



LONDON CITY AND NORTH

Discover. Connect. Grow.

Resident Engagement Opportunities

Education | Training | Employment | Life Skills | Wellbeing | Resident Voice

LANDAID HOUSE

Opportunities for residents in Islington

MONARCH COURT

Opportunities for residents in Hackney
Wick

CROUCH END

Opportunities for residents in Haringey

Your next step starts here

This guide brings together the main ways residents can learn new skills, prepare for work, build confidence, connect with others and influence YMCA services. Opportunities change, so speak to the Housing Pathways Team for the latest details.

Resident guide | September 2026

Welcome

At YMCA London City and North, resident engagement is about more than attending an activity. It is an opportunity to learn, contribute, build relationships, develop independence and take practical steps towards personal goals.

What you can explore

Work & careers CVs, interviews, career planning, employability, work placements and routes into employment.	Learning & qualifications ESOL, functional skills, accredited learning and support to explore college or training.
Money & independence Budgeting, benefits, savings, meal planning and practical independent living skills.	Creative & vocational skills Cooking, sewing, textile production, art, design, enterprise and hands-on learning.
Confidence & wellbeing Resilience, goal setting, personal development, sports and wellbeing-focused activities.	Your voice & community Resident forums, surveys, co-design, volunteering, events and opportunities to improve services.

Our CREATE values

C Collaborate Work together and share ideas.	R Respect Value every person and perspective.	E Empower Build confidence and choice.
A Accessible Remove barriers to participation.	T Transform Create positive and lasting change.	E Excellence Learn, improve and aim high.

1. Education, training and employment

Our ETE offer helps residents develop the practical, personal and professional skills needed for education, employment and greater independence.

Employability support

- Workplace readiness, communication and teamwork
- CV development, applications and interview preparation
- Career planning, employer engagement and business awareness
- Volunteering, paid work placements and employment pathways
- One-to-one guidance to identify realistic next steps

Learning and language

- ESOL learning to develop English language confidence
- Routes towards recognised certification
- Functional skills and digital learning signposting
- Help to explore courses, apprenticeships, colleges and training

Internal and partner-led programmes

King's Trust

Employability, training and progression.

PIVOT

Business skills, enterprise, making and workplace readiness.

London Youth resources

External option: online employability tools, work-readiness activities and links to further support.

Haringey Works / Full Potential

Employment advice, employer engagement, paid placements and career development.

Groundwork London

External option: one-to-one employment advice, skills training and supported work placements.

Skills for Careers

External option: explore career ideas, training choices, courses and local opportunities.

Ask before applying

Eligibility, dates, location and availability vary. A Housing Pathways colleague can help you check the current offer and make a referral where required.

2. Practical life skills and financial confidence

Money skills

Moola Money workshops support residents with budgeting, benefits income, savings habits, financial planning and managing unexpected costs.

Cooking and healthy living

Eat Club workshops provide practical experience in food preparation, cooking techniques, meal planning, nutrition, teamwork and cultural learning through food.

Independent living

- Planning meals and shopping within a budget
- Building routines and managing appointments
- Understanding bills, benefits and personal responsibilities
- Developing communication, resilience and problem-solving
- Preparing for a future tenancy and move-on

Creative and vocational workshops

FC Designer Workspace opportunities have introduced residents to industrial sewing equipment, textile techniques, upcycling, creative design and vocational awareness within the creative industries.

Learn by doing

Practical workshops make it possible to try a skill in a supportive setting.

Discover strengths

Trying something unfamiliar can reveal new interests and career ideas.

Build a portfolio

Finished work, certificates and reflections can demonstrate progress.

Connect with others

Group activities support teamwork, communication and community connection.

3. Confidence, wellbeing and personal development

Personal development activities are designed to strengthen confidence, resilience, positive relationships, goal setting and engagement with future opportunities.

Current types of opportunity

G.L.O.E.W Targeted empowerment and personal development programmes.	Unique Purpose CIC Confidence building, life skills and positive development.
Flourish Wellbeing and development programmes.	Sport and team activities Movement, teamwork, routine and social connection.
Art and creative workshops Self-expression, new skills and relaxed group participation.	Coffee afternoons and community events Informal ways to meet others and reduce isolation.

Taking part at your own pace

- Tell staff about any access, language, confidence, mobility or wellbeing needs.
- Ask whether a taster session or one-to-one introduction is available.
- Choose opportunities linked to your own support plan and interests.
- Give feedback about what helped and what could be improved.

You do not need to feel fully ready
A first conversation with the Housing Pathways Team can help identify a comfortable starting point.

4. Resident voice and community participation

Resident voice helps shape service planning, decision-making and delivery. You can contribute whether you prefer to speak in a group, complete a survey, share an idea privately or take part in a focused project.

Ways to get involved

Resident forums

Raise issues, hear updates and discuss ideas with staff and other residents.

Co-design sessions

Help shape activities, communications, spaces and services.

Volunteering and peer contribution

Support activities, welcome others or contribute skills and lived experience.

Surveys and feedback

Share what is working, what needs to change and what opportunities you want.

Resident scrutiny

Look more closely at a service area and suggest practical improvements.

Compliments, suggestions and complaints

Use formal and informal feedback routes to help strengthen services.

What good participation looks like

- Accessible information and enough notice to take part
- Respectful discussion and clear boundaries
- Feedback on what happened after residents shared their views
- Different ways to participate, including one-to-one and digital routes
- Recognition of the time, ideas and contribution residents provide

5. Opportunities across our projects

Residents from LandAid House, Monarch Court and Crouch End can access a mixture of project-based and cross-service opportunities. The examples below reflect recent delivery and may not all be running at the same time.

Project	Recent examples	What you can gain	How to enquire
LandAid House	ESOL learning; empowerment programmes; resident forums; structured ETE activity	Language confidence, progression, community voice and personal development	Ask Housing Pathways, your Housing Options Officer or the Progression Coach
Monarch Court	Moola Money; cooking and life-skills activity; resident engagement	Financial capability, independence, confidence and social connection	Ask Housing Pathways or your Housing Options Officer
Crouch End	PIVOT business skills; cooking; empowerment; sports and resident forums	Enterprise, employability, teamwork, wellbeing and resident voice	Ask Housing Pathways or your Housing Options Officer

Cross-service opportunities

- Some activities may bring together residents from more than one project.
- Travel support, eligibility and referral requirements depend on the individual opportunity.
- Staff can help identify suitable options and discuss any support needed to participate.

6. How to take part

1	Choose	Think about what you want to learn, improve or explore.
2	Speak	Talk to your Housing Pathways colleague, Progression Coach or Housing Options Officer.
3	Check	Confirm eligibility, dates, location, travel and any access needs.
4	Prepare	Complete any referral or registration and agree the support you need.
5	Participate	Attend, ask questions, practise and give the opportunity a fair try.
6	Reflect	Record what you learned and agree your next step.

What staff may ask

- What are you interested in and what would you like to achieve?
- Are there any access, language, health, confidence or travel considerations?
- Is the opportunity suitable for your age, location and current circumstances?
- What support will help you attend and complete the activity?
- How will the opportunity link to your support plan or move-on goals?

Missed a session?

Let staff or the provider know as early as possible. This may allow the place to be offered again or an alternative to be explored.

7. Trusted external starting points

The following public services and directories can complement YMCA support. They are included as starting points, not as guaranteed or endorsed placements. Staff can help you check suitability and current availability.

London Youth Employability Resource Directory

Online employability resources, CV support, work-readiness tools and links to training providers.

<https://londonyouth.org/what-we-do/employability/employability-resource-directory/>

Skills for Careers

Government service for exploring career ideas, training routes, courses and work opportunities.

<https://www.skillsforcareers.education.gov.uk/pages/young-people>

Groundwork London Employment Support

One-to-one advice, skills training, supported work placements and employment programmes.

<https://www.groundwork.org.uk/london/employment-skills/>

London Youth Gateway

For Londoners aged 16-25 facing homelessness, with support that can include jobs, education and training.

<https://www.londonyouthgateway.org.uk/>

Online safety

Check that a website is genuine before sharing personal information. Ask staff if you are unsure, and never pay for an opportunity without verifying it first.

8. My engagement plan

Use this page with a member of staff to turn an interest into a practical next step.

My goal	What would I like to achieve?
Opportunity	Which activity, course, programme or forum interests me?
Why this matters	How could this help my confidence, skills, wellbeing, independence or future plans?
Support I need	Travel, accessibility, reminders, language, equipment, confidence or other support.
My first action	Who will I speak to and what will I do next?
Review	What did I learn and what is my next step?

Where to start

- Speak to the Housing Pathways Team.
- Speak to your Housing Options Officer.
- At LandAid House, ask about the Progression Coach and structured ETE offer.
- Look at project noticeboards, QR codes and resident communications for current activities.
- Attend a resident forum and tell us what opportunities you would like to see.

Remember

You do not have to know exactly what you want. Start with an interest, a goal or a conversation and we will help you explore the options.

Document note

This resident-facing guide draws on YMCA London City and North's Education, Training and Employment reporting and resident engagement materials, alongside current public information from external support services. Programme availability and eligibility should always be checked before participation.