Annual Report

Further, together

A year of progress, told through people and results.

REPORTING PERIOD

1 April 2024 to 31 March 2025

2025

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A year of progress, told through people and results.

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THE YEAR AT A GLANCE

840	**Learners completing a course** 84% of target · Up 20%
68%	**Young people in work, education or training six months on** 97.1% of target · Up 7 percentage points
412	**Mentoring matches started** 114.4% of target · Up 16.1%
412,600	**Community meals served** 108.6% of target · Up 13%

01 — Overview

Our biggest year yet: 840 adults back in learning, two in three young mentees in work or study, and 412,600 hot meals shared. Every result shown beside its target and last year.

A year in brief

Fernmoor Foundation helps people of every age learn, find good work and feel at home in their community. In 2024-25 we reached more people than in any year since we began, and we can show more clearly than ever what changed for them.

840 adults completed a Second Chance Learning course, a fifth more than last year. Two in three young people we mentored were in work, education or training six months later. Our Open Kitchens served 412,600 hot meals, and six new digital skills hubs opened in libraries and on high streets.

We did not hit every target. Course completions reached 84% of our goal after a new centre opened late, and our carbon emissions, though lower again, stayed above where we aimed to be. This report sets out each result beside its target and last year's figure, explains how we measured it and links to the stories behind the numbers.

Where the money went

For every £1 we spent, 87p went straight into our programmes. Income grew by 8.1%, led by trusts and foundations backing our mentoring work, and we closed the year with a small surplus of £44,000.

02 — Results

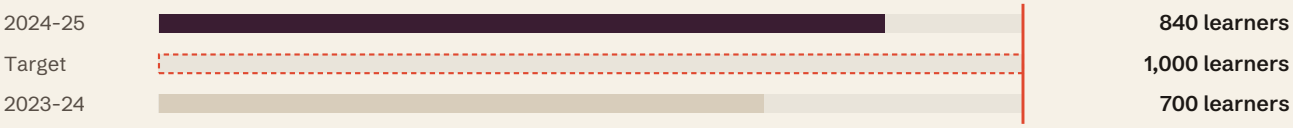
Every result sits beside the target set for it and the period before. Outputs count what was delivered; outcomes show what changed for people.

OUTPUT

Learners completing a course

840 learners

84% of target
Up 20% on 2023-24



840 learners in 2024-25, 84% of the 1,000 learners target, up 20% on 700 learners in 2023-24.

WHAT WE MEASURED Adults who finished every session of a Second Chance Learning course in English, maths or digital skills between April 2024 and March 2025. Each learner is counted once, even if they completed more than one course.

WHAT IT TELLS US Completions rose by a fifth as evening classes returned at three centres. We reached 84% of our target because the new Riverside centre opened four months later than planned. It is now running at full capacity.

SOURCE Second Chance Learning enrolment records, 2024-25

OUTCOME

Young people in work, education or training six months on

68%

97.1% of target
Up 7 percentage points on 2023-24



68% in 2024-25, 97.1% of the 70% target, up 7 percentage points on 61% in 2023-24.

WHAT WE MEASURED Share of Pathways Mentoring participants aged 16 to 24 who were in paid work, education or training six months after mentoring ended. Based on follow-up calls with 286 of 412 participants, a 69% response rate.

WHAT IT TELLS US A rise of seven percentage points, just short of our 70% target. Young people matched with a mentor from a local employer did best, so we are doubling those matches next year.

SOURCE Pathways Mentoring six-month follow-up survey

OUTPUT

Mentoring matches started

412 young people

114.4% of target
Up 16.1% on 2023-24



412 young people in 2024-25, 114.4% of the 360 young people target, up 16.1% on 355 young people in 2023-24.

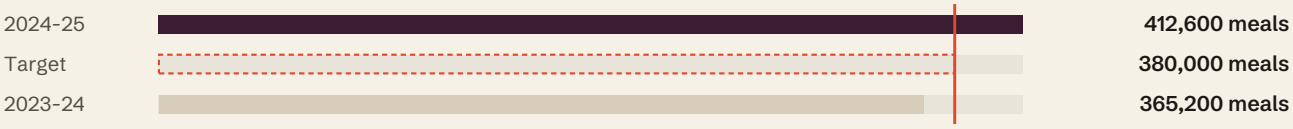
WHAT WE MEASURED	Young people who met their volunteer mentor at least twice during the year.
WHAT IT TELLS US	Referrals from schools and job centres grew faster than we expected, and our volunteers stepped up to meet them.
SOURCE	Pathways Mentoring case records

OUTPUT

Community meals served

412,600 meals

108.6% of target
Up 13% on 2023-24



412,600 meals in 2024-25, 108.6% of the 380,000 meals target, up 13% on 365,200 meals in 2023-24.

WHAT WE MEASURED	Hot meals served at our eight Open Kitchens, counted from daily kitchen logs. Takeaway meals are included. Food parcels are not.
WHAT IT TELLS US	Two new partnerships with regional food suppliers meant we could serve more meals while spending less on food.
SOURCE	Open Kitchens daily service logs

OUTCOME

Participants reporting greater confidence

79%

105.3% of target
Up 2 percentage points on 2023-24



79% in 2024-25, 105.3% of the 75% target, up 2 percentage points on 77% in 2023-24.

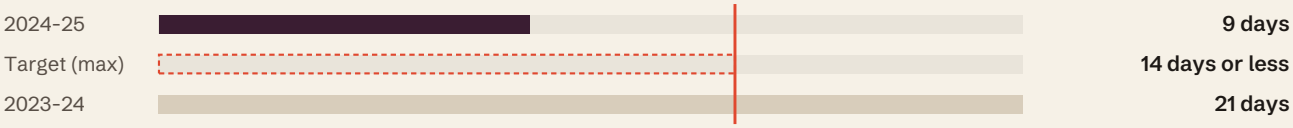
WHAT WE MEASURED	Share of participants across all programmes who said their confidence had improved, in an end-of-programme survey with 1,904 responses.
WHAT IT TELLS US	Confidence held steady above target. Learners on longer courses reported the biggest change.
SOURCE	End-of-programme participant survey

OUTPUT LOWER IS BETTER

Average wait for a first learning session

9 days

Within target
Down 57.1% on 2023-24



9 days in 2024-25, within the target of 14 days or less, down 57.1% on 21 days in 2023-24. Lower is better for this measure.

WHAT WE MEASURED	Average number of calendar days between a learner enrolling and attending their first session.
WHAT IT TELLS US	A shared booking system across all four centres cut waiting times by more than half, comfortably within our 14-day target.
SOURCE	Second Chance Learning booking system

OUTPUT LOWER IS BETTER

Operational carbon emissions

118 tCO2e

Above target
Down 9.9% on 2023-24



118 tCO2e in 2024-25, above the target of 110 tCO2e or less, by 8 tCO2e, down 9.9% on 131 tCO2e in 2023-24. Lower is better for this measure.

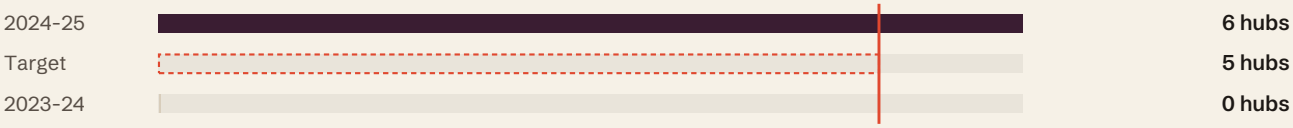
WHAT WE MEASURED	Scope 1 and 2 emissions from our centres and vehicles, plus business travel, calculated with the UK government greenhouse gas conversion factors for 2024.
WHAT IT TELLS US	Emissions fell for the third year running, but a long, cold winter kept us 8 tonnes above our target. Heat pumps are planned for two centres in the coming year.
SOURCE	UK government greenhouse gas conversion factors 2024

OUTPUT

Digital skills hubs opened

6 hubs

120% of target
Up from zero



6 hubs in 2024-25, 120% of the 5 hubs target, up from zero in 2023-24.

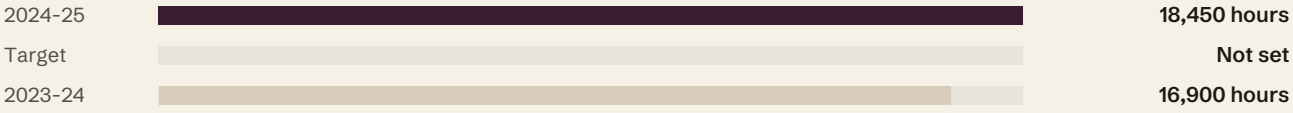
WHAT WE MEASURED	Library and high-street spaces offering drop-in digital support at least two days a week.
WHAT IT TELLS US	A new programme for 2024-25. All six hubs are open, and the busiest now welcomes around 90 visitors a week.
SOURCE	Digital skills hub opening records

OUTPUT

Volunteer hours given

18,450 hours

No target set
Up 9.2% on 2023-24



18,450 hours in 2024-25, no target was set, up 9.2% on 16,900 hours in 2023-24.

WHAT WE MEASURED	Hours logged by volunteers across all programmes, from our volunteer rota system.
WHAT IT TELLS US	We did not set a volunteering target this year. Hours grew as the mentoring programme expanded.
SOURCE	Volunteer rota system

03 — Programmes

Second Chance Learning

Free courses in English, maths and digital skills for adults who missed out the first time. Classes run on weekday evenings and at weekends across four learning centres, with childcare on site at two of them.

Pathways Mentoring

One-to-one mentoring for young people aged 16 to 24. Volunteer mentors come from local employers, colleges and the wider community, and meet their mentee every fortnight for six months.

Open Kitchens

Eight community kitchens serving hot meals in warm, welcoming spaces. Each kitchen also hosts free advice sessions on benefits, housing and work.

Digital skills hubs

New for 2024-25. Drop-in help with devices, online forms and job applications in six libraries and high-street spaces, run with local councils.

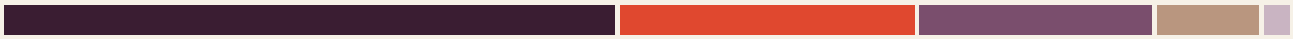
04 — Finances

INCOME 2024-25
£2,940,000
Up 8.1% on £2,720,000 in 2023-24

EXPENDITURE 2024-25
£2,896,000
Up 8.7% on £2,663,000 in 2023-24

NET RESULT
£44,000
Surplus · £57,000 in 2023-24

WHERE THE MONEY CAME FROM



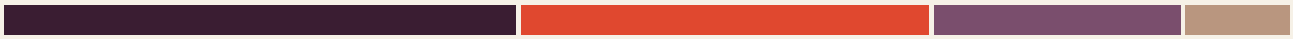
- Grants from trusts and foundations 48.3%
- Individual giving and legacies 23.3%
- Contracts and public funding 18.4%
- Community fundraising and events 8%
- Investments and other income 2%

WHERE THE MONEY WENT



- Charitable activities 86.7%
- Raising funds 9.9%
- Governance and support 3.4%

CHARITABLE SPENDING BY PROGRAMME



- Second Chance Learning 40.3%
- Pathways Mentoring 32.1%
- Open Kitchens 19.4%
- Digital skills hubs 8.2%

INCOME	2024-25	SHARE	2023-24	CHANGE
Grants from trusts and foundations	**£1,420,000**	48.3%	£1,265,000	Up 12.3%
Individual giving and legacies	**£684,000**	23.3%	£612,000	Up 11.8%
Contracts and public funding	**£541,000**	18.4%	£588,000	Down 8%
Community fundraising and events	**£236,000**	8%	£214,000	Up 10.3%
Investments and other income	**£59,000**	2%	£41,000	Up 43.9%
Total income	**£2,940,000**	100%	£2,720,000	Up 8.1%

EXPENDITURE	2024-25	SHARE	2023-24	CHANGE
Charitable activities	**£2,512,000**	86.7%	£2,301,000	Up 9.2%
Raising funds	**£286,000**	9.9%	£270,000	Up 5.9%
Governance and support	**£98,000**	3.4%	£92,000	Up 6.5%
Total expenditure	**£2,896,000**	100%	£2,663,000	Up 8.7%

Every result shown beside its target and the year before

CHARITABLE SPENDING BY PROGRAMME	2024-25	SHARE	2023-24	CHANGE
Second Chance Learning	**£1,012,000**	40.3%	£948,000	Up 6.8%
Pathways Mentoring	**£806,000**	32.1%	£762,000	Up 5.8%
Open Kitchens	**£488,000**	19.4%	£591,000	Down 17.4%
Digital skills hubs	**£206,000**	8.2%	£0	Up £206,000
Total charitable spending	**£2,512,000**	100%	£2,301,000	Up 9.2%

For every £1 we spent, 87p went straight into our programmes. Figures are rounded to the nearest £1,000.

05 — Methodology and sources

How we measure

Every figure in this report comes from our own programme records, collected throughout the year and checked by our impact team before publication. We count each person once per programme, even if they took part more than once.

Outputs and outcomes

Outputs count what we delivered, such as courses completed or meals served. Outcomes describe what changed for people, such as moving into work. Every result in this report is labelled so you can tell the difference.

Targets and comparisons

Targets were agreed by our trustees in March 2024. Comparisons are with 2023-24 unless a result says otherwise. When a figure is itself a percentage, changes are shown in percentage points.

Financial figures

Financial figures come from our annual accounts for the year ending 31 March 2025 and are rounded to the nearest £1,000. Spending shows what we invested, not the difference it made. The results chapter shows that.

Scope and limitations

This report covers the four programmes run directly by Fernmoor Foundation between 1 April 2024 and 31 March 2025. It does not include work delivered by partner organisations with our grants.

- Mentoring follow-up relies on the participants we could reach six months later, so we publish the response rate beside the result.
- Confidence scores are self-reported and can reflect how people feel on the day of the survey.
- Carbon figures use national conversion factors, which are averages rather than direct measurements.

Sources

Second Chance Learning enrolment and booking records
Learner completions and waiting times, April 2024 to March 2025

Pathways Mentoring case records and six-month follow-up survey
286 of 412 participants reached, a 69% response rate

Open Kitchens daily service logs
Meals counted at the point of service in all eight kitchens

End-of-programme participant survey
1,904 responses across all programmes

UK government greenhouse gas conversion factors 2024
Used to calculate operational carbon emissions
https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2024

Annual accounts for the year ending 31 March 2025
Source of every financial figure in this report

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