



YMCA ST PAUL'S GROUP

IMPACT REPORT

2024-2025

YMCA | Here for young people
Here for communities
Here for you

YMCA Wimbledon 150th Anniversary Ceremony & Arts Exhibition



Foreword from Richard James, CEO, and Helen Brewer, Chair of Trustees

Across London and beyond, YMCA St Paul's Group continues to empower young people with the tools, support, and opportunities they need to thrive. We're committed to building inclusive, active, and healthy communities where everyone has the chance to flourish. Guided by our Christian ethos, we work hand-in-hand with local partners and community collaborators to bring this vision to life.

At the heart of everything we do are our values: we are Loving, Hopeful, Community-Focused, Person-Centred, and Holistic. These values shape our culture, guide our decisions, and ensure that every individual we support is seen, heard, and valued. We are delighted to present the YMCA St Paul's Group Impact Report for 2024/2025.

This report captures the difference we've made in the lives of thousands between April 2024 and March 2025 - both in numbers and in stories of transformation. From housing and care to youth work, health & wellbeing, our teams have worked tirelessly to provide essential services and create opportunities for growth, independence, and connection.

We are incredibly proud of the achievements outlined in this report. They are a testament to the dedication of our staff, volunteers, residents, and supporters. We invite you to explore the pages ahead, celebrate the impact we've made together, and consider how you might continue to be part of this journey.

Thank you for your ongoing support and belief in our mission.

Helen Brewer
Chair of Trustee Board

Richard James
Chief Executive Officer

- 4..... Impact Overview 2024-2025
- 5-8..... Housing, Care & Support
- 9-14..... Health & Wellbeing
- 15..... Chaplaincy
- 16-18..... Family & Youth Work
- 19-20..... People & Culture
- 21..... Property & Places
- 22..... External Reach & Influence

All case study names and images have been changed to protect privacy.



1,606

people called YMCA St Paul's Group home across our 37 housing sites



734

residents moved on to their next chapter



70,232

meals served in our semi-catered accommodation



1,678

counselling sessions delivered to residents, staff, and community clients



16,057

Reformer Pilates attendances - strengthening bodies and minds



3,231

community members used our Health & Wellbeing facilities



6,747

youth work attendances across our programmes



728

pastoral care sessions offered to staff and residents

Providing those in need of a place to call home with a roof over their head and supporting them with services that empower them to build a positive future.

Between April 2024 and March 2025, our housing services supported **1,606** residents across our **37** housing sites. **734** residents moved on to their next chapter, **46%** of them in a positive, planned way. This impact was made possible through the support, care and engagement that is delivered through our teams who support each person, treating them as an individual, and helping them build strength and confidence for the future.

Type of Move On	Total No of Residents as a %
Private Rented	36%
Local Authority	24%
Family	23%
Other Supported Housing	11%
Registered Social Landlord	2%
University Accommodation	2%
Sheltered Housing	1%
Previous Home	1%



The asylum process is often marked by trauma, uncertainty, and the challenge of rebuilding life in a new country. Resident Y, a 21-year-old asylum seeker from Vietnam, was trafficked to the UK and arrived with significant barriers, particularly limited English communication. Following a referral from Slough Social Services, he was housed in supported accommodation at YMCA Slough, where he began rebuilding stability and confidence in a safe environment.

From the outset, YMCA St Paul's Group played a central role in coordinating holistic, person-centred support to help Resident Y navigate complex systems and move toward independence. YMCA staff worked closely with partner agencies to ensure he had access to essential services, including a referral to an immigration solicitor to progress his asylum claim, registration with NHS services to address his health needs, and enrolment in full-time ESOL classes to develop his English language skills. YMCA's consistent advocacy and practical guidance were vital in helping him attend appointments, understand processes, and most importantly build self-confidence.

As a result of this structured support, Resident Y was granted refugee status and was supported by YMCA to apply for Universal Credit and Housing Benefit, as well as to register on the local housing list. Over time, with the encouragement of YMCA staff, he developed the skills to manage his appointments independently, maintain consistent rent payments, and engage positively with services. He also secured employment, providing financial stability and a renewed sense of purpose.

Slough Council has now offered Resident Y his own property, and he is preparing to move on from supported accommodation. His journey highlights the transformative impact of YMCA's targeted support, advocacy, and partnership working, demonstrating how individuals who have experienced severe trauma can rebuild their lives, achieve independence, and contribute positively to their communities when given the right support at the right time.

HOUSING, CARE & SUPPORT

Helping our residents' progression & development

This year, our Progression Team supported **832** residents, delivering over **1,200** attendances across a wide range of sessions designed to build confidence, independence, and community connection. From financial management and employment support to education, health and wellbeing, creative arts, and independent living skills, our work has been rooted in helping residents grow and thrive. Our tailored Life, Employment, Independent Living and Personal Development programmes, including Basic Skills and Citizenship have been delivered through both 1:1 and group sessions, ensuring personalised support that meets residents where they are and helps them move forward with purpose.

We've continued to strengthen resident voice and leadership. Residents actively participated in interview panels and held regular meetings with our Board, directly shaping the direction of our work. As of March 2025, **14** out of **22** projects now have a dedicated Resident Representative, with this network continuing to grow.

EXTERNAL COURSES REFERRED TO:

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

EXTERNAL TRAINING COURSES PROVIDED

Level 3 Personal Trainer/Gym Instructor course
Level 2 Gym Instructor **Food Safety**
Film and TV course
Driving Theory **Business Administration**
Action West London - Employability
Freshlife Hospitality course
Employment Programme
Scrutiny and Interview Training
Pathways (for residents under 25)
Security Industry Authority (SIA)

In addition to the training and courses we delivered, there was a packed calendar of events and activities throughout the year.

Highlights include:

- ▶ **Community Kitchens** in Wimbledon and Walthamstow, blending cooking skills with art, drama, singing, and resident meetings to boost engagement
- ▶ **Employment skills** support through partnerships with the Salvation Army and Rinova across our hostels and youth projects
- ▶ **English for Speakers of Other Languages (ESOL) courses** launched with Learn English Together, Merton and Waltham Forest Council to help residents access college-level English courses
- ▶ **Celebrations and creativity**, including Wimbledon's 150th anniversary and a resident-led art exhibition
- ▶ **Trips and socials** from beach days and ice skating to Kew Gardens, film nights, BBQs, and parties
- ▶ **Theatre outings** to *Dear England*, *Sister Act*, *Going for Gold*, and the East London Shakespeare Festival, where one resident even took on a community role
- ▶ **Monthly sexual health sessions** continued at Walthamstow, offering advice and testing
- ▶ **A resident retreat** in Wales, co-led by our Progression, Counselling, and Chaplaincy teams, focused on personal growth and future planning

HOUSING, CARE & SUPPORT



Amplifying our Residents' Voices'

We value the stories and contributions of those who call the YMCA their home. By sharing their experiences and raising their voices, our residents help to shape a brighter future for everyone.

During the year we supported residents in registering to vote and obtaining voter ID ahead of the General and Mayoral elections. Residents at YMCA Parsons Green and YMCA Wimbledon met with candidates before and after the General Election. We also contributed to 'manifesto listening' campaigns with London Citizens and YMCA England & Wales.

Our collaboration with Merton and London Citizens continued through campaigns on 'Be Well Hubs' and housing. Residents and staff led on health and housing issues, including engaging NHS leaders, running

creative workshops, and advocating for NHS land use for housing. Discussions with South London Citizens and NHS leaders are ongoing.

Youth Ambassadors attended training, campaign events, and Party Conferences, with one serving as a Change Agent for YMCA England & Wales. In July, seven Resident Reps joined the YMCA National Conference in Nottingham, engaging in leadership and youth development workshops.

Two current and one former resident now volunteer with the Progression Team, helping deliver events, workshops, and wellbeing activities. Their lived experience has boosted engagement and outcomes.

Resident Reps continued quarterly meetings with the Board and Senior Management and were recognised at the YMCA Stars Awards, with several receiving honours for their contributions.

HOUSING, CARE & SUPPORT



Learning without age limits

Chris, a 62-year-old from Eastern Europe, had been living in the UK for several years but continued to struggle with English, making everyday communication a challenge.

In September, YMCA Wimbledon partnered with Learn English Together in Merton to offer English for Speakers of Other Languages (ESOL) courses. Chris was one of six residents to take part. He quickly grew to enjoy the lessons and made great progress. Motivated by his success, he independently enrolled at Merton and Kingston College for further ESOL courses.

For Chris, discovering a love of learning at 62 has been transformative. Not only has he improved his English, but he has also felt a real boost to his confidence and mental wellbeing, taking pride in his achievements.



From resident to role model

Bridget lived at YMCA St Paul's Group for two years and became a valued and active member of the community. As a Resident Rep, she helped shape the programme and later went on to volunteer with the Progression and Chaplaincy Team.

With support, Bridget attended public speaking sessions, where she thrived. She even stepped out of her comfort zone to join comedy training and workshops.

Her new skills opened doors to exciting opportunities: she was the compère at YMCA Wimbledon's 150th anniversary

HEALTH & WELLBEING

Bringing people together by encouraging them to be healthy, both physically and mentally.

We deliver **5 key service** areas:

Gym & classes

Reformer Pilates

Sports

Counselling

Catering

We are positioned as an affordable, community-focused provider who has a unique market position as a charity.



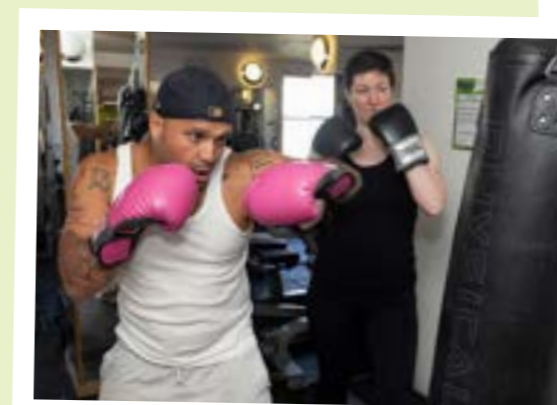
Using Sport England and UK Active's Data Hub, we calculated that **£1.13 million** in NHS savings were generated through physical activity by **10,798** participants—an average of **£103.60** per person.

This focused, impact-led approach means we are:

- ▶ Promoting healthier lifestyles in underserved communities
- ▶ Boosting mental wellbeing through connection and movement
- ▶ Ensuring inclusive, affordable access to physical activity
- ▶ Easing pressure on NHS services through prevention

As well as being well used by the community, those who call YMCA St Paul's Group their home can access Health and Wellbeing Services (many of them free of charge) delivered from four main sites. Of those, the most popular services are gym, walking and indoor sports.

Catering services support YMCA residents at two sites: YMCA Walthamstow and YMCA South Ealing. Counselling services are available to all YMCA Residents across all of the projects and areas.



HEALTH & WELLBEING

More than just a membership

Between April 2024 and March 2025, YMCA St Paul's Group championed community health across five sites, delivering gym and class services that supported both physical and mental wellbeing.

While overall membership remained steady—**3,231** members in March 2025 compared to **3,237** the year before—we saw strong growth at YMCA Walthamstow, even as Surbiton experienced a 20% drop, largely due to new local competition.

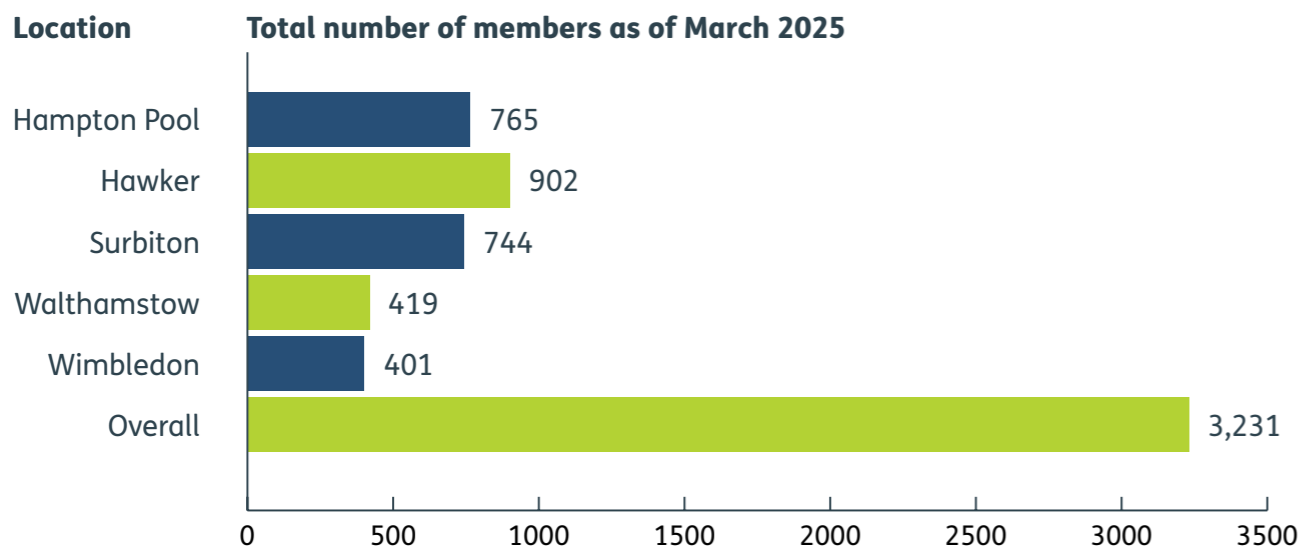
But our impact goes far beyond memberships. An impressive **6,810** casual and pay-as-you-go users joined us for gym sessions, fitness classes, and sports activities, showing that our centres continue to be vibrant, and inclusive hubs for accessible health and wellbeing.

Our programmes are a lifeline—especially for older adults, those managing long-term health conditions, and individuals facing social isolation. The numbers speak volumes: **29%** of our members are on concession or senior memberships, and we proudly support over **300** gym members aged 65 and above. That's more than **300** stories of resilience, connection, and vitality unfolding every day in our spaces.

How YMCA helped me reclaim my strength

'I was deep in perimenopause when I started coming to YMCA, hot flushes, mood swings, brain fog, and the weight gain that seemed to come out of nowhere. I felt like I was losing control of my body, and it was overwhelming. Then I found your classes. At first, it was balance class that pulled me in. It was like a calm in the storm, helping me get back into it. Then I tried pump class, and something clicked. I felt strong again. My body started responding, my sleep improved, my energy came back, and for the first time in ages, I felt back in control. Now I'm lifting weights, sweating through HIIT and feel awesome. Thank you!'

Gym & Classes Membership



HEALTH & WELLBEING

Reformer Pilates: Where strength meets transformation

Reformer Pilates has continued to build momentum across YMCA St Paul's Group. Initially based in just two sites, YMCA Wimbledon and YMCA Hawker, we proudly expanded the service to YMCA Surbiton in December 2024. With a total of **16,057** attendances and an average of **64** classes per week, Reformer has quickly become one of our most in-demand wellbeing offerings.

But Reformer Pilates is more than just a workout, it's a full-body transformation tool. Using a spring-loaded machine, this dynamic, low-impact method builds core strength, improves posture, enhances flexibility, and supports mental clarity. It's often

used in rehabilitation and is especially powerful for older adults and those recovering from illness or injury, helping them regain mobility, reduce pain, and rebuild confidence in a safe and supportive environment.

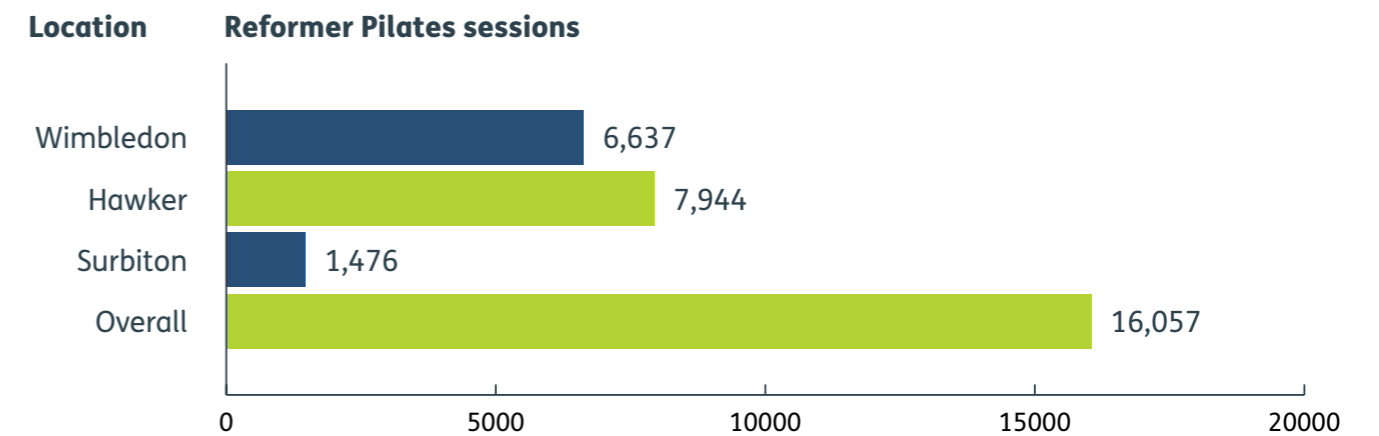
To support our growth in this area, we launched the Reformer Pilates Academy, offering certified Balanced Body instructor training. In 2024, our first training cohort produced three new instructors, now delivering high-quality sessions across our sites—ensuring even more people can access the life-changing benefits of Reformer.

How Reformer Pilates helped me reclaim my independence

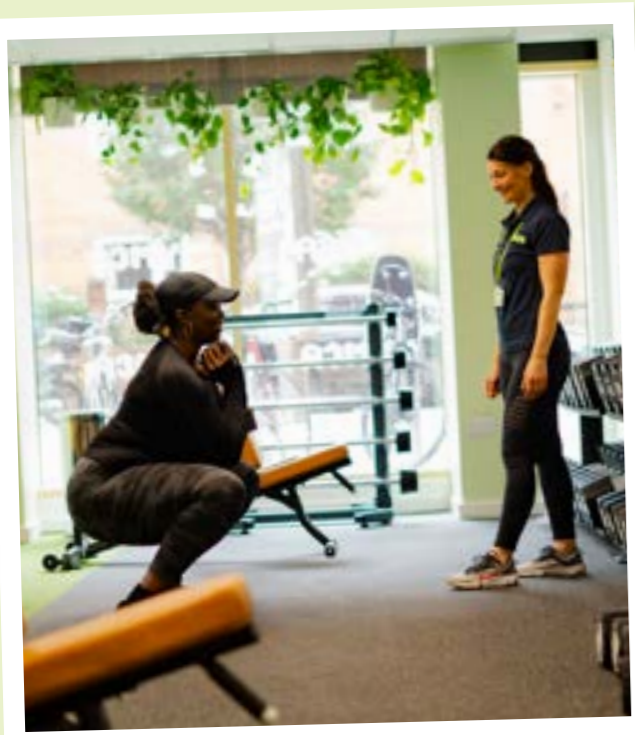
'I began losing my sight during the pandemic and I'm now visually impaired. At first, I had one-to-one sessions with Paula, the Reformer Pilates Coordinator at YMCA Hawker, to help me get used to the equipment and understand its dimensions.

What mattered most to me was being able to carry on with group classes and still feel part of the community. Now I can join in fully, and I'm one of the most independent and confident movers in the class. Reformer Pilates has made a huge difference to my balance, alignment, and self-confidence.'

Total Reformer Pilates Sessions



Making Waves & Smashing Aces: Sport for All at YMCA



Our sports programmes bring many people of all ages together from different backgrounds, offering safe spaces to be active, learn physical skills and build confidence. This improves social cohesion and helps to reduce youth crime and anti-social behaviour.

Hampton Pool had an incredible **248,260** swim visits and **51,989** swimming lessons delivered keeping our community active, confident, and connected in the water. We also expanded access to the Pool through targeted programmes for underrepresented and disadvantaged groups, in partnership with Hampton Fuel and Hampton Food Bank. This included 17 attendances through our Social Prescribing partnership with Ruils, supporting people with disabilities and long-term health conditions. Plus, over 100 GP referral passes were issued through Richmond Council’s free swim initiative, ensuring health and wellbeing is accessible to all.

Over at YMCA Hawker, our tennis programme saw **2,368** bookings, with our junior players making waves in the Surrey National League across all age groups. And in May, we introduced Padel Tennis, which now boasts over **1,000** registered users, a fast-growing favourite!

Summer brought even more energy with our Active for All Sports Day, an inclusive, all-day event in partnership with the local borough and Fulham FC, celebrating disability sport and community connection.

Health, Wellbeing and Catering; healthy fuel for a healthy mind and body

Our incredible catering teams at YMCA Walthamstow and South Ealing served up more than **5,852** homecooked meals every month, adding up to a delicious **70,232** meals over the year! We know that food does more than nourish, it brings people together, creates routine, and offers comfort.



But the impact didn’t stop there. From community cafés and children’s party food to nursery meals and event catering, our teams supported a wide range of activities across Walthamstow, Ealing, Hawker, and Hampton Pool.

Building positive Mental Health: Building resilience, one conversation at a time

This year, we expanded our mental health support with new, accessible services for residents—including walk-and-talk therapy at YMCA Wimbledon and YMCA South Ealing, single-session therapy across all housing sites, and £5 transition sessions for residents moving on from YMCA. These additions are part of our commitment to creating a Psychologically Informed Environment (PIE) embedding compassion, reflection, and trauma-informed care into everything we do.

YMCA Release Counselling has seen an increase in clients over the year; the counselling service delivered **667** counselling sessions to our residents and **995** sessions to members of our wider communities.

Our **20** volunteer counsellors, **7** of whom are fully qualified, supported this work across Surbiton, Wimbledon, Walthamstow, and South Ealing. With high demand and a rigorous selection process, we’re well-positioned to expand this vital service even further.

We also invested in Continuous Professional Development (CPD), offering training on:

- ▶ Medication and its impact on clients
- ▶ Faith in the counselling room
- ▶ Neurodiversity (via Neurobox)
- ▶ Compassionate Mind Training
- ▶ A dedicated session on working with housing clients

Area	Counselling Sessions Attended
Housing clients	
Ealing Common	24
Hanwell	1
Hayes	49
Roxeth Gate	0
Slough	15
South Ealing	140
Surbiton	208
Uxbridge	1
Walthamstow	115
Wimbledon	114
Sub-total	667
Community Clients	
South Ealing	126
Surbiton	701
Wimbledon	126
Walthamstow	42
Sub-total	995
Staff	
Sub-total	16
Overall total	1678

Beyond counselling, our team supported staff and residents through:

- ▶ Reflective practice sessions
- ▶ Therapeutic yoga at Hampton Pool
- ▶ Wellbeing cafés, community kitchens, and planting projects
- ▶ A resident retreat in Dorset
- ▶ Support during difficult times, including bereavement and Personal Independence Payment tribunals

We also marked World Mental Health Day with coffee and chat sessions, creating space for open conversations and connection.



From Sceptical to Stronger: My Journey Through YMCA Counselling

"When I initially reached out to the service, I was going through a particularly challenging time. I was eager to get back to a better place in my faith, relationships, and mental health. Counselling had never really worked for me in the past, so I was quite sceptical at first. However, my counsellor was amazing and helped me navigate through so many difficult situations. I now feel more confident in handling challenges on my own.

Thank you to everyone for all that you do, and a special thanks to my counsellor for being a helping hand through this tough season of life. One thing I've learned from reflecting in my sessions is that seasons are temporary; they are not permanent. That means there is hope in every season.

I would like to thank YMCA Release for offering me this service. The Counsellor has been an important part of my recovery. I will miss his kind and patient manner. I felt heard and very much appreciate his support."



From Isolation to Connection

When Mick arrived at YMCA Wimbledon, he kept to himself avoiding the community kitchen, skipping residents' meetings, and even struggling with simple trips to the shop. Life felt overwhelming, and connection seemed out of reach.

With the gentle encouragement of his housing officer, Mick began counselling. Though hesitant, he showed up each week. Slowly, he began to open up sharing experiences he had never voiced before. His counsellor listened without judgment and encouraged him to keep going. While group activities were suggested, Mick wasn't quite ready.

A year later, Mick gave counselling another try—this time with a new counsellor and a

new approach: Walk & Talk Therapy.

The idea of being outdoors, moving at his own pace, felt less intimidating. They walked to the park for their first session, and something clicked. Week after week, they continued—walking, talking, journaling and connecting with nature. Indoors only when necessary, Mick found his rhythm. By the end of the programme, Mick had not only built confidence but also rediscovered a sense of agency. When the Chaplain invited him to a men's group—something he once avoided—Mick said yes.

And he didn't go alone. They went together. Mick's story is a powerful reminder: healing doesn't always happen in a room—it can begin with a single step outside.

A Cornerstone of Compassion and Care

Over the past year, YMCA St Paul's Group's Chaplaincy team has been a vital source of emotional and spiritual support, delivering an extraordinary **728** pastoral care sessions across our community.

This work reflects the deep trust placed in our two dedicated Chaplains, whose presence is a cornerstone of our holistic approach to wellbeing.

Of these sessions, **70%** (512) were focused on residents, while **30%** (216) supported staff—highlighting the breadth of our care across both personal and professional lives. These sessions created safe, compassionate spaces where individuals felt truly heard and uplifted, addressing a wide spectrum of human experience: from grief, anxiety, and loneliness to questions of faith, identity, and purpose.

The Chaplaincy's reach spans a diverse range of issues, including:

- ▶ **Mental Health:** Counselling requests, depression, isolation
- ▶ **Physical Health:** Cancer, pain management, rehabilitation
- ▶ **Abusive Behaviour:** Domestic violence, safety concerns
- ▶ **Addiction:** Alcohol, drug, and gambling misuse
- ▶ **Family Issues:** Bereavement, divorce, pregnancy, relationship challenges
- ▶ **Faith and Spirituality:** Prayer, discussions on life, death, and self-worth
- ▶ **Practical Support:** Redundancy, workload stress, mediation

This depth of engagement not only fosters resilience and hope but also reinforces our commitment to whole-person care—supporting individuals through life's most difficult moments with empathy, dignity, and unwavering presence.

In April 2024, our commitment to delivering a holistic service, extended beyond our walls when six staff members from the Chaplaincy, Release Counselling, and Progression Team co-led a transformative retreat to Poole in Dorset. Twelve residents from Walthamstow, Surbiton, and South Ealing hostels took part in the week-long experience, which focused on reflection, healing, and envisioning the future. The retreat offered participants a chance to step away from daily pressures and engage deeply with their present lives and aspirations. Returning from the retreat, participants attended a Board meeting to talk with energy and passion of their experience.

Slow Steps Toward Belonging

"Calvin is so anxious he won't leave his room, does not like socialising or meeting anyone new. Being next door to one of the kitchens, he listens out and waits until everyone has left the kitchen and then he cooks his food.

He lost his wife almost 4 years ago, but if she is mentioned in a conversation he breaks down in tears and then says, "life isn't worth it without her." He's suicidal, and because of his mental health issues, his daughter doesn't want to know him. He is extremely lonely but says he just has to accept it.

After many catch-up coffees, he agreed to come with me to a "Men's Space" group session to try and make friends - our coffees continue as well."

Together, these initiatives highlight the profound impact of spiritual and emotional support in building a stronger, more connected community.

FAMILY & YOUTH WORK

Supporting children, young people, and families to be safe, healthy, connected, and confident—ready to thrive in their communities

Across Hayes, Walthamstow, and Northolt, we delivered a wide range of activities for young people: football, basketball, non-contact boxing, gym sessions, cooking, and creative programmes like True Colours, which is an arts and wellbeing space for Female Identifying and LGBTQIA+ youth. Our youth clubs remained welcoming hubs for connection and growth.

With LandAid funding, we launched 'Finding Your FEAT' programme in Hayes, an employability programme supporting **12** young people with confidence-building, CVs, interview prep, and a £250 bursary to help them prepare for employment

Commissioned by RAF Benevolent Fund's flagship Airplay programme, we supported children and young people from RAF families, as well as providing respite and support to over **100** young people and their parents, with **290** total attendances.



6,747

total attendances, with football and basketball being the most popular

420

In West London, over 420 young people attended one or more sessions which included creative programmes and sports sessions which were funded by John Lyon's, City Bridge Trust and Cadent to name a few

300

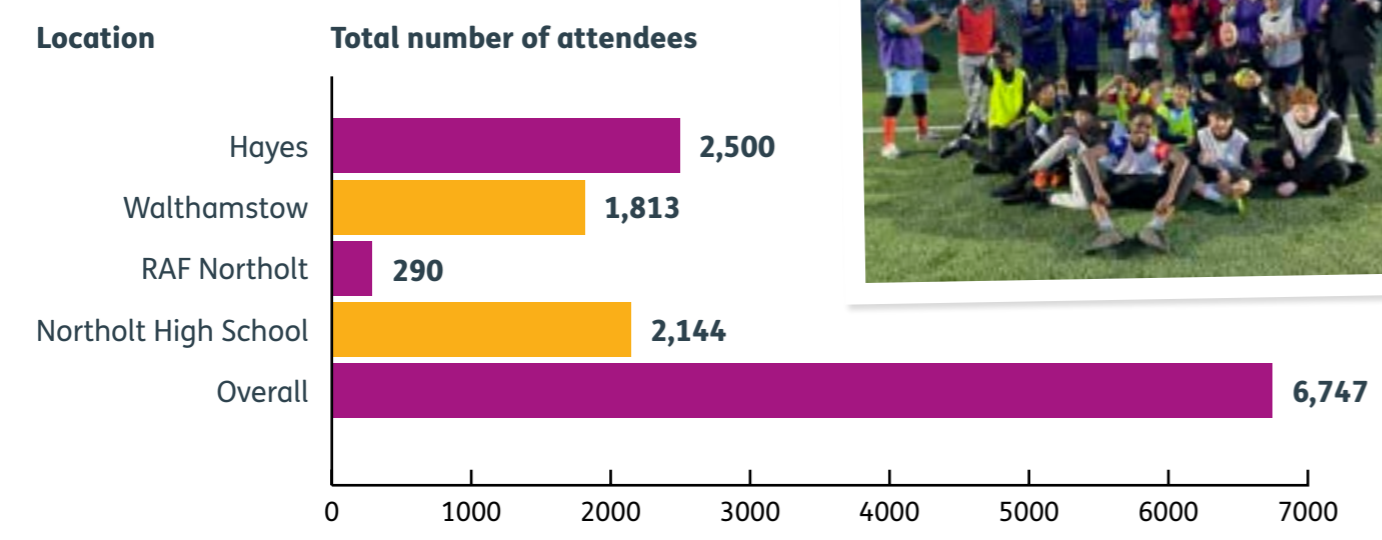
In Walthamstow, 300 young people joined sports, holiday clubs, and True Colours, funded by London Youth and Waltham Forest Council

281

In Northolt, we worked with 281 young people through school partnerships and drop-ins, and provided 1:1 mentoring to over 50 individuals



Breakdown of Youth Work Attendee Totals



FAMILY & YOUTH WORK

From Insecurity to Strength

When Michael first joined the YMCA boxing gym, he was underweight, insecure, and lacked confidence.

At just 59kg, he had never found a fitness routine that gave him structure or motivation. With the guidance of his coach and a Youth Worker, Michael followed a tailored programme combining boxing fundamentals, sparring, bodybuilding, and nutrition. Mindset coaching was also introduced, helping him build confidence, set goals, and develop resilience.

Over the past year, Michael has not only transformed his physique and self-image but also gained discipline and purpose. He has progressed in both boxing and taekwondo and, just as importantly, formed strong and supportive friendships within the YMCA community.

Finding Belonging and Purpose

Jimmy first came to our youth club after moving to Hayes, knowing no one. He quickly began taking part in boxing and football sessions, as well as day trips—including ice skating and his first visit to Central London.

Now a much-loved member of the youth club, Jimmy is working towards his boxing award and regularly takes part in football projects. He has shown commitment and enthusiasm, always making the most of opportunities offered to him.

Jimmy is also a positive role model for his peers. He balances schoolwork with extra-curricular activities, showing others how prioritising education opens the door to enjoying sports and youth sessions. His respect, humility, and determination make him a valued member of the YMCA community.

Building Confidence through Basketball

Alicia, 17, has been part of our youth service for two years. When she joined, she was shy, struggled to make friends, and lacked confidence in basketball sessions and tournaments.

Youth workers supported her through one-to-one coaching, helping her develop core basketball skills and pairing her with peers to build confidence and teamwork. Over time, Alicia has grown significantly. She now takes part enthusiastically in sessions and recently

competed in an external tournament with another youth organisation in Newham. She says meeting new young people has improved her self-esteem, made her feel safer travelling independently across East London, and opened her up to new opportunities.

Alicia has completed her first year at college and remains an active participant in our youth service. She regularly expresses her gratitude for the safe environment, resources, and opportunities YMCA provides—opportunities she feels she may not have had elsewhere.

FAMILY & YOUTH WORK

Helping children start well in their early years

This year, **67** families trusted us to support their children aged 6 months to 4 years through caring, safe, nurturing, and enriching early years education. Many accessed free places thanks to low-income eligibility, attending **15** hours a week over **38** weeks.

We're proud to have supported a child with learning differences who is now ready to start mainstream reception, thanks to close collaboration with their family and external professionals.

In total, **12** children are transitioning to reception, **11** of whom are meeting age-expected development milestones.

The **9.7** (out of 10) rating we hold on the Day Nurseries website reflects the quality and care we deliver every day.

"As a parent, it is not easy to find people you can trust with your child. But when I found Jumpers, all my worries disappeared. They supported my daughter through an important transition, and she thrived thanks to their care. Some days she didn't even want to come home because she was having such a lovely time. I could see the strong bonds she built with her teachers and the clear progress she made—she is now ready for reception. Thank you so much, Jumpers team."



"As a father of two who relocated to the UK, I can confidently say Jumpers Nursery is the perfect place for my children. Adjusting to a new country was fast and stress-free thanks to the wonderful staff, who even helped my little ones learn English with ease. Jumpers has become their second home in a new country, where they are happy, learning, growing, and making friends. I am grateful for every step of their progress—A big thank you to YMCA Jumpers! Nursery!"



PEOPLE AND CULTURE

As a People & Culture department, we enable the organisation to respond to the future with an equipped, empowered workforce that is flexible and agile, and which is built on a Christian ethos.

This year, we were proud to be certified as a Great Place to Work, and ranked in the Top 100 Best Workplaces for Development, Wellbeing, and Women.

Embedding Equity, Diversity & Inclusion: Action, Not Words

We've achieved gender and ethnicity pay parity—a major milestone in our EDI journey. Our Employee Resource Groups (ERGs) have driven real change:

- ▶ **Disability ERG:** Led powerful awareness sessions on neurodiversity, empathy, and mental health
- ▶ **LGBTQIA+ ERG:** Attended London Pride and held an LGBT+ History Month drama workshop highlighting the extra mental health pressures faced by the LGBTQIA+ community
- ▶ **Race ERG:** Piloted a reverse mentoring programme with senior leaders to deepen understanding and drive race equity
- ▶ **Women's ERG:** Hosted a bold International Women's Day event themed Accelerate Action, sparking debate and reflection
- ▶ **Celebrating Our People:** Great work deserves great recognition
- ▶ **Long Service Awards:** Launched in June 2024 to honour staff milestones with a celebratory lunch and ceremony
- ▶ **Flourish Festive Event:** A wellbeing day at YMCA Hawker packed with games, Pilates, salsa, karaoke, and massages
- ▶ **Stars Awards 2025:** Held at the iconic St Paul's Cathedral, this unforgettable evening in February 2025, celebrated the outstanding contributions of our staff, residents, and partners

Investing in People: A Year of Growth, Learning & Leadership

In 2024/25, we turbocharged staff development with a powerful mix of training, qualifications, and leadership programmes. From frontline teams to future leaders, we're proud to be building a culture of learning, compassion, and excellence:

- ▶ **11** staff began Apprenticeship Levy-funded courses (Levels 2–7) in childcare, housing, leadership, IT, and HR, set to qualify within 18 months
- ▶ **3** new recruits started NVQ Level 2 & 3 in childcare
- ▶ **2** managers earned their CMI Level 5 Diploma in Leadership & Management
- ▶ **4** managers graduated from the Ethnically Diverse Leadership & Emerging Leaders Programme, with 7 more on track this year.
- ▶ **16** frontline managers completed our bespoke SPG REV Programme, focused on inclusive leadership and team empowerment
- ▶ **160** staff took part in Compassionate Mind Training, supporting our journey towards a Psychologically Informed Environment

We also delivered **83** live training sessions (online and in-person), resulting in **990** completions across key topics like:

- ▶ Absence & Conflict Management
- ▶ Compassionate Mind & Conscious Inclusion
- ▶ Customer Service & Outcome Star
- ▶ Emergency First Aid & Fire Warden Training
- ▶ Housing Benefit & Universal Credit
- ▶ Performance Reviews, Disciplinary & Grievance
- ▶ Self-Harm Awareness



Creating Pathways to Employment

This year, we also focused on opening up employment opportunities for people from disadvantaged communities where we have connections.

A key highlight was our partnership with Working Chance, supporting women with convictions to rebuild their lives. Two new team members joined our hostels through this initiative, bringing lived experience, empathy, and strength to their roles.

We also continued to invest in student placements, offering hands-on experience to young people from underrepresented backgrounds. Two students from Waltham Forest College joined our maintenance team, one has already secured an apprenticeship with us.

Working with Corporate Partners, bringing the community together

This year, we partnered with corporate organisations through Corporate Social Responsibility initiatives to enhance our Psychologically Informed Environments (PIEs) for both residents and staff.

We hosted five Corporate Volunteering Days across multiple sites, where teams rolled up their sleeves to help transform communal spaces—including cafeterias, resident lounges, and outdoor gardens—into more welcoming, supportive environments.

PROPERTY AND PLACES

We are about people but we know that relies on ensuring we have not just properties but places. Here we empower our residents, staff and service users by providing them with an excellent service and welcoming properties where they can thrive.

Resident experience with the repairs service remains strong and consistent year-on-year, with **69%** of tenants reporting a positive perception of the service and **61%** satisfied with its timeliness (in our Tenant Satisfaction Measure published results).

A standout achievement this year is a **14%** increase in tenant satisfaction with home safety, a clear signal that our efforts to provide secure living environments are making a tangible difference.

As well as maintaining homes, this year, we made bold strides in sustainability and energy efficiency:

- ▶ Tracked energy use across all sites with Pilio—monitoring solar panel output and energy returned to the grid
- ▶ Switched to a fully electric maintenance fleet, cutting fuel consumption
- ▶ Designed our new Wimbledon hostel for maximum natural light, insulation, and energy efficiency
- ▶ Expanded green spaces with a resident allotment in Walthamstow, building on South Ealing's planter success
- ▶ Refreshed communal areas in Walthamstow and Surbiton to create brighter, more welcoming environments
- ▶ Upgraded lighting across sites to low-energy LED fixtures

From smart tech to green design, we're building a more sustainable future—one step, one site, one initiative at a time.



To do all we want to do, our Finance, Governance, Business Improvement and ICT team work to ensure we are a financially sustainable, effective and efficient organisation that has the resources to grow.

Against a challenging economic backdrop, the Board approved a fully funded business plan and robust budget for 2024–25. We produced an annual surplus of more than **£700k**, which will be reinvested to strengthen services, staff, and properties.

The Business Improvement team also enhanced resident services by:

- ▶ Introducing quarterly resident surveys to shape service improvements
- ▶ Launching interpretation and translation support
- ▶ Publishing Key Performance Indicator (KPI) reports online
- ▶ Supporting the Resident Rep Committee to review complaints handling and repairs processes

EXTERNAL REACH & INFLUENCE

From celebrations to campaigns, awards to advocacy

2024/25 was a year of powerful moments, proud milestones, and amplified voices:

- ▶ YMCA Wimbledon turned 150! We marked the occasion with a vibrant celebration, heartfelt testimonies, and the 'Home, Hope, Heart' Arts & Historical Exhibition—bringing our legacy to life
- ▶ Stars of YMCA St Paul's Group Awards lit up St Paul's Cathedral, honouring outstanding staff and customers—with a brand-new category celebrating our incredible community partners
- ▶ Our Youth Ambassador and a Children's Work team members were nationally recognised at the YMCA Youth Matters Awards as Young Leader and Young Worker of the Year!
- ▶ We launched a revamped website in November—faster, smarter, and more accessible, helping us connect and serve better than ever
- ▶ We proudly supported the Rough Sleeping Charter campaign at Piccadilly Circus, joining forces with the Mayor of London and key partners to spotlight homelessness and drive change
- ▶ Residents and staff made their voices heard at the London Mayoral Election Assembly, contributing to meaningful dialogue with South London and Merton Citizens
- ▶ We welcomed high-profile visitors including MP Ben Coleman and General Election candidates Dr Rupa Huq, Paul Kohler MP, and Danielle Dunfield-Prayero, who met directly with residents to understand their lived experiences





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