

A photograph of two women standing outdoors and talking. The woman on the left has vibrant pink hair and is wearing a black lace cardigan over a patterned top. The woman on the right has dark braided hair and is wearing a green long-sleeved top. They are both smiling and looking at each other. The background shows a brick wall and green foliage. The image is framed by several colored rectangular blocks: a blue block at the top left, an orange block on the left side, a green block at the bottom center, and a purple block at the bottom right.

impact report 2025

a review of our impact in 2024/25

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about Look Ahead

Look Ahead provides supported housing and social care services for people who have a range of needs in local communities across London and the South East. Our services include integrated care, support and housing for four main groups: people with mental health needs; people living with learning disabilities and autism; young people and people with experience of care; and people with experience of homelessness and other complex needs.

our vision

Building better lives through social care and housing in local communities.

our mission

We co-design and deliver services that offer innovative social care solutions and support people to thrive.

our values

- **We are caring and compassionate.**
- **We are inclusive and trusted.**
- **We focus on excellence and innovation.**
- **We work in partnership and are one team.**

**Look Ahead
at a glance**

126

**care, support and
housing services
delivered, 23 of which
are regulated by the Care
Quality Commission**

32

**local authorities we
work with**

3,491

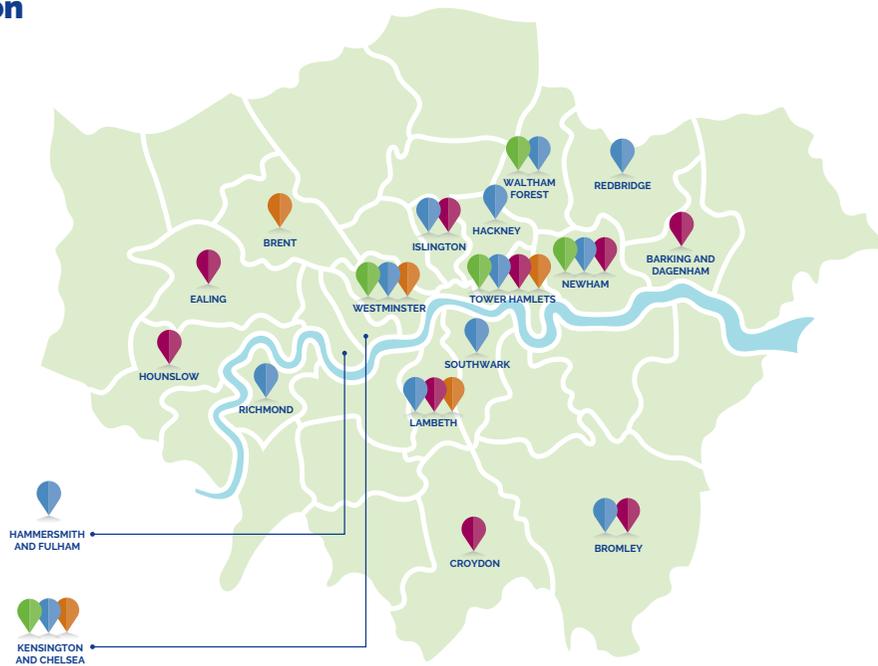
**people we support or
provide services to**

Figures taken from across the Look Ahead group, including our subsidiaries Blythson Ltd. and Kingswood Care Services Ltd.

where we work

Services delivered in 2024/25

London



48

**learning disabilities
AND AUTISM**

34

mental health

13

**young people
AND CARE LEAVERS**

19

**homelessness
AND COMPLEX NEEDS**

The South East



We also provided floating support, housing and housing-related services to over 1,000 individuals.



Pins on these maps may represent more than one service.



welcome

Mohammed and Chris welcome you to our 2025 Impact Report. Today, Mohammed lives independently in his own home with floating support from Look Ahead. Before that, he spent two years at our Amy Garvey House learning disability service in Kensington and Chelsea. Chris Hampson is Look Ahead's Chief Executive.

Mohammed: I am happy to introduce you to Look Ahead's Impact Report. It's been a great year for me I can tell you. In January, I moved into my own home. I live near my family in Ladbroke Grove and have a support worker to help me out when I need.

“I'm pleased to share my story, because it reminds us about what someone can achieve with support from Look Ahead.”

It feels amazing to finally do what I'd hoped to when I first moved into Amy Garvey House about two years ago. I enjoyed my time there. I got a real taste of what it's like to live independently. I learned those important life skills that a person needs, like doing my laundry, cooking, and cleaning on my own. My flat was always one of the tidiest.

I learned so much from the staff here. At first for example, someone would come with me when I went shopping, but as I got more confident, I would go on my own. I worked upwards gradually. It's why I'm here today.

I'm pleased to share my story, because it reminds us about what someone can achieve with support from Look Ahead. I hope you enjoy reading about other people that Look Ahead has helped this year.

“Our work with the NHS, delivering integrated care, support and housing services has continued to be high on our agenda”

Chris: It's a pleasure to open this year's impact report alongside Mohammed. His story offers a real insight into the positive impact on people's lives that our services have had in the last year and continue to have.

Mohammed's personal achievements are reflected in other highlights and stories that you can read in this report – from developing independent living skills, re-entering education, training or work to learning to live independently, often for the first time in a person's life. This report is about celebrating the successes. Our work with the NHS, delivering integrated care, support and housing services has continued to be high on our agenda, as we have developed more services that support people to leave hospital sooner, or less likely to be admitted in the first place. There is plenty to be proud of. Especially at a time when the pressures on supported housing services continue to be great. We are pleased to have been part of the fight over the last year, advocating for supported housing to be recognised and better funded, to guarantee its long-term sustainability and impact.

We would like to thank our staff, volunteers, and supporters alongside our partners from the voluntary, public and private sectors who have stood behind us throughout the last year and beyond. We couldn't do this vital, life-changing work without you.

We hope you enjoy the report.

Mohammed and Chris

highlights

of 2024-2025

Supporting those in need

(between 1st April 2024 – 31st March 2025)

19

homelessness and complex needs services

Our 19 homelessness services, including hostels, supported housing, floating support and domestic abuse services have supported 1,212 people.

48

learning disability and autism services

Our 48 specialist services have supported over 216 people who have a broad range of learning disabilities, autism and complex needs.

34

mental health services

We delivered 34 specialist mental health services, and supported 1,065 people.

13

young people and care leavers' services

Our 13 services for young people and those with experience of care supported 514 young people to develop the skills and confidence they need to live independently.

Achievements

nine

new services

We opened nine new services to support people with different needs across Tower Hamlets, Redbridge, Newham, Waltham Forest, Ealing, Kent and Hertfordshire.



Housing Heroes Award Finalist

Our therapeutic AnyBODY Can Dance programme was shortlisted for Best company health and wellbeing initiative at the national Housing Heroes Awards.

100%

of our volunteers feel more confident

All our volunteers told our co-production team they felt more confident after getting involved at Look Ahead.



We spoke up for the sector

We spoke up for our sector and the people we support by signing the National Housing Federation's Save our Supported Housing letter to the Prime Minister and responded to the Government's Supported Housing Consultation.

Our housing and properties

1,871

properties owned and managed

We own and manage 1,871 properties supporting a range of people.

100%

fire, gas, asbestos and lift safety compliant

100% of our properties comply with fire, gas, asbestos, and lift safety regulations, providing safe homes for our residents.

£4.8m

invested in planned works

We invested £4.8m in planned works on our properties.

74%

C rated energy efficiency

74% of our properties are now rated C for energy efficiency, an indication of our ESG (Environmental, Social and Governance) commitment.

692

properties managed for other landlords

We manage 692 properties for other landlords, allowing us to offer our expert support to more people.

What the people who live in our services say

(Our 2025 Tenant Satisfaction Measures)

78.9%

of our tenants say they are satisfied with the service provided by Look Ahead.

76%

of tenants were satisfied overall with repairs.

81.2%

of tenants say Look Ahead treats them fairly and with respect.

78.4%

of tenants were satisfied that Look Ahead provides a safe home.

78.1%

of tenants say Look Ahead keeps communal areas clean and well maintained.

78.6%

of tenants are satisfied that Look Ahead provides inclusive and accessible services, information and accommodation.

we support
people with

mental health needs

Our services ease
pressure on
in-patient mental
health wards.

As a leading specialist mental health and housing provider in London and the South East, Look Ahead supported over 1,000 people with mental health needs over 2024-2025.

In that time, we have developed relationships, existing and new, with NHS trusts to develop innovative services that help people experiencing mental health crisis leave hospital sooner – or avoid admission altogether – and prepare to live more independently.

In January, we launched Well House through our developing partnership with the North East London NHS Foundation Trust (NELFT).

Based in a Look Ahead-owned property in Redbridge, the specialist crisis service offers a short-term alternative to hospital admission for local people experiencing mental health crisis, some for the very first time. The service offers 24-hour care, support and housing for up to seven people, providing a 'home away from home' environment through modern, fully furnished self-contained flats.

Residents are treated onsite by NELFT clinicians, and supported by Look Ahead staff towards lasting recovery and resilience. Customers usually stay for two to three weeks before returning home or moving into longer-term accommodation.

Over the last year, we also co-developed our new Ibis Step-down Service in Newham with the East London NHS Foundation Trust (ELFT). This service offers vital step-down support to enable people to successfully transition from hospital in-patient stays back to living in the local community.

"I was really struggling in there [at hospital], it was noisy and stressful at times. Living here, I feel like I can breathe and start getting myself back together again" a resident at this service told [The Guardian](#) after a National Housing Federation campaign showed the significant need for supported housing nationwide.

We also worked with ELFT to develop the Barnsley Street Neighbourhood Mental Health Centre in Tower Hamlets. This is a project in Tower Hamlets, based on the world-renowned Trieste community mental health care model, following renovations on our properties.

Meanwhile, our Oaklands and St Kilda's service in Ealing, which offers specialist accommodation-based mental health support to young people from across London opened in September and welcomed its first residents (see Maisie's story).



Maisie's story

"I feel like the staff here really care about me, that they want to support me and see me succeed. I haven't really felt like that before."

Maisie is 20 years old and has lived at Look Ahead's recently opened Oaklands and St Kilda's service in Ealing since December 2024.

I came to Look Ahead after a difficult time in my life. I used to live in a home for young people, but I didn't get the support I needed. I was unhappy there and didn't feel I could engage with the staff.

But things are much better since I moved into Oaklands. I've lived here for about eight months now. My room is comfortable. I feel like the staff here really care about me, that they want to support me and see me succeed. I haven't really felt like that before. I have self-harmed in the past, but I haven't for a long time since I moved here, this has helped me see the progress I've made already.

I'm getting ready to live independently, and I'm confident that I'll be able to get there soon. I do lots of things for myself already, I do my own laundry, and I cook for myself in the kitchen. But the staff here support me with other things, like budgeting and managing my appointments. My support worker helps me with my medication, and I'm working towards being able to take it by myself.

There are fun activities at Oaklands. We go to the cinema, and I went on a trip to Brighton which I enjoyed. I've gotten friendly with other customers too, we watch films together in the annexe. I'm quite a shy person, so I wouldn't really have done that before I came here. I have my own hobbies too. I like to go out to an art space and work on my own projects.

What's clear to me is that my life has gotten a lot better since I moved here. I feel supported and valued. I'm hopeful for the future, that I'll be able to move on and live the kind of life I want to. I'm happy I'm moving forward.

“This is the best team I have worked with in any community placement. There is an excellent record of supporting people to independent living”

NHS Consultant Forensic Psychiatrist working with our Tabard Court Mental Health Service in Tower Hamlets.



Bit-by-Bit

Paintings and other artworks by residents from Felstead Street, our Hackney-based mental health registered care home were displayed in an exhibition called Bit-by-Bit last autumn.

185

exercise sessions delivered

With 'Sports for All' grants from Sport England, we delivered 185 physical activity sessions across six of our mental health services in Tower Hamlets and Waltham Forest over the past year.

+14

customers

We started works at our Gateway service in order to double the number of customers we can support, with a new, medium needs offer for 14 more people from Lambeth and Southwark.

Dagenham and Rainham MP Margaret Mullane visited Well House to understand hospital discharge.



we support
young people
and those with experience of care

Last year, we supported 514 young people, including those leaving care and unaccompanied asylum-seeking children, through 13 specialist services. In the last 12 months, we implemented a new, innovative integrated support and accommodation pathway for young people, in partnership with Tower Hamlets council, building on a long history of supporting young people across the borough.

The service provides homes across 12 different properties for 109 young people aged 16-25, including young parents, for up to two years. There is also floating and visiting support for local young people who require lower support.

Our services support young people to prepare for independent living.

This support model has been informed by the input of partners including Consultant Psychiatrist, Dr Sri Kalidindi CBE and MAC-UK, a psychology-led organisation that takes mental health out of clinics and into communities, supporting and empowering young people where and when they need it.

We have promoted mental health-informed approaches across our young people's services, and all our Semi Independent Accommodation (SIA) services now offer support from an in-house counsellor. We also successfully completed our Ofsted registration, ensuring that our supported accommodation remains open and welcoming to young people aged 16 and over.

109

Our new Tower Hamlets Young People's Pathway provides homes to 109 people aged 16-25 across the borough with 12 properties, eight of which are Look Ahead-owned.

£10k

Young people we support can apply for £500 bursaries towards education, training and employment using a £10,000 donation from our supporters LandAid and SEGRO.

2

With WFET funding, we published two reports calling for increased supported housing for young people and others with mental health needs.

Co-presented service bid

A young person we support co-presented a successful bid for a new Semi Independent Accommodation (SIA) service in Lambeth.

Steven's story

Steven is a customer at an Ealing-based Look Ahead service for young people. The service offers additional specialist support for unaccompanied asylum-seeking young people.

Steven has made great progress since coming to Look Ahead.

“It was hard at first. But thankfully, I have had fantastic support from the staff here. They are there for me if I need someone to talk to, they listen to me, and we get a lot of choice about what we do.”



I first came to Look Ahead back when I was 17, I had just arrived in Britain. I was all alone and didn't know English. I found myself in a new environment, in a culture and country I didn't understand.

Getting used to life in the UK was difficult for me. Where I'm from in South Sudan, we have big families, I'd never lived alone before. It was hard at first. But thankfully, I have had fantastic support from the staff here. They are there for me if I need someone to talk to, they listen to me, and we get a lot of choice about what we do. We even picked how we wanted to decorate the service lounge area.

Since I've lived here, I've learned how to cook, take care of my laundry, and I've joined a gym where I play basketball. The staff help me with anything I need, like filling out forms and applications. They helped me apply for a life skills course which I've taken along with my English classes at college. On the course I learned about budgeting and bills – it was great.

At Look Ahead, I've learned how to be a good neighbour. I share a flat with another customer, we keep it clean and tidy together. I enjoy socialising with others at the service too, we hang out, watch TV shows and play PlayStation games in the lounge, and we have barbeques too.

Two years on, I understand what it is to be more independent now, I don't feel stressed anymore. I'm looking forward to what comes next.



We support young people to identify and work towards their goals, building on their strengths and aspirations.

Counsellors across SIA

We have committed to ensuring all our Semi Independent Accommodation (SIA) services for young people offer support from an in-house counsellor.

we support people with

Learning disabilities

and autism



Our customers can co-produce their care, support and living spaces.

Throughout 2024-2025, we have supported **216 people with a learning disability and autism, including individuals with complex needs and behaviour that can be viewed as challenging.**

This year we opened three services in East London and Hertfordshire, bringing our total up to 48. These include a home for an individual transitioning out of a long-term hospital stay in Hertfordshire, where we provide specialist 24-hour support from a dedicated staff team, and a new service in Newham for three young adults with learning disabilities moving into greater independence. Our new Woodview Court service opened in Waltham Forest too, offering CQC-registered care and self-contained flats to customers with both learning disabilities and mental health needs (see Claire's story).

We also welcomed a new Head of Positive Behaviour Support (PBS) and now have ten PBS coaches, accredited by the British Institute of Learning Disability. These staff members work directly with customers and services to improve quality, and support customers to co-produce their care and meaningful activities.

We joined with external partners and supporters to provide additional opportunities for customers that improve their quality of life. In Tower Hamlets, customers worked with the local council on a weight management programme called Shape Up. Nine customers in the borough also joined inclusive musical workshops as part of the OrchLab Project led by the London Philharmonic Orchestra with Drake Music, experts in music, technology, and disability.

Meanwhile, our AnyBODY Can Dance (ABCD) programme – funded by Arts Council England through the National Lottery Projects grant – now delivers weekly therapeutic dance and movement sessions to 150 Look Ahead customers from 26 learning disability and mental health services. ABCD also offers guest artist-led workshops and performances, which boost participants' confidence, wellbeing and social skills. This year, the project gained national recognition and was shortlisted for Best Health and Wellbeing initiative at the national Housing Heroes Awards run by Inside Housing, for its role in making arts and culture accessible to our customers.

Claire's story

Claire lives at Woodview Court, a specialist Look Ahead service supporting people with learning disabilities and complex mental health needs in Waltham Forest.

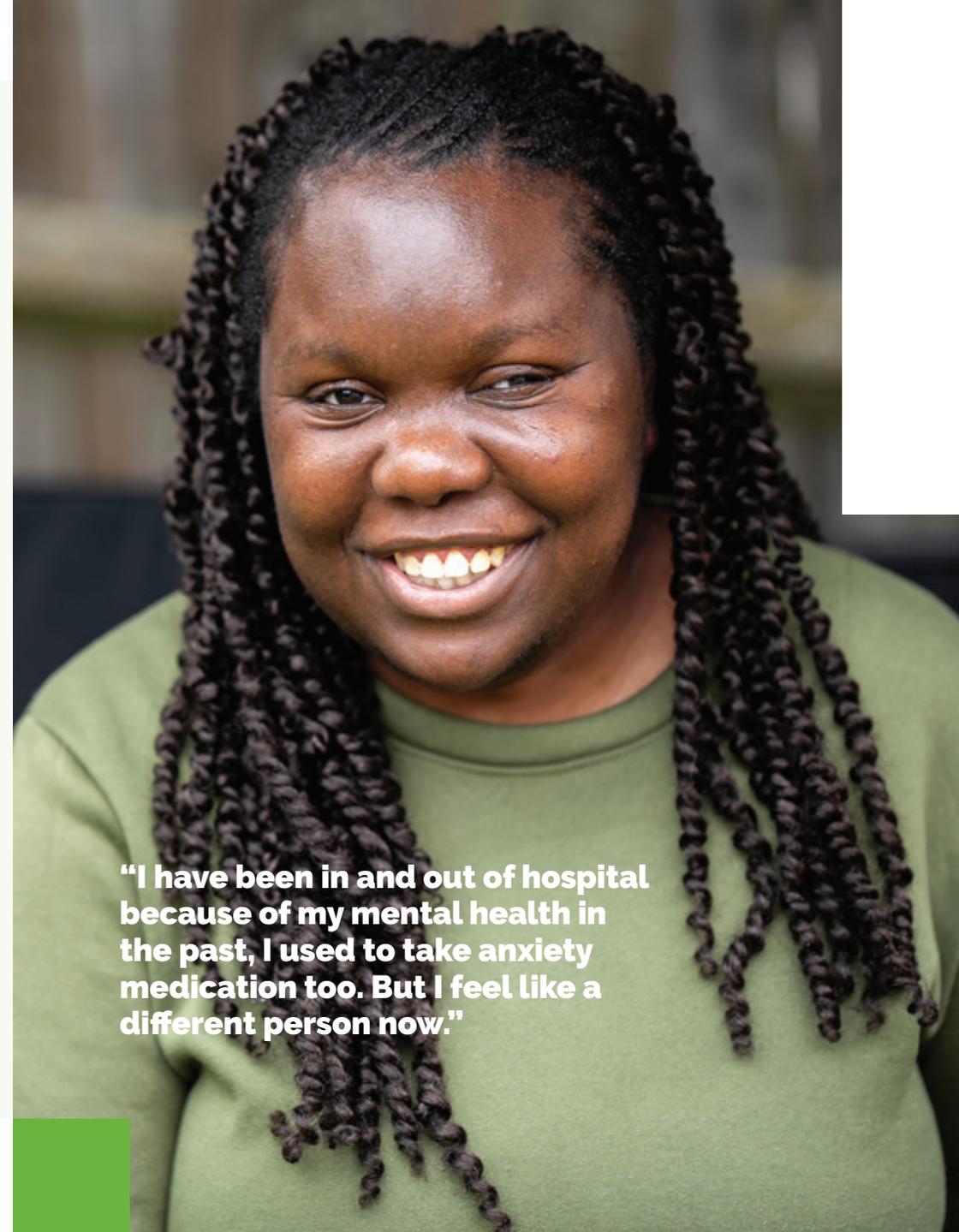
I've been at Look Ahead for more than a year now, and I'm really happy with what I've achieved so far. I have been in and out of hospital because of my mental health in the past, I used to take anxiety medication too. But I feel like a different person now.

The staff here support me to do activities that are good for me and that I enjoy. I get involved in all sorts. I have two support workers who look after me when I go out. We have walks in the park, and I take my trolley on the bus to the supermarket to do grocery shopping. I treat myself to some new clothes or a Jamaican takeaway every once in a while too.

I also have other fun activities. Sometimes I get the train to Westfield Stratford and go to the cinema. I join dance workshops with Look Ahead's AnyBODY Can Dance project as well, they're awesome, they help me keep active and socialise with my neighbours.

I feel more independent here. I love getting out in the garden area here, and I've started watering the plants. I have a lovely flat of my own, and I've learned how to look after it, I Hoover, mop my floor and take my bins out, and I cook my own healthy meals with support from the staff.

I'm fully involved with planning my support here. I choose what I do and how I work with the staff. They are very open to feedback, and I write them letters or speak to them in the office about how I'm feeling, what I want, what I like, and don't like. It really makes a difference, it makes me feel confident, that my views are valued. I've come so far from where I started, my life is beautiful and it's only getting better.



“I have been in and out of hospital because of my mental health in the past, I used to take anxiety medication too. But I feel like a different person now.”

150

customers

Look Ahead's therapeutic dance programme AnyBODY Can Dance has reached over 150 customers with a learning disability, autism, and/or mental health needs across 26 of our services over the last year.

3

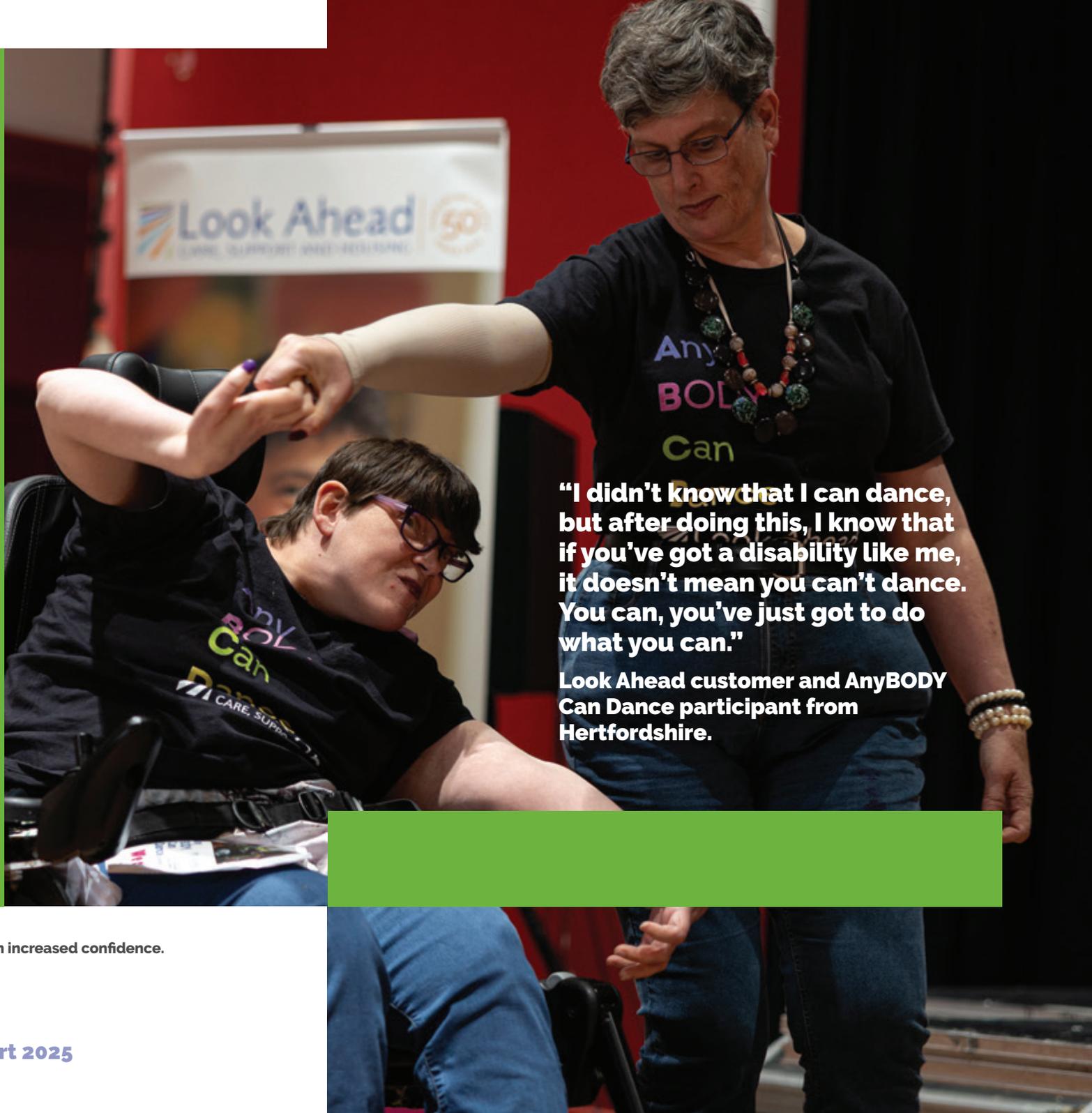
new services

We opened three new specialist learning disability and autism services across Hertfordshire, Newham and Waltham Forest.

11

PBS staff

Look Ahead has welcomed its first Head of Positive Behaviour Support (PBS) and now has ten PBS coaches to improve the quality of care, support and co-production across our learning disability services.



“I didn’t know that I can dance, but after doing this, I know that if you’ve got a disability like me, it doesn’t mean you can’t dance. You can, you’ve just got to do what you can.”

Look Ahead customer and AnyBODY Can Dance participant from Hertfordshire.

88% of AnyBODY Can Dance participants have shown increased confidence.

16

look ahead impact report 2025

we support people with experience of **homelessness** and who have complex needs

In 2024-2025, we supported 1,212 people with experiences of homelessness, complex needs and domestic abuse. Our services keep people safe, help them recover from trauma and start moving towards the future.



Our services support some of London's most entrenched rough sleepers.

We opened new services to meet these needs and have been transforming others to meet local needs. In Kensington and Chelsea, we have worked with a landlord to transform a local vacant property to offer additional homes (including six bedsits and a self-contained flat) for seven people affected by homelessness.

Meanwhile, our Tower Hamlets-based East London Apartments service, which supports entrenched rough sleepers, welcomed a new neighbourhood relations team leader to positively engage the wider community, and promote customer tenancy sustainment.

In summer 2024, we opened our new Male Independent Domestic Abuse Advocacy Service (MIDAAS) offering support across Kent and Medway. Funded by the Office of Police and Crime Commissioner, MIDAAS recognises that men may experience and respond to domestic abuse differently than women and offers support accordingly. The support is provided by Independent Domestic Violence Advocates (IDVAs), who offer comprehensive risk assessments, personalised safety planning, emotional and practical advocacy, and guidance on legal, housing, and support services.

In the 12 months since its launch, the service has supported over 400 people affected by domestic abuse including children.

Our other domestic abuse services have continued to make significant inroads in responding to this issue. In Kent, our women and children's IDVA service, Victim Link service, and refuge received a total of 565 referrals. Meanwhile our London Domestic Abuse Advice Service which supports individuals across any Look Ahead service with experience of domestic abuse worked with 332 people, whilst our London refuge service supported 62 women and children last year.

Jake's story

*Name changed to protect confidentiality

“Being referred to MIDAAS was a huge relief. My IDVA worker was fantastic. At last, someone who cared about me and what I was going through, someone who didn't judge me, or let me judge myself just because I'm a man.”

1/47

We were one of 47 signatories of a letter to the Housing Secretary calling for action against systemic inequalities faced by women experiencing homelessness.

219

Our Kent MIDAAS team supported 219 adult male survivors of domestic abuse in the 12 months since the service first launched on 1 June 2024.

332 | 100+

Our London Domestic Abuse Advice Service team supported 332 customers from across Look Ahead services and also delivered specialist training to over 100 staff members.

£10,000

Volunteers from AD Construction, 1st Stop, Orange Peel, Chas Berger and others joined the London Homeless Collective's annual walk, raising £10,000 for our services.

Jake was referred to our MIDAAS team after experiencing domestic abuse from his former partner. He felt trapped in his previous home and was unable to see his three-month-old baby. Six months on, he has been able to regain control over his life, feels empowered and has built his resilience with support from Look Ahead.

When I came to Look Ahead back in September, I was in a very difficult situation. My previous partner had been violent and abusive, and I felt I wasn't being taken seriously by other services. I felt I was being treated like I was the perpetrator. I didn't feel safe or comfortable at home, and worst of all I was restricted from seeing my three-month-old baby, I felt hopeless, I needed help from someone who understood me, someone who was willing to listen.

Being referred to MIDAAS was a huge relief. My IDVA was fantastic. At last, someone who cared about me and what I was going through, someone who didn't judge me, or let me judge myself just because I'm a man. It's not an exaggeration to say, I don't think I would be here today without the support I had. Waiting for my IDVA to phone me the next week really helped me stay positive and keep going.

MIDAAS spoke up for me when I needed and convinced my local council to let me move home. I don't think the council realised just how difficult it was for me to be stuck

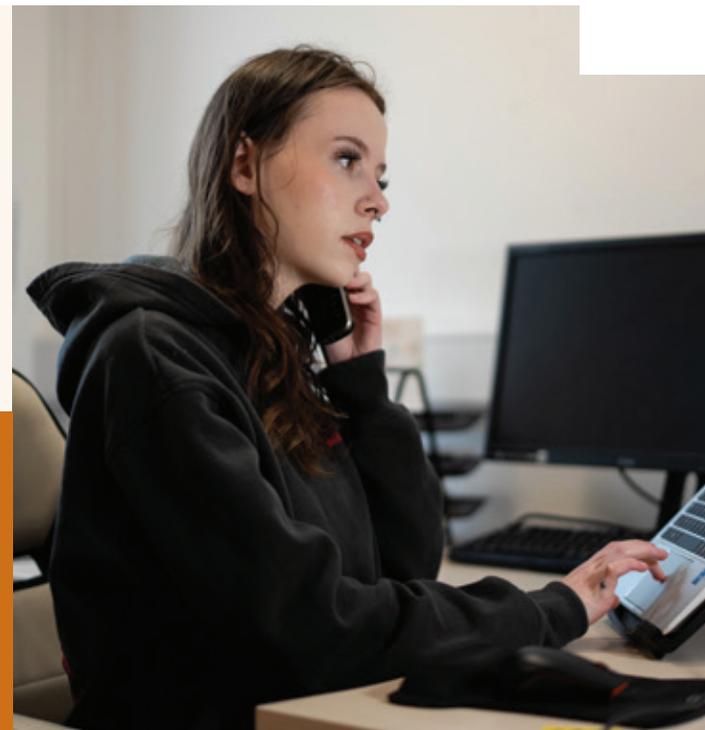
in my old place where the abuse had happened. I needed a different environment to recover in. I couldn't have got there without MIDAAS.

My IDVA also put me in touch with Family Forward, who worked with me to make arrangements to see my son. I get to have him regularly now, which means the world.

After what my partner put me through, I wanted to get justice for myself. My IDVA showed me how to understand what happened to me, how to understand criminal offences and report them and how the criminal justice system worked. Knowing what to do helped me feel in control of my situation.

Having since moved on from the service, I feel I'm in a much better place now and moving in the right direction. MIDAAS was everything I needed, they gave me 100% throughout and helped me get back what was taken from me.

I honestly cannot thank them enough.



Our IDVAs offer community-based support, where and when people need it most.

200+

MIDAAS staff have provided training to over 200 health and social care professionals across Kent and Medway about the particular issues experienced by males who have faced domestic abuse.

Customer voice is central to Look Ahead's values and approach. We work with the people we support to co-produce our services and improve the wider organisation. We create opportunities for people to get involved in different ways, from joining customer panels, to helping recruit the right staff, peer support volunteering in services, and delivering Expert By Experience (EBE) training, which help our staff to better understand customer perspectives and their experiences.

In the last year, in addition to what happens across our local services, we have continued offering customers opportunities to get involved at Look Ahead. Over 50 volunteers worked alongside staff, helping to train and recruit staff, offering customers peer support, auditing our services and participating on tenant and customer panels.

We learned the impact these opportunities have by surveying volunteers about what getting involved means to them, and how it has improved their quality of life. Almost all were satisfied with available opportunities to get involved and had noticed an improvement in their skills.

These customer volunteers are also making a big difference to our organisation and how we deliver our services. At February's Customer Incidents Panel (CIP), residents and staff reviewed past service incidents to identify learnings, best practices, and prevention strategies. Volunteers from CIP also co designed and hosted a safeguarding event with staff, focusing on recognising and preventing abuse, how to keep customers safe and ways Look Ahead can improve.

working alongside

the people we support

Co-production is part of who we are



As volunteers, customers can use existing talents, develop new skills and build confidence.

100%

of volunteers felt more confident after getting involved.

96%

of volunteers were satisfied with opportunities to get involved.

91%

Over nine in ten volunteers felt better prepared for work.

96%

of volunteers reported improved communication and decision-making skills.



We have also worked with customer volunteers to promote co-production across our organisation, raising awareness amongst staff and services. Last March we held a town hall event where three volunteers with lived experience who had received support from Look Ahead, spoke to staff from across the organisation about the personal and wider organisational benefits of co-producing services.

Over the last year, we have also launched a new transformative initiative led by both customers and staff, called Better Outcomes Support and Services (BOSS). We are implementing this project to transform how we deliver support to better meet customer needs across all our services.

BOSS is about rethinking how we deliver support, focused on partnership and collaboration, customers' priorities and aspirations and embedding a strengths-based approach, which sees potential rather than problems.

BOSS is based on three main principles:

- **Empowerment** – supporting customers to take control of their lives, with staff encouraging them to take positive risks.
- **Connection** – building meaningful relationships and taking active interest in customers' lives.
- **Growth** – encouraging innovation and celebrating successes.

“Sharing my experiences with the audience was fantastic. I felt like a pundit giving expert analysis.”

Sandeep, who receives support from Look Ahead in Slough, after speaking at the RCPsych and NHF Roundtable.

“I’ve learned that my experiences are a strength.”

Isa, a Look Ahead Peer Support Volunteer.

To ensure those we support are well represented, we employed former resident and longstanding customer panel volunteer Tyler as BOSS Project Officer. His role is to ensure customers' voices are heard throughout the development and implementation of BOSS, by visiting services and holding consultations with people we support.

Our customers have also been firmly at the centre of our influencing work this year, supporting us to advocate for, and highlight the importance and value of supported housing services. Two customers from Look Ahead's mental health services gave expert insights at a roundtable on improving hospital discharge, co-hosted by Look Ahead, the National Housing Federation (NHF) and the Royal College of Psychiatrists (RCPsych).

Current and former customers also gave their time to share their perspectives on supported housing and the difference it can make to people's lives with the Guardian, Sunday Express and BBC Radio in partnership with the NHF and Voluntary Organisations Disability Group (VODG).

our people

We support and encourage professional development

Our people bring a wealth of experience and skills and come from different professional, personal and cultural backgrounds. Without the diversity this brings, and the commitment of our team, we would not be the dynamic organisation we are today.

Our staff are values-based and all contribute to improving the experiences of those we support - whether they are working directly in our care and support services or in our central support teams. Our people help customers to achieve their potential, and Look Ahead invests in our staff too, so they can do the same.

Our Women in Leadership and Rising Star Awards offer dedicated staff career development bursaries of up to £5,000 each. In 2025, we recognised three winners.



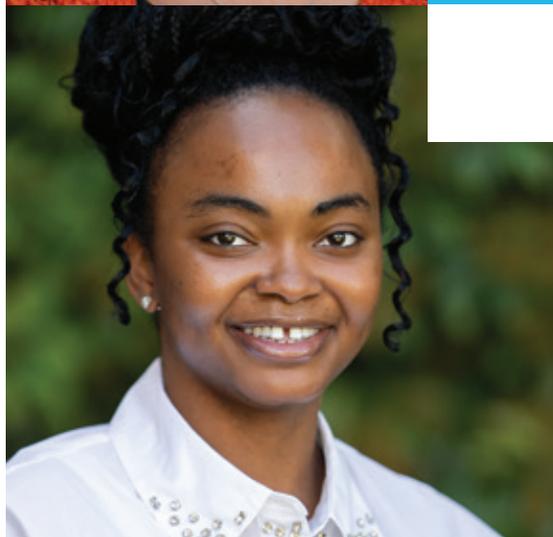
“It’s amazing to have backing and support to reach my career goals.”

Rebecca, Senior Compliance Officer and Women in Leadership Winner. Rebecca’s bursary is for a Level 4 Vocational Related Qualification (VRQ) Certificate in Electrical Safety Management in Social Housing.



“Studying will enhance my confidence; testing my knowledge and skills while also adding to them.”

Hannah, Head of Service and Women in Leadership Winner. Her prize is for an MSc in Intellectual Disabilities and Autism (Forensic) at the Tizard Centre, Kent University.



“The Diploma will enable me to make a more meaningful contribution to my team, our customers and the wider organisation.”

Emediong, Support Worker and Rising Star Winner. Her bursary is for a NCFE CACHE Level 3 Diploma in Health and Social Care at Zurbel Training University.

We named three Women in Leadership and Rising Star winners.

923

Staff

291

Bank Staff

26

staff completed ILM qualifications

26 staff completed qualifications from the Institute of Leadership and Management (ILM) to further their careers.

13

counselling qualifications

13 of our staff completed counselling qualifications. We also became an approved CPCAB Centre provider of the L3 Certificate in Counselling.

36

people promoted within Look Ahead

We made 36 internal promotions.

470

face-to-face training courses

We ran 470 face-to-face training courses using both remote and in-person sessions.

10

apprenticeships offered

We offered 10 apprenticeships to people starting new careers.

International Women's Day Event

Our Staff Gender Equity Network marked International Women's Day with Outlander star, actress, and poet Caitlin O'Ryan.

Black History Month Celebration

Our Staff Cultural Diversity Network celebrated Black History Month with customers, staff and lecturer and author Dr Elli Michaela Young.

"It's not just customers that get great support, Look Ahead helps staff with personal development too. Look Ahead gave me space to complete a health and social care degree part-time, you can't beat that level of openness and flexibility."

Maruf, Independent Living Community Support (ILCS) Service Manager.

fundraising

and partnerships

Through our fundraising programme, we bring in additional funding and partnerships that enable us to supplement our core support offer with activities and opportunities that enrich our customers' lives.

Over the last year, Look Ahead has worked with a range of supporters who have contributed to our work with social value projects, fundraising and grants for the people we support, and more.



Our customer Omar spoke to a large audience at a LandAid fundraiser.

£244,661

We secured a £244,661 grant from the Kent Police and Crime Commissioner to launch our Male Independent Domestic Abuse Advice Service (MIDAAS).

£135,500

We were awarded a £135,500 grant from Wates Family Enterprise Trust (WFET) towards researching, scaling capital for, and developing new nationally replicable supported housing service models.

£10,000

We received £10,000 from an individual giver towards the welfare of individuals and families supported by our Kent Domestic Abuse Services.

£10,000

Property industry charity LandAid and Real Estate Investment Trust SEGRO provided us with a £10,000 grant, enabling us to offer employment, training and education bursaries for young people in our services through our Futures Fund.

our supporters

A huge thank you to all our donors and partners for their generous support.

- 1st Stop Property Solutions Ltd
- Accenture
- AD Construction Group
- Afro in Heels
- Arts Council England
- AstraZeneca
- Avison Young
- BPG Architects + Surveyors
- chapmanbdsp
- Charity Trust
- Chas Berger
- Chequers Contract Services
- Children's Salon
- Cripplegate Foundation
- Drax Community Foundation
- East London Dance
- Employee Volunteering
- Faithorn Farrell Timms LLP (FFT)
- GDS Chartered Surveyors
- Genevieve Portwood
- Greater London Authority (GLA)
- Heinz, Anna and Carol Kroch Foundation
- Home Minders
- Interform Contract Furniture
- Jerram Falkus Construction Limited
- JTI
- Kent Police, Crime & Commissioner
- Lambeth Council
- LandAid
- Little Village
- London Community Foundation
- Mayor's Office for Policing and Crime (MOPAC)
- MMP Consultancy
- National Lottery
- Orange Peel Consultancy Ltd
- Orchlab, London Philharmonic Orchestra
- Parking Control Management Ltd
- Pret A Manger
- Property Race Day
- Richard Lewisohn
- Royal Academy of Arts
- Santa in the City
- SEGRO
- Soroptimist
- Sovereign Network Group (SNG)
- Sport England
- Stopgap Dance Company
- The Felix Project
- The Kent Integrated Domestic Abuse Service (KIDAS)
- The Spoore Merry and Rixman Foundation
- Vigilant Security Services
- Visa
- Wates Family Enterprise Trust
- Wetton Cleaning Services Ltd

accreditations



awards



memberships and associations



governance

Our Senior Leadership Team

Chris Hampson

Chief Executive

Julie Blair

Executive Director of Corporate Services

Jason Hapgood

Executive Director of Property and Assets

Nicole Njie

Executive Director Group Operations & Customer Experience

Harindra Punchihewa

Chief Financial Officer

Our Board of Management

Mary Watkins, Baroness Watkins of Tavistock

Chair, Look Ahead Group Board of Management

Member of the House of Lords (Crossbench Peer)

Board Member, NHS England

Kevin Chiweta Obi

Managing Director, Synergy Inc.
Board Adviser, EcoSync
Chair, NIDSG

Anne Copeland (joined 1 July 2024)

Co-Head of Social Infrastructure, AlphaReal

Johanna Ellis (joined 1 July 2024)

Non-Executive Director, Southdowns
Member, Orbit Housing Association
Audit and Risk Committee

Stephen Firn OBE

Chair, Look Ahead Quality and Safety Committee

Chief Executive Officer, Cygnet Health Care Ltd

Kevin Gould

Chair, Look Ahead subsidiaries – Blythson Ltd and Kingswood Care Services Ltd

Director and shareholder, Sharpthorne Services Ltd

Vice Chair, Independent decision-making body, Bar Standards Board

Internal audit consultant, European Bank of Reconstruction & Development

Board member, Legal & General Affordable Housing

Chris Hampson

CEO, Look Ahead

Non-Executive Director, GreenSquareAccord

Trustee, Voluntary Organisations Disability Group (VODG)

Richard Jones CBE

Vice-Chair, Look Ahead Group Board of Management

Chair, Nominations Committee Chair – Shared Lives Plus

Chair, Syncora Ltd

Non-Executive Director, Calico Group

Non-Executive Director, Fair oak Housing Association

Independent Chair, Leeds Safeguarding Adults Board

Sharon Slotnick

Chair, Look Ahead Remuneration Committee

Chair, Look Ahead Tenant and Landlord Panel

Magistrate, London Circuit

Visitor/investigator at the Office of the Public Guardian

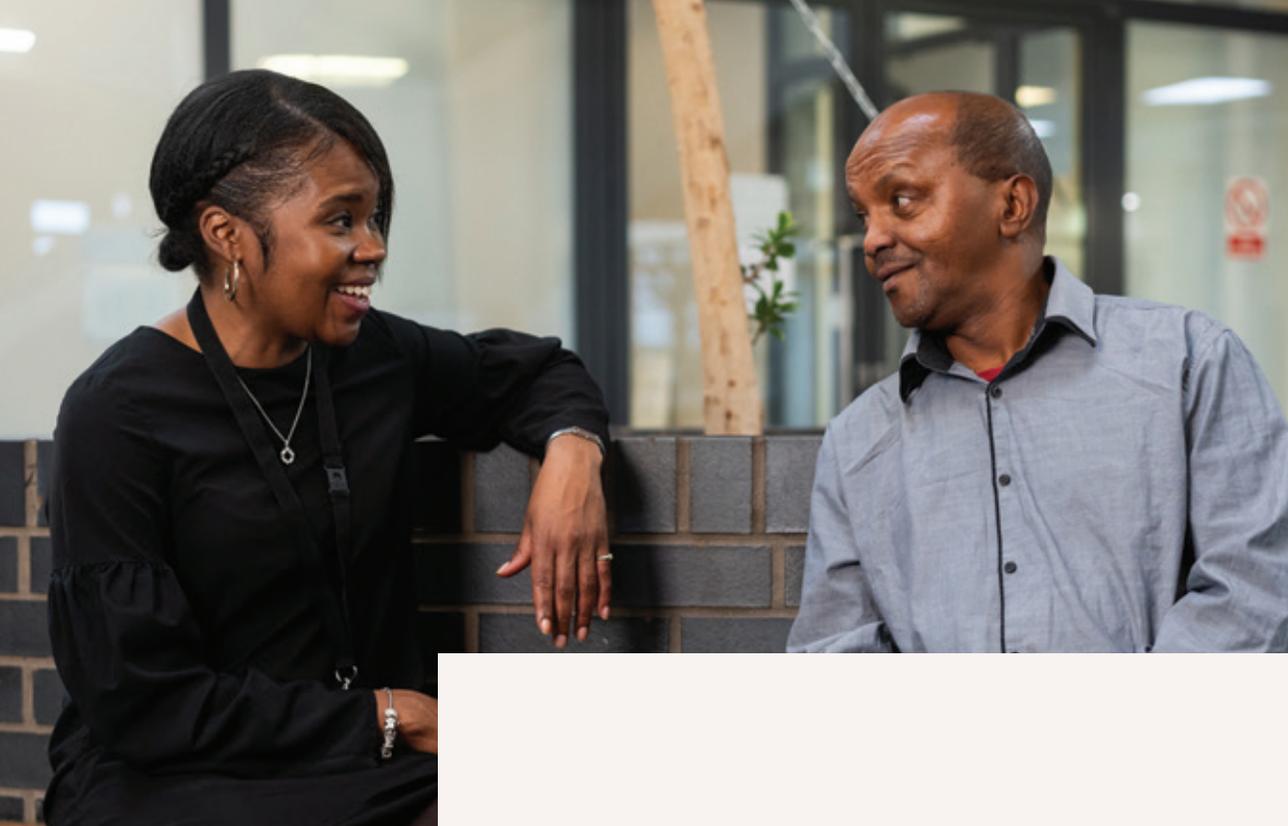
Employment Tribunal member
Ministry of Justice case manager

Sarah Willows

Chair, Investment and Treasury Committee

Chair, Audit and Risk Committee

Independent Non-Executive Director, Storegga



**thank
you**

I hope you have enjoyed our impact report. As you have read, the last year has brought many positive milestones. These successes highlight the continuing value our work brings to individuals, communities and public services across London and the South East, despite the many challenges that the supported housing sector and care providers continue to face.

We are proud of the support our dedicated staff offer and the services we deliver day in day out to some of the most excluded groups across the capital and surrounding counties.

These achievements and others showcased throughout this report are a valuable reminder of what can be achieved even in circumstances as turbulent as our present ones. I am particularly proud that Look Ahead continues to innovate and develop pioneering services that are really at the cutting edge of integrated health, social care and housing. We know that with the NHS in the current state of flux, these are needed more than ever.

On behalf of Look Ahead, I would like to thank our staff, volunteers, funders, supporters and partners for making this work possible. And to our customers – for joining us on this journey, and working with us to advocate for the very real value supported housing brings.

Baroness Mary Watkins of Tavistock

Chair of Look Ahead's Board

about Look Ahead

Look Ahead provides supported housing and social care services for people who have a range of needs in local communities across London and the South East.

Our services include integrated care, support and housing for four main groups: people with mental health needs; people with learning disabilities and autism; young people and people with experience of care; and people with experience of homelessness and other complex needs.

Head office

Look Ahead

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Instagram

[@lookaheadig](https://www.instagram.com/lookaheadig)

X

[@lookaheadtweets](https://twitter.com/lookaheadtweets)



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Photography by Richard Lewisohn (www.lewisohn.co.uk) and Alex Ferrelly (www.ferrelly.com)

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