



YMCA ST PAUL'S GROUP

IMPACT REPORT

2023-2024



Here for young people
Here for communities
Here for you

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Our Vision

Across London and beyond YMCA St Paul's Group;

- ▶ Empowers young people by providing the resources and support so they can thrive.
- ▶ Creates inclusive, active and healthy communities where everyone can flourish.

With an approach informed by our Christian faith basis, we work with fellow community collaborators to see this vision realised.

Our Values



Loving



Hopeful



Community focused



Person centred



Holistic

This report highlights the impact of YMCA St Paul's Group as a charity over the financial year of 2023/2024. This report focuses on the impacts from **1 April 2023 to 31 March 2024** that we have been able to track, both as a social impact on the community and in terms of the volume of people supported.

Impact Overview 2023-2024



1,560

people called YMCA St Paul's Group their home.



512

people moved on from living with us this year.



85,000

meals were served to our residents in our semi-catered accommodation.



670

sessions were given to residents by our Release Counselling service.



53,751

Swimming lessons were delivered at Hampton Pool.



7,085

attendances to youth work sessions.



2,451

sessions were delivered by our Release Counselling team to our local community.



400

young people recorded improvements in mental health and wellbeing.



3,237

members of the community used YMCA St Paul's Group Health & Wellbeing facilities.



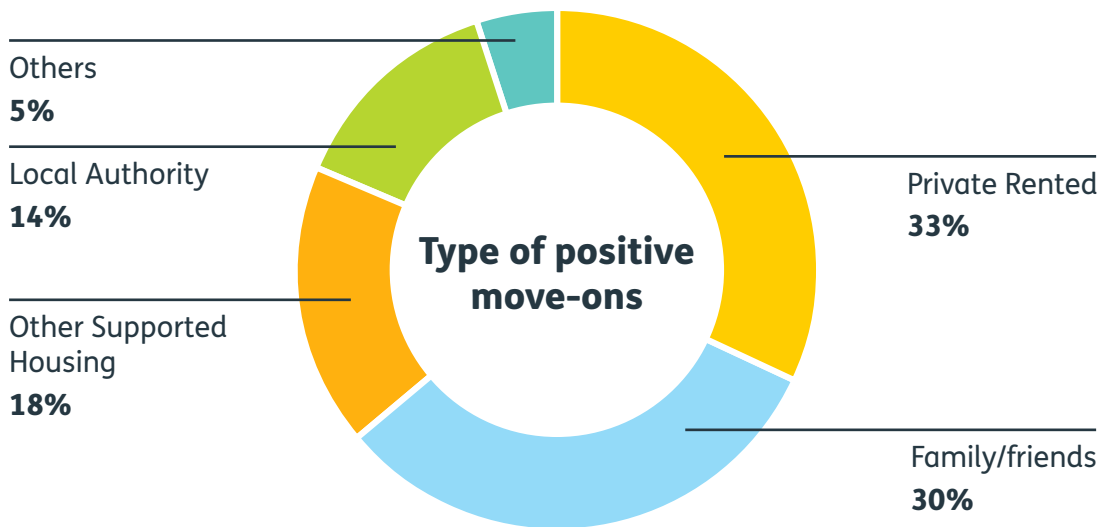
946

Pastoral care sessions were provided to staff and residents.

Housing, Care & Support

The Housing, Care & Support team have continued supporting residents throughout 23/24. They have also continued to provide a home and personalised support services for fresh start in life.

Of the **1,560** residents, **512** residents had moved-ons during this period, with **297** planned positive move-ons.



Resident Engagement

The Progression Team have maintained a full timetable of sessions for residents living in our housing schemes this year, seeing **1,543** attendances across more than **800** sessions, including volunteering programs, budgeting, health and wellbeing, drama and arts, as well as supporting with move-ons.

Our Resident Representatives (Reps) group has been strengthened with **14** out of **22** projects covered by a Rep. The Reps met 20 times during the year and their views have been sought on key priorities for 2024/25.



Resident Courses

We continue to develop the programmes that we run in Life, Employment, Independent Living Skills and Personal Development as well our Basic Skills and Citizenship programmes, delivering one to one and group sessions.

Examples of the courses we ran ‘in-house’ included First Aid at Work Level 2 course, employment support in partnership with the Salvation Army and partnering with Pilio to create an Environmental Independent Living Skills session that we will be adding to the syllabus in 2024/25.

Other training courses offered were;

External Training Courses Provided
Level 3 Personal Trainer/Gym Instructor
Freshlife Hospitality
Business Administration
Food Safety
Driving Theory
Level 2 Gym Instructor
Film and TV
Security Industry Authority (SIA)
Employment Programme

Following the success of the Gym Instructor training, we intend to incorporate this into our syllabus for 2024/25. Additional courses such as Functional Skills and IT will also be incorporated into our ‘Good Tenant Training’ as part of the ‘Fund their Future’ (FTF) project at Chalvey Hostel.

The FTF project, using **£25,000** funding sourced from the Land Aid Trust, is working with residents to enable them to work and save a deposit in to support their transition to move on accommodation.

Courses Referred to:
GCSEs
Health and Social Care
Cyber Security
Hair and Beauty
Childcare
Painting and Decorating
Level 2 Gym Instructor training
English online
OMG Music course
Graphic Design
Accumulate
Construction Skills Certification Scheme
English for Speakers of Other Languages (ESOL)



Promoting our Residents Voice

As part of the roll-out of our Psychologically Informed Environment (PIE) programme, residents were involved in several consultations to help shape our physical spaces. At Walthamstow, they developed proposals to redesign their Residents Zone, whilst at Wimbledon residents' views were central to the final interior design scheme for the building.



Residents took part in All-Party Parliamentary Groups (APPGs) at Parliament, where they had the opportunity to share their views on issues such as youth homelessness and cost of living.

One resident was invited to a Parliamentary Breakfast briefing through YMCA England & Wales to speak about our Y Cube projects and make a video about the same subject.

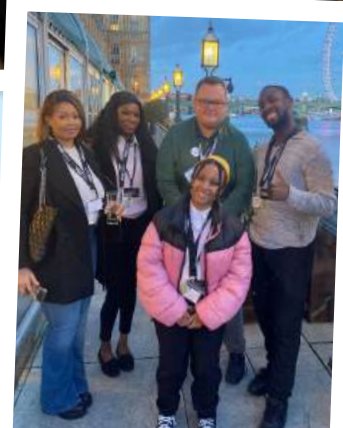
Through Merton Citizens, some residents had the opportunity to meet local councillors and leaders, especially on the issue of genuinely affordable

housing and homelessness.

Through South London Citizens, residents, shared how their housing situation affects their mental health. From these conversations we created a short play, which they performed at the 'South London Listens' event.



Our Resident Reps met regularly with Board and Senior Management to discuss key issues within their projects. They were also invited to our YMCA Stars Awards, where some of them won awards for their service.





Events and Activities

As part of our engagement package, we have hosted a large number of events and activities.

Some key highlights include:

- ▶ Creation of Wellbeing cafes at Ventura House and the Surbiton hostel, to support residents with low level mental health support, gain skills such as cooking, partnership working and encourage social engagement.
- ▶ Promoting College enrolment week, hosting these across all sites during the summer, supporting residents with their educational aspirations.
- ▶ Running a range of events as part of Black History Month, to celebrate black excellence.
- ▶ Introduced breakfast clubs at Uxbridge and Chalvey, enabling residents to complete healthy eating sessions as well as bite-sized sessions on money management and employability skills.
- ▶ Worked with local authorities in Ealing, Hillingdon, and Kingston Upon Thames to promote Apprenticeship Week. Three residents were successful in securing a Finance, Administration and Electrician apprenticeship.
- ▶ Hosted 'Smart Talk Sessions' as part of 'Blue Monday and Mental Health Awareness Week' to encourage healthy conversations around how our residents are feeling and loneliness.
- ▶ Set up monthly Sexual Health advice and testing sessions for residents at Walthamstow.
- ▶ Provided outings for 222 residents to an exciting number of venues and events including; Kew Gardens, Wimbledon Tennis, Waltham Forest Light Show and London Lions Basketball Match.



CASE STUDY

Helene's Journey to recovery and community engagement

Helene came to the YMCA and relapsed with an addiction a few times. They started to engage with the Progression Team and became very open with Progression Coach, Marie. They clearly felt safe enough to open up and be honest about their addiction.

Helene got involved in various activities at the hostel, including helping others learn to play the guitar and support with the Community Kitchen. When they decided to move out, they were starting a new full-time job with an offer of accommodation and had been alcohol and drug free for over 2 months despite having been through a big crisis. Helene is now also able to support their daughter.



CASE STUDY

Mo's Leadership and personal growth within the YMCA

Mo has been very engaged with where they lived in as well as with the Support Team and the Progression Team. They became one of our first Resident Reps at the project they lived in, attended the Resident Training and brought incredible insight into the programme.

Mo has been at university and had part time work and have now found full time work themselves as a Housing Support Worker for another Charity as well as becoming a Youth Ambassador with the YMCA England and Wales which offers many opportunities including overseas trips.

Mo was nominated for an award at the YMCA Youth Matters Awards and was a YMCA St Paul's Group Star Awards winner.

Health and Wellbeing

Between April 2023 and March 2024, YMCA St Paul's Group delivered its health and wellbeing service across five sites and saw an increase in overall membership from **2,997** in March 2023 to **3,237** in March 2024 with a further **7,733** registered casual and pay as you go users across the various gym, classes and sports activities we provide.



Health & Wellbeing membership totals		
Member Location	March 2023	March 2024
Hampton Pool	837	710
Hawker	829	913
Surbiton	902	938
Walthamstow	258	312
Wimbledon	171	364
Total overall members	2997	3237

The most notable change to the service was the introduction of Reformer Pilates services at YMCA Wimbledon and YMCA Hawker. Reformer Pilates helps core strength, flexibility and posture. It is also known to help with positive mental health.



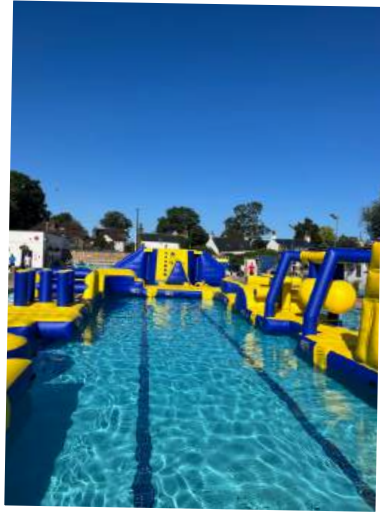
Since launch in August 2023 the popularity of Reformer Pilates across the YMCA has increased and there have been **7,438** attendances in our Reformer Pilates classes. We are now averaging **48** classes per week at the two locations. One of our YMCA Hawker customers explains the huge benefits to their health and movement:



“I recently started reformer Pilates at the Hawker centre and have not looked back since. The classes are small which means that the instructor can attend to everyone’s technique, making it feel very much like a private session. Since starting, I was surprised to find how quickly my strength had improved. The classes are easy to follow, and Paula is brilliant at combining challenge with fun...”

We opened YMCA Wimbledon’s brand-new gym during Autumn 2023. The number of committed regular users (monthly subscription payers) is **364** and with an additional **1,218** registered casual and pay as you go users. There are **67** YMCA Wimbledon residents regularly using the new facilities.

“The reformer provides a great support to the body whilst simultaneously making it work. I’m not certain how it does that, however, I always feel like I’ve had a good workout by the end of the class. If you are considering trying it, don’t hesitate.”



Hampton Pool

Hampton Pool recorded **205,017** swimming visits to the pool and had **53,751** swimming lesson attendances, with an average of **1,840** children swimming entries each week.

1,135 children attended the TNT summer kids club, offering supervised holiday swimming activities for children aged between 5 and 12 years.

We trialled a number of targeted programmes to support access to the pool from local

underrepresented and disadvantaged communities in collaboration with Hampton Fuel and Hampton Food bank. This included **24** attendances through our Social Prescribing with Ruils (a Richmond user- led charity supporting disabled children and adults and people with long term health & mental health conditions).

A total of **95** GP referral passes, as part of the Richmond Council supported free swims programme, were provided. Social value reporting at Hampton Pool started during the year. This provides a financial value of the assumed NHS health care cost savings generated by the numbers of participants and their associated health benefits, attending physical activities during the annual period.

The annual social value at Hampton Pool was **£897,742** (or **£66** on average per person). Following this success, we plan to increase the use of social value measurement to other areas of Health and Wellbeing services.



Our **Google Reviews** score has consistently been **4.4** out of **5**

“Taken to swim as a guest for the first time and had a really great time. Such a well looked after and organised venue so managed to have a very pleasant swim in the beautiful pool followed by a barbecue in the garden! Apparently this goes on every Tuesday and Sunday evenings throughout the summer right next door to the amazing Bushy Park. I think you have to join the club, but I have to say I would highly recommend it. A very friendly bunch.”

“Great outdoor pool to relax with friends or family. Great space, clean water, changing rooms and showers and easy to book online even on the same day. Coffee shop and parking available, perfect place to be on a sunny day in London.”

“Recently came across this hidden gem that I had no idea how good it was so much so that I came here 3 times last week with my son and had a great time. Pool temperature was great. Plenty of lifeguards on duty. Parking on site and if that's full there's street parking available nearby for free. Will be returning soon.”



Catering

Our catering teams at Wimbledon, Walthamstow and South Ealing sites consistently served residents just over **7,700** meals each month (until September '23 when the new Wimbledon building opened which is self-catering). The total uptake of meals provided was just over **85,000** for the year.

The catering team continued to provide community cafes, children's party food, Ealing nursery food, and support corporate, sports and celebratory events at YMCA Walthamstow, Ealing, Hawker and Hampton Pool.

The White House

We introduced a variety of new classes which include dance, Pilates, Zumba and Chair Exercise to name a few.

We also worked with Richmond Council's foodbank to provide essentials which included food and toiletries to our local community.

The White House has been increasingly used by members of the local community with the support from very able volunteers.

At the end of March 2024, the YMCA handed the management of the White House to Achieving for Children.

Thank you for supporting in the transition of the White House to the new organisation - you have made a difference in the culture here at Hampton.

Thank you for providing us with open communication and informed of the changes that are happening. Although the YMCA will be leaving the White House, I hope that the community-based services will continue to run.



Counselling & Positive Mental Health

We have had a full complement of staff in the team for the last six months of the year. This has improved capacity and has allowed us to increase our reach by working collaboratively with colleagues on initiatives such as the wellbeing café and planning the resident's retreat.

We have continued to see an increase in clients, particularly housing clients presenting with a higher level of distress. Trauma and isolation are often key factors in this.

Release Counselling has continued to deliver a hybrid approach of therapeutic services to our housing and community clients. We have seen a significant increase in the demand for face-to-face sessions and new counselling rooms have been created this year in South Ealing and Wimbledon. The number of completed sessions throughout the year totalled **1,612**, made up of **936** completed community sessions, **670** resident sessions and six staff sessions. The total number of offered sessions was **2,451**.

We now have **23** Volunteer Counsellors (VCs) across five of our sites. The VC's provide counselling to both housing residents and Community Clients and work closely with our Counsellors. This year they provided a total of **3,174** hours for counselling sessions and **552** hours attending clinical supervision.

The number of our community clients accessing counselling is consistent with previous years. Conversely, we have seen an increase in our housing clients sharing the impact of trauma in their lives, reporting issues including:

- abuse
- fleeing violence in other parts of the world and the resulting effects
- family breakdowns
- multiple traumatic life events which often means we see an increase in unhealthy coping mechanisms such as isolation
- self-harm
- erratic sleep and eating behaviours

Feedback from the VCs continues to be positive as this piece of feedback demonstrates:

"As a Volunteer Counsellor at Release Counselling I have been able to grow and learn with the continual challenge and variety of my clients, both housing and community, but always secure in the support of the Release Counselling team."





Continuous Professional Development (CPD) training

This year the Counselling & Positive Mental Health team have offered the following CPD training:

- Introduction to PIE and clinical ethical dilemmas (internal trainer)
- Compassion Focused Therapy for trauma (external trainer)
- Trans awareness (external trainer)
- Working creatively within the therapeutic relationship (internal trainer)

We also now include a full induction training day for new Volunteer Counsellors which includes half a day focused on working with housing clients.



“Thank you for all of the support, please send my thanks to the Counselling team again - these sessions have given me a sense of stability & have helped me a lot during these past few months.”

Housing client

Release within the wider organisational context

During the year we supported staff across the organisation in a number of ways:

- Delivered counselling sessions to support staff
- Delivered Compassionate Mind Training and Reflective Practice sessions as part of PIE
- Held a wellbeing café in Walthamstow
- Supported staff and residents after critical incidents including;
 - The death of a resident
 - A resident attempting to end their life
 - A resident's brother committing an acid attack and take their own life

“It’s been a wonderful journey with you, and I would like to thank you so much for getting me this far. I feel like a brand-new woman!”

Community client

“Supervision and the team support are excellent.” Key learning has been “Working with a wide range of clients and understanding their needs, and how to work well across these.”

Volunteer counsellor



“I really enjoyed my placement and time volunteering with Release. The team of volunteers and staff are a pleasure to work with. I am gutted to be leaving, as it truly was a great learning experience!”

Volunteer counsellor



CASE STUDY

Gary's Healing Journey through Counselling

Gary, a resident of six months, was referred for counselling by their Housing & Support Officer. Gary had recently begun to share trauma they experienced prior to living at the YMCA. Their sleep is impacted by nightmares, they are lethargic, and they are anxious when they go out in the local community.

Initially Gary was distrustful of their counsellor. They were often late to the session to begin with and were reluctant to talk about what had happened in the past, uneasy about how this will help and concerned it will make things worse.

Over the first few sessions the counsellor worked to build a sense of safety and safeness for Gary. Gently exploring and getting a better sense of them, allowed them to begin to build a therapeutic relationship. Over time Gary began to open up about what had happened. Over several sessions the counsellor helped Gary to reframe what happened.

Gary reflected on the impact of the situation in their adult relationships and people they do feel they can trust; their counsellor and HSO and used this as a stepping stone to think about other relationships.

Gary began to think about going to college, fearful of failing and it not working out. The counsellor and Gary looked at ways to help them feel this is possible, and manageable. As the sessions came to an end Gary was able to share that they are still impacted by the assault, but realise they are not to blame. Gary has been able to share their feelings of anger, shame and sadness about their parents. They shared their wish to go to college with their HSO and this was explored.

Chaplaincy

Our team of two employed chaplains have provided **946** pastoral care sessions throughout the year.

67% (630) of these sessions were provided to our residents and **33%** (316) to our staff.

The issues discussed during these sessions covered a broad range of concerns and issues and are represented within the below table:



Breakdown of concerns and issues	
Issue:	Including:
Mental Health	Requests for counselling/release counselling, Depression, loneliness, isolation
Physical Health issues	Cancer, pain management, doctor appointments, operation, rehabilitation
Abusive Behaviour	Safety concerns, domestic violence, aggression
Addiction	Alcohol misuse, drug abuse, gambling abuse
Family Issues	Divorce, bereavement, family in areas of conflict, pregnancy, relationship difficulties with children
Faith Issues	Discussions about faith, life, future, prayer, death, dying, worthlessness
Practical Help	Redundancy, workload, mediation



Testimonials

Kieran has been very unwell spending weeks in the Intensive Care Unit of the local hospital. I've visited him in hospital a few times but mainly we text each day. I send him prayers and passages from the Bible to encourage him which he values a lot. Recently he texted me saying "Ahh Jonathan, you are showing me the way to get through this, through God, I know it for sure. God, thank you for introducing someone like Jonathan into my life"

Brian is constantly telling me how much an atheist he is, but keeps coming to the Chaplaincy sessions twice a week. He always seems to bring the subject of spirituality and the Christian faith into conversation. He has been through a lot of abuse in his life but obviously enjoys the group discussions.

"Great chat, so good to see everyone coming along and joining in and realising they need to start helping each other. I don't think you know how much good you do in these groups".

Brian now confidently tells others of his stories of struggles and encourages them to have hope and keep going.

Family & Youth Work

Youth Work

The Children, Youth and Families teams delivered weekly sessions throughout 23/24 across Hayes, Walthamstow and Northolt, ranging from sports such as football, cooking, gym, non-contact boxing & basketball through to creative sessions including True Colours; an arts and wellbeing programme for Female Identifying and LGBTQIA+, as well as its on-site Youth Clubs.

Breakdown of Youth Work Attendee totals	
Youth Work Location	Total No of Attendances
Hayes	3,825
Walthamstow	2,653
RAF Northolt	447
Northolt High School	160
Overall Total No of Attendees	7,085

A total of **7,085** attendances to sessions for young people during the year across all our projects, football being the most popular with **3,416** attendances.

In **West London**, over **400** young people attended one or more sessions with recorded outcomes that included improvements in mental health and well-being, family relationships, behaviour, reduction in anti-social behaviour in the community, attainment, and increased resilience through creativity and sports. Funders included John Lyon's, City Bridge Trust, MOPAC, Garfield Weston, A2 Dominion, Cadent, Young Ealing Foundation, Heathrow Community Trust and London Sport.

In **Walthamstow**, **352** children and young people benefited from basketball, multisport, True Colours (Previously known as girls' group), holiday clubs and employment projects funded by BBC Children in Need, London Youth, Countryside Partnerships and Waltham Borough Council.

We worked closely with Northolt High School and Education & Skills Development Group (ESDEG) who work with vulnerable, disadvantaged and 'at risk' children/young people aged 11-16 in **Northolt**.



Championed by Youth Voice, the project aims to tackle, mitigate, and prevent poor social and education outcomes and raise aspirations. Since the start of this project in October 2023, over 160 young people have signed up to the youth club. The sessions are held at both lunch time and after school.

Our Crime Diversion Project (CDP) has been providing bespoke support to young people aged 10 -18 who are largely involved in complex serious violence, crime, and gang affiliation and have come to the attention of youth justice services. During the year, with funding from Charles Hayward Foundation, we worked with **12** young people who each received around **70** hours of individual mentoring.



CASE STUDY

Lorenzo

Lorenzo was referred to CDP aged 15 as part of a Community Resolution order, having been found in possession of cannabis.

Lorenzo and the Youth Programmes Officer talked intensely for 3.5 hours about his school, family, criminal activity and mental health. It was clear that Lorenzo had chosen this moment to open up and disclose much of what he had on his mind and that was troubling him.

Lorenzo's parents are estranged, and his father is very wealthy, but lives in Switzerland. His father provides financially for Lorenzo to attend a private, French speaking School (Lorenzo's mum is French), where Lorenzo struggles with the curriculum and ethos.

Lorenzo began to deal drugs, this was something that he decided to do, initially as a business and accumulated large profits. This led to a Lorenzo taking drugs and leading a double life away from the family home that involved very chaotic behavior.

The Youth Programmes Officer liaised with Lorenzo's social worker, Ealing Youth Justice

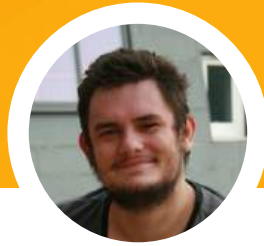
and his mum, a referral was made to the Adolescent Multi Agency Support Team (MAST), and it was decided that the Youth Programmes Officer was best placed to work with Lorenzo in the meantime.

We did extensive work on the relationship between Lorenzo and his mum as well as working with mum to spot the signs of substance misuse, something that she was very naive about initially.

Lorenzo was misusing many substances and was open to conversations regarding ways to address this.

This involved changing his peer group and attending the gym.

Lorenzo is relishing his new lifestyle. He no longer takes drugs and is now at an English-speaking College studying fashion. He seems to be much happier, as does his mum, who often jokes about how bad the relationship was between her and her son, but that she just did not understand what was going on.



CASE STUDY

John

John was referred to CDP aged 17 in relation to Multiple Robberies with violence and possession of cannabis.

John is a looked after child and was living with his step grandparents, who were acting in the role of foster parents. He had been involved in many crimes in many areas and was well known to different Police forces. John showed no remorse for the crimes that he had and was still committing, mainly petty street robberies of mobile phones.

Although the Youth team are still working with John on the remorseful side of things, we were able to address his offending behaviour from a business angle, where we were able to sit down and run through a robbery and what he would then do with the phone and how much of a financial benefit this was to him. We were then able to look at, if it was worth it, in comparison to the consequences of a 12-month prison sentence, which amounts to less than £2 per day for his crime. This seemed to be a eureka moment for John and the Youth team believe that this offending (street robberies) stopped.

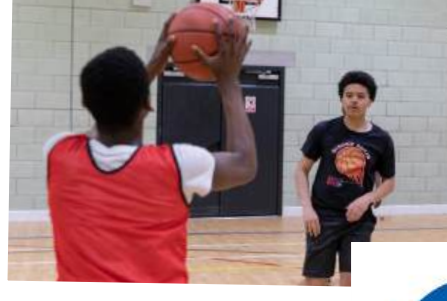
John was progressing well but had a falling out with his grandparents and walked out, this led to John being reported missing, although he would always keep in touch with his YOT worker and myself.

John very soon were mixed up in the world of gang activity and was being exploited to sell drugs on the street and suspected of more violent crimes, as part of this exploitation.

John's mentoring continues and he has a good level of support at his current placement. This is being provided by a fellow professional, that the Youth team first met with, when researching the CDP, which is not only a pleasant coincidence, but also something that the Youth team could speak to John about and put his mind at rest, to the fact that he was now in safe and trusted hands.

As part of CDP support, we were able to liaise extensively with many other professionals (Ealing Youth Offending Team (YOT), Met Police, Bucks YOT, Bucks Police, Bucks social services) and attend numerous meetings to relocate John to his current safe place.





RAF Airplay Programme

Our RAF Benevolent Fund's flagship Airplay programme, designed for meeting the needs of young people of the serving RAF family, as well as providing respite and support to their parents, has supported over **100** young people with **447** total attendances.

The RAF Northolt Airplay Easter holiday club was a great success, with **12** young people attending across the week. Activities included the obligatory Easter egg hunt (which the Young People are never too old for!) as well as a self-defence session, team building and leadership games, painting and planting an 'Airplay' planter.

I have learnt to be **more confident** by socialising with new young people. This has helped my **self-esteem** and making new friends. I have also **improved** on my football skills and now I can play more **confidently**.

Feedback for Football at YMCA Hayes

The YMCA staff have really **helped me** developed my confidence and let me **grow** and be myself. I really love playing football, and I have learned loads from the coaches. I know I can talk to them about anything and I won't be judged for it. They have also given me the **opportunity** to be a peer leader where I have helped coach younger kids at the session which I enjoy... and is helping me **develop** patience, confidence, and seeing things from a coach's perspective.

Feedback for Football at YMCA Hayes



The multi sports project has **inspired me** to improve on my football and socialising skills. The project gives me an **opportunity** to explore different types of sports activities such as badminton, table tennis and basketball.

Feedback for Multisports at YMCA Walthamstow



The True Colours project has **inspired me** to be creative in arts and has given me the opportunity to take part in different activities such as jewellery making and painting to develop my skills and learning. I have **gained** more confidence, improved on my social skills, made new friends, explored creativity, and tried out new things.

Feedback for True Colours at YMCA Walthamstow



Early Years

During the year, Jumpers! worked with **75** children from 6 months-4 years. Some of these children spent their formative years at Jumpers! prior to starting reception.

The children who started reception in September 2023 met their developmental milestones for their age. We supported two children who were neurodiverse in their transition to school.

The setting supported four families whose children had additional needs during this period. Two of whom remain with us, the other two left last year to attend mainstream reception classes.

“After almost two years with Jumpers, the day has come and we are really sad to write this... this was a second home for Lucy and the most important place where Lucy made a lot of friends and learned her first words in English (perfect accent by the way which we as parents will never learn to speak). Lucy will forever cherish memories on all great people who helped and guided her so BIG shoutout to all wonderful people from Jumpers team from our family! All the images from the App we will save and print out so we can enjoy the memory lane ride whenever they want.

Of course, Lucy will be visiting very often when we do drop offs in the morning, so this is not a goodbye.”

People & Culture

This year, we have continued to place a strong emphasis on the development and training of our staff, as well as on engaging with our volunteers.

Our Employee Resource Groups (ERGs) have had many successes this year:

- ▶ The Disability ERG achieved the Disability Confident Employer (Level 2) Accreditation, in recognition of going the extra mile to make sure disabled people get a fair chance.
- ▶ The chair of the Disability Employee Resource Group joined the Kingston Disability Network and carried out a video interview featured on their website discussing how we raise awareness of disability at YMCA SPG.
- ▶ The Environmental Strategy Group, together with residents, celebrated World Earth Day. They ran projects across several sites including creating a bed of flowers in unloved plots at Walthamstow and South Ealing, and opening the Potting Shed at Wimbledon where people could plant pots for their rooms.
- ▶ The LGBTQIA+ ERG took part in the Pride march in London. They also arranged a Pride month staff disco to raise awareness.
- ▶ The Race ERG celebrated Black History Month with a specific theme of “Saluting Our Sisters”, celebrating the achievements of black women and understanding the importance of representation and inclusive leadership in modern society.
- ▶ The Women’s ERG celebrated International Women’s Day with a special event, Represent Your Culture, showcasing the richness of heritage through food and clothing.



Learning & Development

In 2023/2024 we supported our staff in the following ways;



18 members of staff started an apprenticeship levy funded course in 2023/2024 (varying levels from Level 2 to Level 5), in diverse disciplines of childcare, housing, leadership, IT, and business admin, and including those on the Ethnically Diverse Leadership and Emerging Leadership courses. These staff will be qualified within the next 12 months.



Recruited **5** new staff who are being funded by the apprenticeship levy to study NVQ Level 2 & 3 childcare and Level 2 maintenance courses.



1 staff member was trained and qualified in Chartered Institute of Housing (CIH) Level 3, and another continued his Level 7 thanks to the levy fund which is a government apprenticeship levy is a tax paid by employers.



176 Wellbeing Days were recorded as being taken at the end of the year. This equates to **63%** of eligible staff.



19 managers attended our tailored programme for our frontline managers, the St. Paul's Group Recognising, Empowering and Valuing (SPG REV) management development programme. This has an overarching aim of growing Inclusive Leadership.



There were **53** live training sessions provided, using a mix of in-person and over Teams, Zoom or similar. This resulted in **630** live training completions. There were **3,693** eLearning completions by YMCA SPG staff in the year 2023/24.



1 of the management team completed their part funded London Housing Foundation/ London South Bank University Group Training.



Examples of training provided include:

- Compassionate Mind Training
- Conflict Management and Personal Safety
- Conscious Inclusion
- Contextual Safeguarding
- Emergency First Aid at Work
- Fire Warden
- Housing Benefit and Universal Credit
- Performance Reviews
- Self-Harm

Embedding a Psychologically Informed Environment (PIE)

In 2023 we started our PIE journey across the organisation. A key part of this work has been the development and training of our staff.

We have 109 staff who have taken part in the Compassionate Mind Training. The course involves a mixture of taught content and experiential exercises and practices (e.g. mindfulness, imagery, compassionate mind skills development) where staff learn how to develop and use their 'compassionate minds' to reduce self-criticism, balance strong negative emotions, and become more compassionate to themselves and to other people.

The training and reflective practice sessions are one of 5 pillars that we are working towards to help build and embed a PIE at YMCA SPG.

Giving back and growing others

This year we have focused on giving back and supporting students on placements. This has given the students the practical knowledge required to become fully qualified. Some highlights include:

- ▶ One student from Kingston College undertook a placement with our Progression team to study health and social care.
- ▶ Launch of a new partnership with Waltham Forest college saw us welcome five students within our Customer Service team and Catering team.
- ▶ A partnership with Green Door (a disability charity) where we provided a placement for one of their horticultural students at our Uxbridge Hostel. This also resulted in opportunities for some of our residents to be involved, helping to build new relationships, a sense of purpose and developing their gardening skills.

Corporates giving back to YMCA SPG beneficiaries

In July 2023 the Financial Conduct Authority ran budgeting workshops with the young mothers at our Northolt Grange hostel. The feedback was positive with residents saying that this helped with their day-to-day budgeting skills which is imperative giving the cost-of-living crisis.

As part of the physical spaces pillar of our PIE project, Walls very generously agreed to volunteer with us for 2 days. They used their time to renovate our tired Surbiton residents lounge into a fresh modern, purpose-built space. They also carried out some gardening work and put in some new plants which brightens the entrance of the hostel. To the delight of our residents, Walls also provided them with an abundance of ice creams whilst carrying out their volunteer work.



Property & Places

Throughout the year the team have worked on improving the environmental and energy footprint:

- ▶ Ran a switch off campaign, encouraging staff, residents, and customers to become more energy conscious.
- ▶ Monitored energy consumption of all sites through Pilio (our energy IT platform) to identify where we can utilise energy usage more efficiently. Moving our maintenance fleet to electric vehicles (4 currently in use)
- ▶ Designing our new Wimbledon hostel with energy efficiency at the core of the design. The new building makes better use of natural sunlight to light and heat the building. The building is also well insulated to minimise heat loss.
- ▶ Following the introduction of planters at south Ealing, during the year at the Walthamstow site, we added a new allotment area which is being used to promote residents' learning, growing herbs and vegetables to promote green and healthy living.
- ▶ Redecorating the residents' zones of Walthamstow and Surbiton to provide a more refreshing area for our residents to congregate and socialise in.
- ▶ We are continuing the process of replacing all our lighting to low energy consumption LED lights.



External Reach & Influence

Throughout 2023/24, YMCA St Paul's Group continued to advocate on behalf of its residents and customers through a range of external communications and engagement events, including:

- ▶ YMCA St Paul's Group became a member of the London Housing Panel. The panel comprises organisations across London and meets with decision-makers from the Greater London Authority (GLA) to discuss London's housing needs.
- ▶ YMCA St Paul's Group contributed to and was involved in the development of London's first-ever Rough Sleeping Charter, which the Mayor of London launched.



- ▶ Residents continued to attend the All-Party Parliamentary Group (APPG) for Youth Affairs at the House of Commons, with one resident sharing her personal experience as a panel speaker.
- ▶ We held a Grand Opening of YMCA Wimbledon, inviting local stakeholders including local Councillors, the Mayor of Merton, members of the Diocese and local companies and businesses who have supported YMCA Wimbledon throughout the development. During which, one resident shared her journey with the YMCA.



- ▶ We hosted a range of MPs and local Councillors at YMCA Wimbledon to see first-hand how our brand-new building is enabling our vision to create places where young people thrive and communities flourish, including Deputy Mayor of London, Tom Copley.
- ▶ Rupa Huq MP hosted our annual Stars Awards event at the House of Commons and saw our staff, customers and supporters come together to celebrate the achievements of the YMCA St Paul's Group community.



- ▶ Supported the launch of the YMCA London Mayoral Manifesto, providing insight and recommendations to the report, as well as supporting a resident to speak at the launch event about her journey to Mayoral candidates.
- ▶ We continued to support and work with Trust Impact to develop YMCA's real-time national impact visualisation tool impact.ymca.org.uk



Here for young people
Here for communities
Here for you

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE