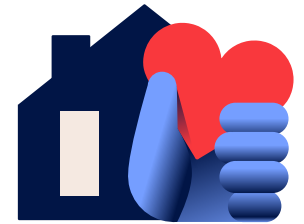
The other 40 projects work with people from across society – from children and young people to care leavers, refugees and asylum seekers, and people with disabilities.

*These figures are calculated estimates provided by the charities.

Our Community Grants programme

This year our Community Grants programme continued to award grants to housing projects and charities that support one of our three social priorities – helping people into a home, preventing people from losing a home or supporting people to thrive at home.

Over the last seven years, the important job of selecting the recipients of the Community Grants was chosen by our eleven regional Community Boards, made up of Nationwide members and colleagues. The Boards came together once a year to decide which charities in their local area would receive a Community Grant.



“ I joined the South East Community Board after moving from the Midlands and seeing the difficulty that some people face accessing housing here. It’s incredibly rewarding to have awarded nearly half a million pounds to some amazing charities that are supporting people to access and thrive in safe housing. They really are undertaking life-changing work. ”

Rebecca Stanley

Member of the South East Community Board and Nationwide member

“ I feel privileged to have been a member of the Community Boards for the last four years. It’s been eye-opening to see the range of projects that need funding to support people right across Northern Ireland. The grants have a positive impact on so many people and provide stability for organisations, helping them maintain their valued role in their communities. ”

John Arnold

Senior Branch Manager and member of the Northern Ireland Community Board

The impact of our Community Grants



SHAX

Providing essentials for a new start in life

Community Board members voted to award £43,745 to Dumfries charity SHAX, which provides starter packs of essential household items to help people moving on from homelessness to start and sustain a more permanent home.

“The grant from Nationwide makes such an amazing difference,” says Joyce Harkness from SHAX. “It helps cover our staff costs, which allows us to train more volunteers and help even more people settle into a home without going into debt for the basic items they need to live.”

“Thanks to the grant, we’ve been able to support almost 60% more people than we did last year.”

What SHAX clients say:

“ I am very thankful for all the help from SHAX. I would be lost without it. ”

“ The pack gave my family a decent start in our new home...thank you so much for all your help. ”



The impact of our Community Grants



Making a Difference to Maidstone

Supporting individuals and families who find themselves in crisis

The Making a Difference to Maidstone (MADM) charity supports people who are homeless, in addition, ex-offenders, victims of domestic abuse, socially isolated or in poverty.

In 2023, MADM received a £46,550 Nationwide Community Grant for a project designed to help people who are homeless, or at risk of becoming homeless, to secure permanent housing. The project provides practical and emotional support and offers volunteering opportunities to help build employment skills. The grant helped pay for an outreach worker and operations manager, as well as staff training and publicity for the project.

“ We’re so grateful for Nationwide’s support, which enabled us to help **more than 1,200 individuals and families in our community over the last year.** ”

Amanda Sidwell, the founder of MADM

Transforming lives

He was homeless with no recourse to public funds when he came to MADM. The charity supported him with clothes and temporary housing costs and paid for him to stay in a community centre, which helped to boost his mental health. He now has a job and his own place to live.

See Appendix 1 for a full breakdown of our Community Grants funding.

Our Colleague Grants programme

The Nationwide Colleague Grants programme hit new heights last year as we distributed **more than £947,000 to charities** in communities across the UK – **£360,000 more than last year.**

The Colleague Grants programme allows Nationwide colleagues to apply for a grant to support a UK charity they are actively involved with – helping to make a positive impact in the communities where our customers and colleagues live.

The grants support a wide range of groups across the UK – from national organisations such as Combat Stress and Headway: The Brain Injury Association, to local charities such as Swindon Night Shelter and South Ayrshire Women’s Aid, and community groups supporting individual schools, playgroups and hospitals.

This year, our Colleague Grants programme:

Awarded more than

£947,000

Supported

125 local projects

with grants of between **£2,000** and **£10,000** each

This year’s key beneficiaries were children and young people; families and parents; people in care or suffering serious illness; and people living in poverty. Many of the awards are helping charities and their beneficiaries to cope with the rising cost of living.

The impact of our Colleague Grants

Project Antifreeze

Helping homeless people survive the winter

Gloria Moynan, Customer Representative at our Hove branch, applied for a Colleague Grant for local charity Off the Fence. We awarded £10,000 for the charity’s Antifreeze project, which provides food, hot drinks, sleeping bags and hygiene items to homeless people.

The grant will fund 129 survival bags – containing a waterproof jacket, pair of trousers, a bivvy bag and a hoodie – to help homeless people survive the harsh winter months.

Colleagues at the Hove branch have been closely involved with Off the Fence for a few years, and we have a great relationship with them. They’ve volunteered for sleep-outs, organised collections for warm hats and gloves, and taken part in fundraising days.

“Tackling homelessness is really important to us, especially as Brighton & Hove has one of the highest rates of homeless people in the UK. Off the Fence provides long-term solutions as well as short-term emergency support. This ensures not only that rough sleepers can survive freezing nights on the street, but also that they can access basic needs such as food, clothing, hygiene, and ongoing support.”

Gloria Moynan

Customer Representative, Hove branch

See Appendix 2 for a full list of the projects supported by our Colleague Grants.

Working in partnership with Shelter

With our partnership now coming to an end as we embark on our new strategy, we're proud of everything we have achieved together **over 23 years**. Our relationship evolved over the decades to enable vital change and support for those impacted by the housing emergency. Over the last three decades, we have donated more than **£9.4 million**, supporting more than **159,000** people.



Highlights this year – 2023/24

Together with our customers, we donated more than **£940,000** to Shelter to fund its emergency helpline, community outreach programme, policy work, research, and fundraising events.

Of this total:

Colleagues and customers raised more than **£210,000**

We sponsored the Shelter carol concert for the sixth year – the charity's flagship event – and matched donations on the night of **£150,000**

Shelter helpline

By funding Shelter's helpline, we've supported Shelter to answer **2,295** calls from people in urgent housing need. This support alone:



prevented **755** people from losing their home



helped **1,194** into a home



supported **346** people to thrive within their home

Working for change

We've funded policy officer roles and projects, working together on policy and campaigns that make a difference to people in housing need.

Our fundraising activities for Shelter this year



Shelter Winter Appeal

Together colleagues, customers and brokers raised more than £80,000 to support Shelter's winter appeal.



London Marathon

Five colleagues took on the incredible challenge of running the London Marathon, raising more than £10,000 to support Shelter's work.



Pop-up shop fundraiser

Colleagues generously donated and sorted hundreds of quality pre-loved clothing and accessories, and some volunteered to run our pop-up shop, which raised £4,000.

Working in partnership with Shelter

“ For 23 years, Nationwide and Shelter have worked closely together based on a shared belief that everyone should have a place to call home.

That vision has enabled us to develop a strong relationship that has evolved over the decades to enable more than 159,000 people to get the support they have needed when faced with a housing emergency. We've campaigned together to influence lasting change for a fairer housing system and we've supported Shelter to pilot and launch new ways of supporting communities to advocate for their rights.

I'd like to say a heartfelt thank you to everyone at Shelter for their commitment and passion to the work they do alongside our partnership, as well as to our customers and colleagues who amaze us every year with their generous support. ”

Rachael Sinclair

Director of Mortgages and Financial Wellbeing

“ Nationwide's ongoing support for Shelter since 2001 has enabled us to support more than 159,000 people struggling with unsafe housing.

With record numbers of children spending months or even years in temporary accommodation, Shelter's frontline services are inundated with calls from people who are being tipped into homelessness. Nationwide's support has been absolutely vital in helping us reach those in need.

Last year, thanks to Nationwide's funding, we were able to support more than 15,000 people in England and Scotland via emergency telephone advice and advice sessions in local communities – helping people to understand their housing rights before they reach crisis point.

On behalf of everyone at Shelter, I want to say a huge thank you to all Nationwide colleagues and customers for another fantastic year of your support in tackling the housing emergency. ”

Polly Neate

CEO of Shelter



Other charitable donations

Our other charitable donations in 2023/24 included:

£1.5 million

to The Royal Marsden Cancer Charity

This is a cause we know many of our customers care about. This donation funded critical research, including utilising artificial intelligence for better diagnosis and treatment.



£790,000

to The Diana Awards

This charity was set up in memory of Diana, Princess of Wales to empower young people to make positive changes in their community.

Our donation funded training for Anti-Bullying Ambassadors in schools, helped connect young people with mentors and provided a platform for young people's voices in parliamentary engagement.



£26,000

to Zarach

Zarach is a charity committed to helping children and families who are living in poverty crisis. In pursuit of our vision for everyone to have a place fit to call home, we were excited to support Zarach's Christmas campaign to provide beds for children without one.

Our donation provided 140 children with a new bed plus a bundle of bedding, pyjamas, festive treats and a £30 voucher towards their family's food shopping.



Other charitable donations

Our other charitable donations in 2023/24 included:

£10,000

to Street Soccer NI

This charity uses football to bring about positive change in people's lives. It runs football sessions for more than 200 people each week, working with disadvantaged groups, including homeless people, those with mental health issues and addictions, asylum seekers and the long-term unemployed.

Thanks to our support, the Street Soccer NI team was able to travel to Sacramento to play in the 2023 Homeless World Cup football tournament, where they finished in eighth place.



£10,000

to South Swindon Parish Council

Oakfield, our housing development of 239 energy-efficient homes, is located in South Swindon. To support local community activities, we donated £10,000 to the local Parish Council for community events such as April's Wildlife Discovery Day, a Family Fun Day in August, and a local Christmas light switch-on.



£8,000

to Julia's House

Julia's House offers practical and emotional support for families caring for a child with a life-limiting or life-threatening condition. We became involved with the charity through its Big Dog Art Trail in Swindon, which saw giant dog sculptures (nicknamed the Swindogs) placed around the town to raise money for the charity. One of the sculptures is stationed at our Oakfield development (see p20). We donated money for each person who visited our Swindog.

Supporting



Wiltshire & Dorset Children's Hospices

Our fundraising efforts

Nationwide colleagues across the UK take part in a huge range of fundraising and volunteering activities to support causes close to their hearts – from national campaigns to local charities. Together, our customers and colleagues raised more than £1 million this year.

2023/24 fundraising highlights

Colleague fundraising

This year, our colleagues fundraised a total of **£409,112**.



World's Biggest Coffee Morning

Our customers and colleagues raised **£60,285** for Macmillan Cancer Support by taking part in the charity's World's Biggest Coffee Morning.



Match funding

We match funded any fundraising activity for UK registered charities up to **£100** per colleague per year. This year we match funded more than **£36,000** to 132 different charities.



Payroll Giving

Nationwide colleagues can choose to donate any amount from their monthly pay to charities of their choice. This year they gave **£108,412** through our Payroll Giving scheme.



Every Penny Helps

Colleagues can donate a few pence of their monthly pay to one of four charities. This year, our Every Penny Helps scheme raised **£25,547**.



Customers also donated to other charities throughout the year, including various British Red Cross appeals and our Shelter fundraising campaign.



Our fundraisers of the year

Craig Poxon and Clive Robins demonstrated the incredible impact our colleagues can have through fundraising for causes close to their hearts. Based at Nationwide's head office they raised an amazing £22,925 for the Royal British Legion. They brought together a team of 30 volunteers, made up of military veterans and local members of the community, who spent a total of 146 hours collecting donations around the Marlborough area. Craig shared his story:

“ Many of my friends and family have served in the military and Clive is a veteran, so we both appreciate the important work of the Royal British Legion. It's been really inspiring to meet the beneficiaries and hear about the impact of our fundraising. We would have struggled to do much of what we did without Nationwide's generous support for colleague volunteering and fundraising. It really made a huge difference to what we were able to achieve. ”

Craig Poxon



Colleague volunteering

We offer all colleagues up to 14 hours paid volunteering time per year (pro-rated) to help them support the causes that matter to them. This means they can volunteer, either individually or as a team, in their local communities during working hours.

Together, our colleagues make a huge impact on society – spending thousands of hours volunteering for important causes every year.

In 2023/24:*

- **32% of colleagues** took part in volunteering or fundraising.
- Colleagues volunteered for **31,048 hours**.
- Causes that supported children and young people were the most popular with colleagues, with **6,467 hours volunteered**.
- **52% of volunteering** was carried out during work time.

See Appendix 3 to find out what else has been going on in your region.

Spreading happiness in care homes

Sammi Smiles from our Swindon head office volunteers for the Spread the Happiness campaign, which invites colleagues to send cards and letters to people living in care. Sammi explains:

“Our aim is to sprinkle some joy in the lives of people experiencing loneliness”

“We came up with the idea in March 2020 to try and ease some of the isolation faced by people in care homes. Now we have colleagues across the country writing letters and drawing pictures.

The activity has also caught on with families and friends of colleagues, with some local primary schools even getting involved. Between us, we’ve sent out more than 25,000 letters and cards to elderly and vulnerable people across the country.

I get up feeling proud to work at Nationwide and I love how being part of Spread the Happiness has brought so many unexpected positive impacts to colleagues’ wellbeing, as well as giving them a sense of purpose and meaning.

Care home managers have said how it lifted people’s spirits and that it’s had hugely positive impacts on the lives of the recipients. We’ve seen pictures of their smiling faces, and some have written back to thank us, saying how much they valued our contact.”

*Based on hours logged on our volunteering system, from colleague volunteering both inside and outside of working hours.

Oakfield

Oakfield is Nationwide’s development of 239 new, energy-efficient homes, built on a disused brownfield site in Swindon.

We’ve worked closely with local people since the development began – giving everyone a genuine influence in the planning and design process.

This year, we have continued to build community connections by organising activities for residents and working with other organisations to do good in the area.

- We hosted an event to celebrate the opening of Oakfield’s park with those who live closest to the development, recognising their support of the project over the years.
- We donated **£10,000 to the local Parish Council** to support community events such as April’s Wildlife Discovery Day, a Family Fun Day in August, and a local Christmas light switch-on.
- We sponsored last summer’s **Big Dog Art Trail in support of local children’s hospice Julia’s House.**
- At the **Autumn Tales event, held at Oakfield’s Tiny Forest**, a master storyteller captivated local children with stories inspired by items they collected from the forest. The event was organised in partnership with Earthwatch Europe and the Literacy Trust.
- **Our quarterly newsletter updated** local residents on the progress of the development and upcoming community activities.



The Nationwide Foundation

Every year we give at least 0.25%* of our profits before tax to the Nationwide Foundation – an independent charity with a vision for everyone in the UK to have access to a decent home they can afford.



The Foundation's Decent Affordable Homes strategy aims to increase the availability of good-quality, secure homes for people in need by using evidence to influence systemic and long-lasting change within the housing system. The strategy has three programmes, each with a different focus, but all working to create change within the UK housing system.

Nurturing ideas to change the housing system

Exploring innovative ways to protect and create decent, affordable homes, and making changes that lead to more homes for people in need.

Over the past year, the Nationwide Foundation has:

- **Continued work with co-funder the Joseph Rowntree Foundation** to mobilise the 'How to talk about homes' toolkit and develop workshops to help campaigning organisations change the way people think about housing and encourage support for solutions.
- **Supported and funded the Town and Country Planning Association's** campaign for new legislation to ensure that all new-build homes benefit the health and wellbeing of residents.
- **Continued to fund WeCanMake**, which is helping people create homes on small parcels of land in a low-density housing estate in Bristol, using sustainable local materials. The ambition is to enable other areas to replicate this innovative model.

Backing community-led housing

Enabling the community-led housing sector to deliver an increased number of homes for people in need.

Over the past year the Nationwide Foundation has:

- **Announced a new partnership with the Scottish Government** to invest up to £940,000 in two community-led housing organisations, helping deliver good quality and genuinely affordable homes in Scotland.
- **Supported significant new research by Sheffield Hallam University**, which shows that the community-led homes sector can play an important role in increasing the supply of affordable homes.

Transforming the private rented sector

Ensuring the private rented sector provides more affordable, secure, accessible, and better-quality homes.

Over the past year, the Nationwide Foundation has:

- **Continued to fund the Renters Reform Coalition**, a group of 20 leading renter organisations campaigning for national reform of the private rented sector.
- **Continued to fund seven tenant-voice projects** to empower tenants and strengthen their voice in debates about policy and practice in the private rented sector. The projects are spread across England, Scotland and Northern Ireland and use a variety of models to engage and support renters.
- **Launched a third wave of research** into the impact of tenancy reform in Scotland, especially on tenants who are most vulnerable to harm. The Foundation will use the findings to influence further reforms across the UK.

*The total 1% that this 0.25% comes from is calculated based on average pre-tax profits over the previous three years.

The Nationwide Foundation: this year's successes



Renters (Reform) Bill

Alongside its grant-holder, the Renters' Reform Coalition, the Nationwide Foundation has influenced the progress of the Renters (Reform) Bill – a once-in-a-generation opportunity to improve rights and protections for private renters in England. Over the past year, the Foundation has pressed for the Government to commit to a timeline for publishing the Bill, and campaigned to make sure the Bill has a positive impact for renters, particularly those most in need. The Foundation's interim CEO, Samantha Stewart, sat before a parliamentary committee in November to explain how changes to the Bill could ensure that private renters have safe and secure homes.

Influencing the National Planning Policy Framework

In December, the Government updated the National Planning Policy Framework (NPPF), which outlines planning policies for England and how they should be applied. The new framework contains several important changes, including a new 'exception site' policy for community-led development – creating a new land supply for community-led housing. This is something that the Foundation, alongside its grant-holder the Community Land Trust Network, have lobbied for, and its inclusion is a major victory for the sector.

Living Rent research

This year, the Foundation supported the Centre for Social Justice (CSJ) to study the genuine affordability of Affordable Rent schemes. The CSJ argues that these schemes are failing to help low-income tenants, and has proposed a new 'Living Rent' model, which would link rent levels to local incomes, as a viable alternative for genuinely affordable housing.

Jonathan Lewis, programme manager at the Nationwide Foundation, said: "At the Nationwide Foundation, our goal is for everyone to have a decent and affordable place to call home. But as housing costs continue to rise, more and more people face the reality of increasingly unaffordable rents, even when those rents are being offered at supposedly affordable rates.

"In the midst of a housing crisis, we urgently need reforms that will have a long-lasting impact and help create a fairer housing system. The findings of this new report show that introducing a 'Living Rent' model, which is linked to incomes rather than market rates, could be an effective solution to the crisis of housing affordability for many, providing genuinely affordable rented homes for people who need them and helping them build solid foundations for themselves and their families."

Next steps for the Nationwide Foundation

Over the past year, the Nationwide Foundation has focused on delivering phase three of its Decent Affordable Homes strategy, which it is committed to until 2031.

Phase three continues to generate and use evidence to influence positive change within the UK housing system, and to use learning from funded projects to understand more about how systems change happens in the UK housing system. This information will help support the development of phase four of the strategy, which is set to begin in 2025.

Learn more about the Nationwide Foundation at nationwidefoundation.org.uk

Or follow:



@NationwideFdn



on LinkedIn



Nationwide Fairer Futures: Our new social impact programme

This year marks the end of our social investment programme focused on supporting those in housing need and the introduction of Nationwide Fairer Futures, created to support those who have been dealt an unfair hand.

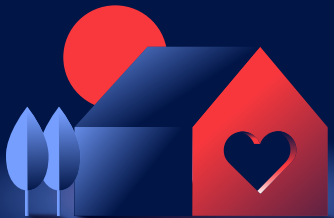
Making a difference across generations

Life can deal people an unfair hand at any time. We witness that with our own customers, young and old. That is why Nationwide Fairer Futures is designed to reach across the generations.

We want to help tackle three of the biggest issues we see in society today – youth homelessness, families living in poverty and people living with dementia. We will make a difference to some of the most vulnerable people in our communities.

“ Nationwide has already made a real difference to improve the lives of people and strengthen communities across the UK. Together with our members, our new social impact programme will support even more people who have been dealt an unfair hand. ”

Debbie Crosbie
CEO, Nationwide



Find out more at nationwide.co.uk/fairer-futures

Nationwide Fairer Futures: our new social impact programme



Helping to tackle youth homelessness



We've partnered with Centrepont because, as a building society, we know how important it is to have a place to call home and the difference this can make to people's lives.

Centrepont delivers long-term support programmes to young people facing homelessness, including initiatives to prevent young people becoming homeless in the first place and help for those in crisis.

Through our partnership, we'll be supporting the charity to build and refurbish homes and create safe spaces for young homeless people. We'll also be supporting their 'making rent work' scheme, to help young homeless people who are ready to leave supported homes and move into the private rented sector.

Helping families facing poverty



We've partnered with Action for Children because we believe nobody should be living in poverty, least of all families bringing up children.

Action for Children is helping families through crisis, and fighting for an end to child poverty and hardship. Providing hundreds of services in communities across the UK, in schools and online, they work on the frontline giving children and young people the protection and practical help they urgently need. And they campaign tirelessly for lasting change.

Through our partnership, we'll be supporting the charity to create welcoming, safe spaces in local communities, where families can come together to eat, get work and feel comfortable. We'll also be supporting their 'Family Fund' which ensures vulnerable families receive support with essentials, as well as providing children with experiences that they would otherwise go without.

Helping people living with dementia



We've partnered with Dementia UK because we want every family affected by dementia to have access to specialist support at what can be a lonely and frightening time.

Dementia UK is the specialist dementia nursing charity. Its specialist nurses, known as Admiral Nurses, provide free, tailored advice and support to help families care for their loved one and ensure no one faces dementia alone.

Through our partnership, we'll be supporting the charity to place 30 Admiral nurses in our branches across the UK, as well as supporting the Dementia UK helpline. Two dedicated Dementia at Work nurses will work closely with our people and wellbeing teams, to ensure that employees affected by the challenges of dementia have access to specialist support and to help us improve how we support vulnerable people, including providing guidance on how to support customers with dementia.

Appendix 1: Community Grants 2023/24

Central	Amount awarded
Accommodation Concern	£60,000
Dens	£60,000
Emmaus Oxford	£50,000
First Days Children's Charity	£39,509
Launchpad Reading	£20,998
Luton All Women Centre	£59,779
Open Hands Trust	£30,874
Reading Mencap	£40,630
Step by Step Partnership Ltd	£57,089
The Hope Hub	£60,000

London	Amount awarded
Hackney Migrant Centre	£30,000
Home-start Camden and Islington	£60,000
New Horizon Youth Centre	£50,000
No 1 Performing Arts	£60,000
St Christopher's Fellowship	£58,780
The Baytree Centre	£59,994
The Zacchaeus 2000 Trust (Z2K)	£57,996
Treasures Foundation	£50,442
Veterans Aid	£60,000

East	Amount awarded
Carers in Hertfordshire	£60,000
Colchester & Tendring Youth Enquiry Service	£58,822
Havering Women's Aid	£60,000
Hebron Trust	£29,214
Mind in Mid Herts	£43,616
Opening Doors	£40,902
Pandora Project	£60,000
South Essex Community Hub	£50,000
Suffolk West Citizens Advice Bureau	£52,157

North east	Amount awarded
Bauer Radios Cash for Kids	£10,000
Family Help Darlington	£25,000
Foundations Furniture and Gardening Project	£27,500
Giroscope	£59,894
North Yorkshire Citizens Advice Bureau	£53,000
St Michael's Youth Project	£52,640
St Vincent de Paul Society (England and Wales)	£60,000
The Hinge Centre Limited	£56,174
The Moses Project	£59,875
The Percy Hedley Foundation	£22,000
Three13 Training and Enterprise Ltd	£42,501

North west and north Midlands	Amount awarded
Canaan Trust	£60,000
Crossroads Derbyshire	£46,764
Family Support Derbyshire	£26,528
Foresight North East Lincolnshire	£16,292
Lancaster and District Homeless Action Service	£60,000
Nephra Good Neighbours	£14,480
Nightsafe	£54,405
Our Room Manchester	£56,628
People in Action (Yorkshire)	£58,312
Salford Foundation Limited	£50,000
West Lancashire Crisis & Information Centre	£37,075

Northern Ireland	Amount awarded
Crossfire Trust	£60,000
East Belfast Mission	£59,652
Home-Start Newry & Mourne	£44,336
Macmillan Cancer Support	£60,000
Now Project Limited	£56,805
On Street Community Youth (Off the Street Community Youth Initiative)	£23,040
Street Soccer NI	£60,000
Vineyard Compassion	£60,000
Women's Aid Armagh Down	£58,776

Appendix 1: Community Grants 2023/24

Scotland	Amount awarded
Bridges Project	£41,133
Edinburgh Women's Aid	£59,973
Glasgow Children's Hospital Charity	£50,000
Governors of Dean Orphanage & Cauvins Trust	£51,690
Home-Start Kincardine	£32,859
Queens Cross Housing Association	£60,000
Refugee Sanctuary Scotland	£59,036
Rowan Alba	£59,999
SHAX	£43,745

South east	Amount awarded
Active Prospects	£40,000
Bromley Brighter Beginnings	£15,000
Emmaus Dover	£47,957
Gap-A Thanet Community Project	£12,200
Home-Start Medway Limited	£60,000
Lotus (was called Home-Start East Sussex)	£59,590
Making a Difference to Maidstone Ltd	£46,550
Medway District Citizens Advice Bureau Service	£32,500
New Leaf Support Limited	£60,000
Spadework Limited	£25,000
YMCA East Surrey	£59,903

South west	Amount awarded
Bournemouth Churches Housing Association	£56,484
Faithworks Wessex	£59,570
Fearless	£59,984
Healthbus Trust	£58,000
Torbay Citizens Advice Bureau	£60,000
Trowbridge Community Area Future	£49,699
Unity (Southern)	£60,000
Yellow Brick Road Projects	£54,192

Wales	Amount awarded
Digartref Cyf	£60,000
Domestic Abuse Safety Unit North Wales Ltd	£59,384
Groundwork North Wales	£59,978
IAH Charity Company	£25,000
Oasis Cardiff	£51,120
Pembrokeshire Care Society	£60,000
St Giles Trust	£57,839
The Hill Church Swansea	£30,000
Wallich-Clifford Community	£60,000

West	Amount awarded
Anawim – Women Working Together	£60,000
Crewe YMCA	£43,632
Good Shepherd Services	£46,000
Newstarts	£59,500
North Worcestershire Basement Projects	£41,973
Platform For Life	£46,560
Revival (Honeycomb Group Ltd)	£55,806
Save the Family	£52,305
The Good Soil Trust	£60,000

Appendix 2: Colleague Grants 2023/24

Charity name	Amount awarded
1st Hardingstone Scout Group	£7,524
3rd Swindon (Wichelstowe) Scout Group	£3,668
Abby's Heroes	£10,000
Aldbourn Youth Council	£9,225
Amelia's Rainbow	£7,000
Aurora Breast Cancer Wellbeing	£8,000
Basingstoke East District Scout Council	£8,419
Basis Yorkshire	£10,000
Bath Cats & Dogs Home	£10,000
Bellinge Community Pre-school	£10,000
Blue Cross	£10,000
Bournemouth Foodbank	£10,000
Bournemouth Foodbank	£9,984
Burning nights	£9,894
Caenhill Countryside Centre	£9,985
CancerCare	£9,625
Caring in Bristol	£7,808
Chalkdown Riding for the Disabled	£4,000
Children in Poverty Inverclyde	£9,800
Childrens Hospices Across Scotland (CHAS)	£9,925
Chudleigh Knighton Pre-School Ltd	£10,000
Combat Stress	£10,000
Common Soil Community Farm	£4,000
Cotswold Riding for the Disabled	£10,000

Charity name	Amount awarded
Cransley Hospice Trust	£10,000
Croft Junior Football Club	£7,002
Croft Playgroup	£2,501
Cross Roads Care Rotherham	£10,000
Cylch Meithrin Y Fenni - Day Nursery	£4,534
Cymdeithas Rhieni, Staff a Ffrindiau	£10,000
Ysgol Gymraeg Dewi Sant	
Cynthia Spencer Hospice	£10,000
Daventry Volunteer Centre	£6,700
Diverse Abilities	£9,912
Dostiyo Asian Women and Girls Organisation	£5,975
Epsom & Ewell Citizens Advice Bureau	£3,530
Euan's Guide	£10,000
FA.I.T.H (St Francis School PTA)	£5,500
Faithworks	£10,000
Families First St Andrews	£6,763
Family Fund	£10,000
First Fairford Scout Group	£2,000
Forget Me Not Dementia Day Clubs	£2,500
Friends of Lethbridge Primary School	£6,232
Friends of Luccombe Hub	£5,800
Friends of St Lawrence School (F.O.S.L.S)	£4,000
Friends of St Peters School Alvescot	£6,000
Friends of the Priory School Association	£4,350
Friends of Wellesley School	£10,000

Charity name	Amount awarded
Gingerbread	£10,000
Girlguiding North Yorkshire West (Birk Crag Centre)	£5,800
Happy Faces Children's Charity	£6,950
Havercroft and Ryhill Community Learning Project	£10,000
Headway - The brain injury association	£4,100
Heysham Community Pre-School	£7,640
Hindu Samaj Swindon	£8,000
Home-Start Camden and Islington	£7,950
Hospiscare	£7,000
Irvinestown pre-School Playgroup	£10,000
King Cross Church	£10,000
Layton Community House (LCH)	£7,035
Leeds Hospital Charity	£6,774
Legend on the Bench	£10,000
Livingston Old Parish Church	£2,000
Llandudno Elderly's People Welfare Society	£2,500
Long Buckby Scout Group	£10,000
Long Lane PTA	£2,657
Matthew's House (an initiative of The Hill Church Swansea)	£4,150
Millbrook Friends (Swindon)	£6,258
Mountbatten Hospice	£10,000

Appendix 2: Colleague Grants 2023/24

Charity name	Amount awarded
Northampton Abington Community Centre	£9,520
Oasis Community Hub: North Bristol	£10,000
Parkrun UK	£2,000
Redbridge Foodbank	£10,000
Rosyth & District Musical Society	£3,000
Safe Families for Children	£7,500
Salisbury Women's Refuge	£9,840
Saltire Team Gymnastics	£8,746
Samaritans of Edinburgh and the Lothians	£2,000
Shine PND Support: Swindon	£8,500
SIRLUTE	£10,000
Smart Works Charity	£10,000
South Ayrshire Women's Aid	£10,000
SPRING (part of University Hospitals Dorset NHS Charity)	£6,480
SSNAP: Supporting Sick Newborn and their Parents	£3,700
St John's Hospice	£10,000
St Joseph's Catholic Primary School PTFA	£10,000
St Michael's School Parent Teachers & Friends Association	£10,000
St Petrock's	£6,923
Street Pastors Swindon	£5,000
Sue Ryder	£9,000
Sunnyside Pre-School Playgroup	£5,033

Charity name	Amount awarded
Swansea City AFC Foundation	£7,150
Swansea Women's Aid	£6,198
Swindon Children's Scrapstore	£10,000
Swindon City of Sanctuary	£3,620
Swindon Dolphin ASC	£4,609
Swindon Night Shelter	£10,000
Taunton Association for the Homeless (trading as ARC)	£9,690
Templewood School Association	£9,922
Tenbury High School Parents Teachers Friends Association	£3,000
The Anchorage Association	£10,000
The Antifreeze Project (Off The Fence)	£10,000
The Carli Lansley Foundation	£6,500
The Croft Primary School PTA	£10,000
The Friends of Lawn Primary School	£2,500
The Halliday Foundation	£9,559
The McCarthy-Dixon Foundation	£2,500
The Parochial Church Council of the Ecclesiastical Parish of St Peter & St Paul	£10,000
The Pituitary Foundation	£10,000
The Recovery Tree Charity	£6,755
The Scout Association, 194th Kingswood Scouts	£8,669
The Stables Family Home Trust	£10,000
The Sussex Snowdrop Trust	£4,000

Charity name	Amount awarded
The Ted Senior Foundation	£10,000
The Youth Adventure Trust	£9,603
Tinnitus UK	£10,000
Toothill Junior Youth Club	£2,661
Versus Arthritis	£4,600
Wilby and Great Doddington Scout Group	£2,000
Wiltshire Air Ambulance	£5,969
Wiltshire Law Centre	£10,000
Winner Preston Road's Women's Centre	£9,900
Worthing Theatres & Museum	£10,000
Yeovil Hospital Charity	£10,000
YouthNet UK (The Mix)	£10,000

Appendix 3: Examples of what we've been doing in the North*

Community Grants

A grant of £50,000 was given to Salford Foundation, a social inclusion charity which creates opportunities for young people and adults to create better futures. Its Shed Project works with vulnerable and marginalised men with complex needs including social exclusion, those with a history of mental health, and ex-offenders. The grant will fund a new role at the charity, providing support to vulnerable men on probation and prisoners in the community who are at greater risk of homelessness.

“This group is hard to reach” the charity told us, “...and faces significant barriers including discrimination, substance misuse and failed relationships. Through the support of the new role and weekly workshops that focus on creativity and skill building, this grant will help beneficiaries to build connections with others and empower them to achieve their goals and aspire to build a better future.”



Colleague Grants

Euan's Guide, an Edinburgh based disabled access charity, was awarded a grant of £10,000. The grant will help fund the charity's Inclusive Communities project. The project offers online resources to disabled people, providing essential information about places they can visit that meet their needs and helping to reduce isolation often experienced by this community.

Kathryn, Head of Customer Accessibility at Nationwide, who applied for the grant told us: “EuansGuide.com is the go-to resource to support disabled people and their families in preparing to visit new places. The grant from Nationwide will make a huge difference by helping them enhance content for disabled people, including those that use BSL (British Sign Language) and Accessible Formats including Easy Read, Large Print and Audio.”



Volunteering

In Manchester, 20 colleagues used their volunteering hours to support and fundraise for youth homelessness charity Depaul. As well as setting up a stall in branch to help raise awareness of the charity, some of the team took part in a sponsored 'weighted walk', carrying donated essential items (which were then donated to the charity) to symbolise a young adult experiencing homelessness carrying their belongings with them on the streets.

Adam, a member of the Mortgage Distribution team who took part told us: “It felt like a natural fit for our team to volunteer with Depaul. Through our roles as Mortgage Advisors, we help people buy a home and have a safe place to live. Depaul exists to support people who don't have that, so when we spoke to the charity about all of the amazing things they do, it really resonated with us. We raised thousands of pounds, some of which came from Nationwide's match funding programme for colleagues.”



Fundraising

In Northern Ireland, the Omagh branch fundraised for Children in Need in November. The team took part in a spin-a-thon, taking it in turns on a static bike for the duration of an entire day. They also ran their annual book corner, selling donated books to raise money for Grovehill Animal Trust (with one staff member doing some additional fundraising and using their volunteering hours to help out at the charity and get to know them better). A member of the team also used Nationwide's Colleague Grants programme to support a local playgroup.

Emma, one of the team told us: “The spin-a-thon was a great event, and customers even joined in on the fun! We like to use our position in branch to help the local community and it's great that the community join us in that. In the past, we've run a 'knitting for newborns' campaign, where customers have knitted and donated blankets and hats for newborns in our local hospital. We plan on changing the book corner charity each year to help as many different causes as we can.”



*Including North of England, Northern Ireland and Scotland

Appendix 3: Examples of what we've been doing in the East

Community Grants

The Pandora Project exists to provide emotional and practical support to women and children affected by domestic abuse in north and west Norfolk. A grant of £60,000 will fund a two-year role for a domestic abuse support worker who will travel around the region providing intensive, specialist support, helping the women to stay safe, remain in their own home and recover from abuse and trauma.

The charity told us: "Domestic abuse very often causes homelessness amongst victims. Going into a refuge can be an extremely difficult decision, and residents often say they feel they've been punished in having to leave their home and their belongings behind. The project this grant is funding will help women keep their home and their pets (which aren't allowed in refuges), which will be a huge benefit to their overall recovery."



Colleague Grants

A colleague grant of £9,520 is enabling Abington Community Centre in Northampton to run two year-long projects, bringing together people who might not otherwise interact. The first is a bi-monthly Know Your Neighbour event, inviting local families to come together and learn about each other's cultures, helping to make positive connections and breakdown division in the community. The second is a series of sessions hosted for home educating families, helping to reduce isolation often felt in that community, and share learning resources and skills, which many families are unable to afford.

Lisa, a Product Manager at Nationwide, who applied for the grant told us: "It's been great working with Abington Community Centre and to help give something back to the local community, supporting others who are less fortunate. Collaborating with internal and external colleagues has been extremely rewarding from both a professional and personal view and I'm looking forward to hearing how the Centre's initiatives progress throughout the year."



Volunteering

In June, members of The Mortgage Works team based in Northampton and Bournemouth came together to volunteer with The Hope Centre in Northampton, a local charity which provides food donations to the homeless community and to families and people that are struggling. The team sorted through donated food and medical products to organise it into categories and check for expiry dates, ready to be given to those who need it.

Toby, a member of the team that took part, told us: "The process of sorting the donations is very time consuming so is something the charities relies on volunteers for. It was great to be able to give back to the community as a team and we also got a tour of the Centre which was fascinating!"



Fundraising

Throughout the year, the Colchester branch raised funds for local charity, St Helena Hospice, which provides specialist palliative and end of life care to local people facing incurable illness. The team collected book donations, held bake sales, took part in non-uniform days and held raffle sales, amongst other fundraising activities.

Arabella, a colleague who worked in branch during the fundraising, told us: "Our customers were very generous. St Helena has supported many families in Colchester and its greater area, my own included. We'd have been lost without them, so it is a charity close to many of our hearts. We're all so glad we've been able to help them continue their great work."



Appendix 3: Examples of what we've been doing in the South

Community Grants

Emmaus Dover supports people who have experienced homelessness by providing them with a home and meaningful work in a community setting. They received a community grant of £47,957 for a refurbishment project, replacing 37 dilapidated windows and doors at their accommodation, which provides a home to 27 formerly homeless people.

The charity told us: "We recognise the importance of providing our Companions with a safe, warm and comfortable place to call home. It gives them a chance to settle, take stock and benefit from our offer of support and personal development opportunities. This grant will provide residents with a warm home from which to do this."



Colleague Grants

Through a colleague grant of £7,000, Amelia's Rainbow is supporting children in the Dorset area who are suffering from any terminal, life-limiting, serious and chronic illness. The charity aims to create an environment for children full of fun, laughter, achievement and memories. The grant is paying for the refurbishment of a mobile holiday home for families who haven't been able to afford a holiday to have some time away from home together in an accessible space.

Shirley, a Facilities Consultant at Nationwide who fundraises for the charity and applied for the grant said: "I was so thrilled to be able to hand over a cheque to the charity following my successful grant application. I'm proud of the fact that we've been able to help support their work through fundraising since 2016 and I've built a lovely relationship with them over the years. I know how much joy they bring to these children's lives and now consider the charity friends."



Volunteering

In December, colleagues from Nationwide's Race Together network (which brings together a diverse mix of colleagues from across the organisation and champions multiculturalism) volunteered with Dalgarno Trust. As a community centre in West London, it offers a wide range of activities and services that promote health, wellbeing and inclusion, including a weekly food bank. Seven colleagues came together to help unload donations from trucks, sort into relevant categories and distribute to the community.

Godfred, a colleague who organises these volunteering days told us: "Anyone, at any time of their life, can end up needing a helping hand. Dalgarno Trust helps to take away the stress and worry when things get difficult and shows how important a united community can be in working together and contributing to help others. The charity receives a huge amount of donations, so we were glad to lend a helping hand. Our colleagues support the Trust with volunteering throughout the year, so we were happy to again lend a hand and have more volunteering days planned soon."



Fundraising

In December, the Current Accounts Webapp Development team raised funds to purchase and donate food items towards a Christmas Hamper Appeal initiative being run collaboratively by Bournemouth Foodbank and Citygate Church Bournemouth, providing food hampers to people and families experiencing food insecurity in the area.

Jonny, one of the team involved said: "We all felt the importance of supporting our local community and despite the team being located across England, the initiative was one we could all get behind"

Upon receipt of their hamper, one recipient noted: "Thank you so much! This is amazing and perfect, and it's made our Christmas!"



Appendix 3: Examples of what we've been doing in the West*

Community Grants

IAH (Independence at Home) supports disabled people or those living with long-term illness in Wales. A grant of £25,000 is enabling the charity to provide smaller grants of £500 to 50 people, working with them to assess their needs at home and fund essential repairs and adaptations.

The charity told us: "So many people are being housed in properties that are simply unsuitable and there is no other funding available to make what we think are relatively modest adaptations and repairs. These grants enable the people we support to live in dignity and comfort and to remain independent in their own homes."



Colleague Grants

This year, charity Caring in Bristol is opening Bristol's only youth shelter, providing young people facing homelessness with somewhere free and safe to sleep, along with 1-to-1 and group sessions during the day. A grant of £7,808 will fund one of the shelter's four bedrooms for a year including food, utilities, furniture and furnishings to make the room homely. The shelter will also support young people to move away from homelessness in the long term by improving their confidence and building skills.

Dom, a Senior Enterprise Architect in Swindon, who volunteers with the charity and applied for the grant told us: "I've found that volunteering in this area more than pays back the commitment you put in and I've met some amazing people. I feel like I'm developing skills and experience that I can use in my work and day-to-day life. It makes me proud to work for an organisation that is willing to support initiatives like this through its employees."



Volunteering

In July, 15 colleagues from Nationwide's Security Transformation Delivery Team took part in some volunteering for the Wilts & Berks Canal Trust. The charity is in the middle of a project to restore 70 miles of canal and towpath for the benefit of the local community and nature. The team got stuck in moving mulch and helping to create pathways.

Ethan, a member of the team who got involved told us: "Making use of Nationwide's volunteering days provided a great team bonding exercise for us. It provided the opportunity for us to see each other outside of work and get some fresh air and exercise at the same time, all in our local community."



Fundraising

In February, colleagues from branches across south Wales took the plunge and joined the Cold Water Dip for World Cancer Day, swimming the bracing waters of Aberavon beach in Swansea to raise money for Young Lives vs Cancer.

"A dear friend and colleague that worked for Nationwide for more than 30 years sadly died of cancer" said Leah, Manager of the Port Talbot branch, one of the team who took part. "We arranged the dip as something different and outside of our comfort zones. It was a freezing day with high winds and rain but our colleagues came to cheer us on, as well as the family of our colleague who passed away, to support and laugh along with us. Cancer has affected all of us at some point and the cause is one close to all of our hearts."



*Including West of England and Wales.