



Impact Report 2025

Equipping the Community for Success

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A note from our CEO

2025 was a year of action and delivery for ClementJames.

Building on the learning from 2024, we focused on turning insight into meaningful change, while continuing to provide the consistent, supportive and welcoming service our community depends on. In a challenging fundraising environment, we stayed focused on what matters most: being a safe and trusted space for the people we support and for the partners who help us deliver our mission.

In 2025 we refined that mission through a new five-year strategic plan, giving us clarity and direction for the years ahead. With a strong emphasis on investing in our staff, strengthening partnerships and progressing a significant capital project, we are building for long-term impact. People remain at the heart of our strategy. We deepened our commitment to diversity, equity and inclusion through increased training and upskilling, and made the decision to introduce a People and Culture Manager role in 2026. Inclusive practice and staff wellbeing are fundamental to delivering high-quality services.

We have continued to support thousands of people through programmes shaped by lived experience and built on trust. Our partnership with **Into**University remains strong, alongside wider collaboration through shared space, training and co-produced programmes. We also took practical steps to improve accessibility, including installing ramps as part of our long term intentions to create a more inclusive and functional environment.

I am deeply grateful to our volunteers, staff and Trustees for their dedication and commitment. Together, we are in a strong position to make 2026 a year of continued progress and impact.

Dami Solebo, Chief Executive Officer



Our Offer

Children and Young People's Programmes

Helping young people to learn, flourish, and achieve their potential through educational programmes, enrichment and early intervention projects.

Information, Advice & Guidance

Helping people to overcome the barriers, challenges, and issues affecting their lives.

Wellbeing Support

Supporting people to increase their confidence, resilience, and support networks, and that of their family and friends.

Employment Support

Equipping people with the skills to feel more job-ready and to achieve their employment goals.



Our Programmes

Words from Chief Programmes Officer Esther Pickering

As the Chief Programmes Officer at The ClementJames Centre, I have the privilege of seeing the strength, resilience and potential that exists within our community. Over the past year, I have worked alongside an exceptional team to lead programmes that support people facing complex, and often overlapping challenges, from unemployment and poverty to educational barriers and social isolation. In the next few pages you will get a sense of how we have been able to support and work with the community in the last 12 months across our programmes.

In 2024/25, we supported over 2,200 adults and young people, and next year we aim to reach more than 3,000, with an increased focus on wellbeing activities that reduce isolation, build confidence and strengthen connection. At the same time, we are deepening our impact by tackling root causes of inequality, investing in long-term change and improving how we measure outcomes, working closely with local authorities, schools and charity partners to extend our reach and impact.

I am incredibly proud of what our community, staff and partners have achieved together, and I look forward to the next year of working in this brilliant community.



“The ClementJames Centre really cares about people in the community and offers valued support and guidance when most needed-helping to inspire hope when too many issues overwhelm you in life.”

Words from a long-term service user of ClementJames



Education & Enrichment

We help children and young people learn, grow and achieve their potential—building confidence and skills to shape the future they want. Working closely with national charity **IntoUniversity**, we provide support to children facing educational barriers, mental health challenges and limited financial resources.

Our Programmes:

- **Academic Support:** Homework help, literacy & numeracy tutoring, and revision support.
- **Experiential Learning:** School workshops, university visits, and career-focused programmes.
- **Mentoring:** One-to-one guidance from university students and corporate partners.
- **Holiday & Enrichment Activities:** Creative workshops, carnival arts, and educational trips.

“

My favourite thing about coming to ClementJames is how nice the staff are. If you don't understand something, even if you have to go through it a few times, they will still be patient with you and go through it with you.”

Words from a 10 year old accessing academic support

Impact (2024/25):

1,400+
young people
supported

Over 50
people took part
in mentoring
supporting career
aspirations

93%
of young people taking
part in our 1-2-1
tutoring felt more
confident in maths



Early Intervention for Young People

Supporting children facing behavioural, emotional, and learning challenges to stay engaged in education.

We empower young people, families and practitioners by sharing knowledge, building confidence, and fostering supportive communities. A key part of the programme is an appreciation that young people with adverse experiences are more likely to be excluded, and we offer a person centred approach to supporting them.

Our Programmes:

- **One-to-One Advocacy:** Guidance for young people & families facing disciplinary actions (including exclusions) in schools.
- **Female Mentoring:** Building confidence, self-awareness & peer relationships.
- **Group Workshops:** Helping parents & practitioners navigate exclusion processes.
- **Counselling:** Weekly sessions to manage trauma, self-esteem & emotional wellbeing.

Impact (2024/25):

224 young people, families & practitioners supported

100%

of parents and practitioners reported greater understanding of school disciplinary and exclusion processes

95%

of young people supported in our Advocacy programme remained in suitable education

“

Before I came to ClementJames, I didn't think that my child and I had any rights myself. I thought I would just have to do what school said. Once I spoke to you I felt way more comfortable going to meetings with school and I understood what I can do.”

Quote from the parent of a young person at risk of exclusion

Employment Support

Helping people gain meaningful employment or make progress towards their goals, improving independence, security, and quality of life.

We address barriers such as unemployment, language, health challenges, and low confidence through tailored support and group activities.

Our Programmes:

- **One-to-One Support:** Needs assessments, job/training searches, CVs, interview prep, and soft skills development.
- **Group Workshops & Corporate Volunteering:** Building confidence, communication, presentation, and employability skills.

Impact (2024/25):

112 people participated in employment programmes

88%

of people attending workshops were closer to achieving employment goals

90%

of people significantly improved their employment related knowledge and skills

“

When I was made redundant in 2022, it really knocked my confidence—but I was determined not to stay stuck. After hearing about The ClementJames Centre through my local Jobcentre on Kensal Road, I signed up for support to get back on track. I joined job search workshops on CV writing, cover letters and interview skills, and had regular one-to-one sessions to keep me focused. The programme gave me practical tools, plus a support worker who monitored my progress and kept me accountable.

In early 2023, I had to pause my job search for a major operation, but the Centre was there when I was ready to return. They removed practical barriers too—referring me for professional interview clothes and giving me a quiet room and laptop for online interviews. Having that safe, quiet space was incredibly valuable.

With stronger applications and tailored interview prep, I secured a role as a Housing Support Officer at a housing association, where I worked for 15 months before a restructure cut my role. When I found myself unemployed again, I came straight back to ClementJames. The market felt tougher this time, but with my adviser's help I updated my CV to clearly show my new skills and experience. That fresh approach led to interviews—and ultimately, a new job.

More than anything, it was the motivation and sense of not doing it alone that made the difference. Coming to ClementJames kept me committed and focused, and being around others in a similar position made a tough time feel less isolating. Having somewhere welcoming, where people genuinely care about your progress, changed everything. Now I'm back in work and feeling hopeful about the future—proof that with the right support, setbacks don't have to be the end of the story.”

Words from an individual
accessing employment
support



Wellbeing & Support

Empowering individuals to improve their mental, emotional, and physical health.

We help people overcome barriers, build resilience, and take control of their wellbeing, particularly in communities affected by deprivation, social isolation, and the Grenfell tragedy.

Our Programmes:

- **Group Workshops:** Weekly wellbeing, creative arts, gardening, and health-focused sessions.
- **Community Events:** Building confidence, self-awareness & peer relationships.
- **Women's Confidence Programme:** Helping parents & practitioners navigate exclusion processes.

Impact (2024/25):

175
clients
supported

34
women completed
the Confidence
Programme

93%
of participants reported
increased resilience

“

When I come to ClementJames, it's much easier. I am listened to and I listen to everyone else. There is mutual respect. It doesn't matter if someone is physically or emotionally disabled, they are all treated the same.”

Quote from an individual who received wellbeing support

Advice & Guidance Support

We provide free, independent support to individuals facing housing, financial, benefits, and day-to-day life challenges.

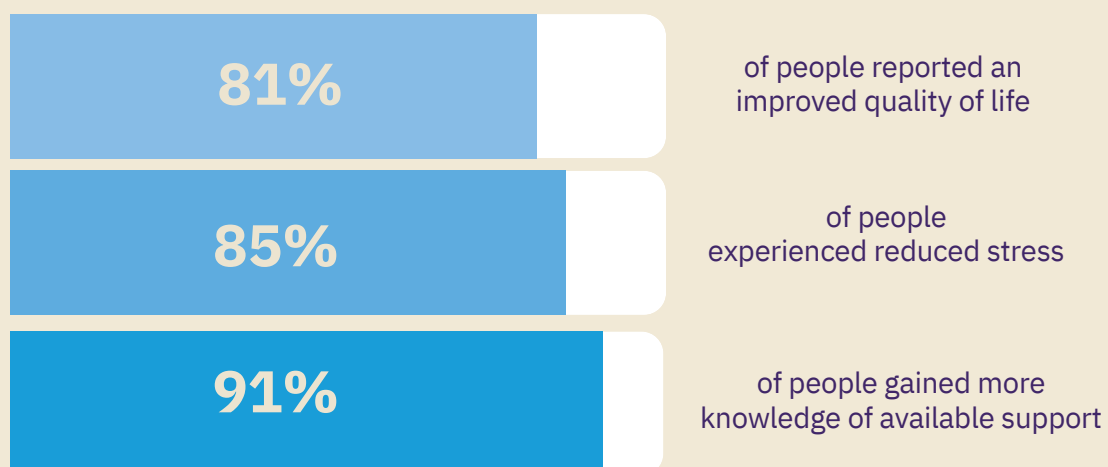
Rising living costs, high housing prices, and financial instability make it difficult for many of our clients to meet basic needs. Our service helps people navigate these challenges and reduce stress, offering tailored advice, practical guidance, and group workshops. We aim to empower clients to take action themselves while providing the support they need to resolve urgent issues.

Our Programmes:

- **One-to-One Support:** Advice on housing, benefits, debt & finance (AQS accredited).
- **Group Workshops:** Sharing knowledge, reducing isolation & building confidence.
- **Emergency Food Support:** Assistance with vouchers to tackle food poverty.

Impact (2024/25):

252 clients supported



Want to find out more?

Please email us at welcome@clementjames.org

“

Seeing my advisor for support at ClementJames was amazing and the appointments were really easy. Some people need help with language and writing and it can be hard to find the right words, but at ClementJames someone was able to support me in the right way with the right information, and that was really helpful and made the situation so much easier.”

Quote from an individual receiving advice and guidance support

Staff Case Study

Our staff are at the heart of everything we do. Without their dedication, skill, and commitment, we would not be able to make such a meaningful and lasting impact in the community. In 2019, we made the decision to appoint a Staff Support Worker, an individual providing one-to-one guidance to staff helping them navigate challenges, maintain professional boundaries and protect their wellbeing. In this section Christine tells us more about her work at ClementJames.



Staff Support worker Christine Sprack

1) Can you tell me about your role?

As a Staff Support Worker, I provide wellbeing support alongside reflective supervision for staff in emotionally demanding roles. The aim is to foster a safe, non-judgemental space where staff can pause and think about their work experiences, including the impact of safeguarding concerns. My role focuses on emotional wellbeing, containment, and reflection, rather than management or performance. Time with staff may also involve offering support during periods of crisis or when personal difficulties are affecting their ability to carry out their day-to-day responsibilities.

2) What was it about the culture at Clement James that made this role of interest?

I immediately felt aligned with the culture and values of the Clement James Centre. The existence of the role demonstrated that the organisation views staff in a holistic way and places real importance on wellbeing. Investing in staff support reflects a clear recognition of the emotional impact of community-facing work and a commitment to helping staff rather than expecting them to simply push through challenges.

3) What type of support do you provide, and what are some of the tools that you equip staff with?

I provide reflective and relational support, with a strong emphasis on the importance of the supportive relationship itself as a key part of the work. Creating a trusting and consistent space allows staff to feel safe enough to reflect openly on the emotional impact of their roles. Alongside reflective dialogue, I introduce simple mindfulness and grounding techniques to support stress reduction and emotional regulation. I also provide staff training in response to identified needs, for example sessions on vicarious trauma, to help staff understand the impact of their work and develop practical strategies for managing it.

Words from staff

In this section, two of our amazing managers talk about their experiences at the Centre!

“

“I joined ClementJames in August 2024, after moving across from IntoUniversity (having joined in August 2022), to manage the IntoUniversity North Kensington team and programmes. What became apparent straight away is the extent of knowledge in a variety of areas across ClementJames and the benefit of having so many teams working alongside each other. The parents of students that we work with are supported by other teams within the centre and having other services on site makes internal referrals so much easier, and benefits the whole family.

Some highlights have been taking students to see Ballet Shoes at the National Theatre, attending an illustration workshop at Leighton House Museum, and having volunteers help to make costumes for our annual carnival programme in the summer. None of these experiences would be possible without the partnerships that ClementJames have made and nurtured over time. It's been a real privilege to have been a part of this and I look forward to continuing to provide our young people with such experiences”

Lily Dwyer, Manager of the IntoUniversity North Kensington Centre, based at ClementJames.



“

From my interview until now there is one perspective that has never changed; each and every person that works in the centre is driven by making sure the systematic and social barriers that pull down the community are challenged and broken down. I believe there are two areas of focus that have made the centre a trusted environment the community always reaches out to, it serves the needs and practical necessities, but also all my colleagues work very hard to bring a sense of belonging and unity to the people within the community, by using their collective, long standing and extensive knowledge of the community it serves”

Shabana Gori, Employment Skills Programme Manager



Strategic Plan Summary

In 2025, we produced a new five-year strategic plan to set out a clear direction for the future of The ClementJames Centre. The strategy defines our ambition to be an exemplar of high-quality, targeted support for people in our local community.

Pillars for Development

- **Diversity, Equality and Inclusion (DEI)** - Creating an inclusive and supportive culture.
- **Programme Development** - Ensuring programmes are needs led, client informed and effectively evaluated.
- **Partnerships and Voluntary Sector** - Creating meaningful partnerships with like minded organisations to improve our community.
- **Financial Integrity and Income Generation** – Ensuring we have sustainable funding and robust financial systems.
- **People, Practices and Policies** - Suitable policies supporting staff and client wellbeing and safety.
- **Better Space for Better Work** - Ensuring we have a safe, inclusive, trauma informed environment.

The plan builds on our strong reputation and deep local knowledge, with a focus on creating deeper, more meaningful impact. We will strengthen our needs assessment, enhance quality control, and work more collaboratively with the people we support to ensure our services are responsive and effective.



Our Values

Our Vision is of a community where everyone gets the opportunity to realise their potential.

We work towards this through our purpose, which is to support young people, adults and families to achieve their ambitions by providing high-quality services that meet individual needs. In 2025, we created new organisational values which more accurately reflected our strategic goals and underpin our work.

The values below guide our actions and aim of **EQUIP**ping the community for success:

EQUIPping the Community for Success

Enable:

We help people find the resources and achieve the independence they need for long-term solutions.

Quality:

We are committed to providing the best environment for our staff to flourish so we can provide the best possible services to the community.

Understanding:

We value the experience of every person in the community and our work is based on our understanding of the community's priorities.

Improvement:

We analyse what works and we learn from mistakes.

Partnership:

We work collaboratively with individuals and organisations to achieve shared goals.

Partnership in action

Partnerships are central to how we operate at The ClementJames Centre, underpinning our vision for the future.

We work with a wide range of partners—schools, charities, housing associations, art centres etc—to build strong, meaningful relationships based on shared purpose. These partnerships help us do more, reach further, and bring in new ideas and perspectives. One of the relationships we are most proud of is with world-renowned National Theatre.

National Theatre - ClementJames Relationship

In 2023, National Theatre (NT) produced a landmark play recounting the experiences of the bereaved and survivors from the Grenfell tragedy in North Kensington. As part of this production, NT partnered with a small number of local community organisations including ClementJames. This relationship has blossomed and we now work with NT in a host of ways.



Working with the Clement James Centre over the past three years has had a significant and positive impact on the National Theatre. Our partnership has enabled us to extend our reach in North Kensington and build meaningful connections with individuals, schools, and organisations across the area. The Centre's ethos and identity are evident to anyone who collaborates with them, embodied in the passion and energy their team consistently brings.

Across the workshops, projects, and trips we have delivered together, they have been exemplary partners and constructive critical friends. Their insight and commitment have supported the continued development of our partnership and deepened the NT's understanding of the North Kensington community, and allowing us, in turn, to better serve and support it."

Kirsten Adam

Head of Participation

**National
Theatre**



Commitment To Improving the Site

The ClementJames site plays a key role in helping us support our community. In this section Chief Operations Officer Leo Reid highlights our recent developments and future intentions

Improving how people access and experience our spaces has been a key operational priority this year. At a practical level, we have made several changes to ensure that the Centre is easier to navigate and more welcoming for everyone who walks through our doors. This has included moving our reception into a larger and more accessible area, installing new ramps to improve access to the main building, and creating a more accessible ground-floor office space for staff. These changes have allowed us to use our site more effectively while ensuring that our facilities better meet the needs of our community.

These improvements are part of a wider commitment to making our site as accessible and inclusive as possible. Looking ahead, we are continuing this work through an ambitious redevelopment project at The ClementJames Centre. Plans include a new Learning Annexe and Winter Garden that will create additional teaching and community space, provide level access across the site, and enable us to support many more local people each year.

Together, these operational improvements and future developments reflect our commitment to ensuring that our buildings match the scale of our ambitions: creating welcoming, accessible spaces where our community can learn, connect and thrive.

Leo Reid,
Chief Operations Officer





Fundraising at ClementJames

ClementJames would not be able to have such a significant impact on the local community, without the contributions and support of a wide range of individuals and organisations. In this section, our fundraising team highlight success and one of our funders explains why they work with us.

Martha Thomas & Imogen Potter, Fundraising Officers at ClementJames

ClementJames has always been sustained by the generosity and commitment of our supporters. We are deeply grateful to everyone who raises money and donates to us. Your support allows us to invest in our vital work changing children and families' lives for the better. Throughout 2024-2025 we remained committed to exceptional supporter care and ethical fundraising. We also have an incredible development board, bringing together local volunteers who understand our community and have deep connections with our long-term supporters. They help us organise fundraising events throughout the year, including our major summer event with matched funding, raising over £60,000 annually.

In an increasingly challenging fundraising environment, our funding partners are central to everything we achieve. They enable us to provide consistent, relational support to people facing complex challenges in North Kensington. On the next page are the words of Tom Newman from the Worshipful Company of International Bankers, who have been long term supporters.



The background of the page is a soft-focus photograph of numerous colorful paper cranes, likely made by children, in shades of blue, red, green, and white. They are scattered across the frame, with some in sharp focus in the foreground and others blurred in the background. A solid blue diagonal stripe runs from the top right corner towards the center of the page.

Tom Newman, Worshipful Company of International Bankers (WCIB)

One of the key aims of the WCIB is to support underserved young people in London, and our partnership with ClementJames has been an outstanding way to deliver on this commitment. What began as a small donation quickly developed into a deeper engagement when we learned about ClementJames' vital work supporting students at risk of exclusion.

In an area facing some of the highest levels of school exclusion, we saw ClementJames delivering a highly effective and much-needed solution. The Company therefore committed to a three-year grant to support their advocacy programme, which works closely with young people, families and schools to prevent exclusion and keep students engaged in education.

ClementJames has used our funding exceptionally well and has consistently provided clear, timely and insightful updates on progress and impact. We are extremely impressed by the results and the real difference this work is making for vulnerable young people.

We strongly encourage other donors to support ClementJames and their wider community work, including programmes focused on young people, wellbeing, employment and essential advice services.

Our Funders

We would not be able to make this impact without the support and generosity of our donors, partners, local authority, and the trusts and foundations that we work with.

All Aboard Shops
AllChild
Campden Charities
City Bridge
Childhood Trust
Co-op
Corcoran Foundation
Ernst and Young
Garfield Weston Foundation
Good Things Foundation
Greenwood Place
Henry Smith Foundation
Hollick Family Foundation
IntoUni
John Lyon's
KCSC
K&C Foodbank
K&C Foundation
MariaMarina
Mercers' Company
National Lottery Community Fund
Souter Charitable Trust
SUEZ
The Alchemy Trust
The Banham Foundation
The Belpech Trust

The Dischma Charitable Trust
The Gosling Foundation
The Grace Trust
The Grove Trust
The Headley Trust
The Helen Hamlyn Trust
The John Horseman Trust
The Lord Faringdon Charitable Trust
The Julia Rausing Trust
The Leigh Trust
The Lightbulb Trust
The Linbury Trust
The Pat Newman Memorial Trust
The Peter Stebbings Memorial Charity
The Peter Stormonth Darling Charitable Trust
The Progress Foundation
The Royal Borough of Kensington & Chelsea
The Sobell Foundation
The Tudor Trust
Westway Development Trust
William Allen Young Trust
Worshipful Company of International Bankers
Wyseliot Rose Charitable Trust
Young K&C
29th May 1961 Charitable Trust





To find out more, please contact:

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