

fivefields

Impact Report 2024



Westminster
Foundation



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Contents

We are delighted to share Fivefields' *first impact report*.

- 02 An introduction to Fivefields
- 03 The highlights
- 04 Our charity members
- 06 Sustainability & accessibility
- 08 Wellbeing
- 09 Community & culture
- 10 Design spotlight: Artiq Artwork
- 11 Looking ahead



Since welcoming the first charity members in October 2023, this report highlights the achievements and impact of Fivefields throughout 2024.

*Data collection was conducted online, with a survey link sent to senior staff within Fivefields member organisations. We targeted decision-makers within each organisation, as they can assess organisational-level changes and strategic perspectives. However, we advised seeking the views/input of their teams where possible.

The survey window was from January 1, 2025, to March 1, 2025. Responses were not anonymous to enable follow-up and/or targeting further support.

Twenty-seven organisations responded to the survey (100% completion rate).

The Fivefields Theory of Change provides a framework for measuring impact, identifying areas for improvement, and shaping strategic priorities.

[See our Theory of Change on a page.](#)

An introduction to Fivefields



In the heart of Victoria, London, *Fivefields* brings together like-minded charities to *grow, network, and collaborate* through shared interests and challenges.

The Duke of Westminster, Chair of both the Grosvenor Trustees and the Westminster Foundation, initiated Fivefields. He saw the opportunity to bring together **Grosvenor's** significant property expertise and resources with the **Westminster Foundation's** philanthropic leadership.

Grosvenor and the Westminster Foundation joined forces with flexible workspace specialists **x+why** to manage the day-to-day operation of Fivefields.

In line with the Westminster Foundation's strategic focus, Fivefields meets the needs of charities and social impact organisations supporting children and young people.

Since opening in October 2023, Fivefields has flourished into a vibrant community. As of July 2025, Fivefields is 100% occupied, housing **27 charities** and over **650 active members**.

Learn more about the story of Fivefields.
[Watch here.](#)



The highlights

650+

Active members of the
Fivefields community

38

Member socials

27

Charity member
organisations

920kg

Coffee beans
consumed

145km

Covered by the Fivefields
Falcons Social Run Club

104

Member events hosted

86

Items collected
for the festive
food bank drive

3,589

Meetings hosted

7

Office dogs

69

NPS Score

427

Plants on site

Our charity members

We greatly value the feedback of our charity members and are proud to have achieved an NPS score of 69 in our latest survey.

This result is a testament to the community team's dedication to delivering an outstanding experience for members and their guests.

Looking ahead, we remain committed to not only sustaining this strong score but continuously improving it, ensuring that the offer at Fivefields continues to evolve in line with members' needs and expectations.

The **Net Promoter Score (NPS)** is a metric that measures the likelihood of people recommending a company's products or services to others.





“I really value the thought that has gone into every aspect of the design at Fivefields and we feel the impact: *our service users feel safe and comfortable* – they like being in a nice space but it’s not overwhelming or too corporate, *it’s accessible in every way.*”

Unfold

“It’s made a *massive difference* to our organisation in terms of staff wellbeing, recruitment and productivity. *It’s a brilliant contribution to the charity sector.*”

Heritage of London Trust



Sustainability and accessibility

Sustainability, inclusivity, and accessibility are central to Fivefields' design.

Throughout the design and development process, we implemented a range of innovative solutions, including non-toxic plywood and timber sourced from the Grosvenor Estate, upcycled raised access flooring and furniture, an integrated platform lift, and transitional lighting.

We have continued to make a conscious effort to incorporate innovative solutions at Fivefields. From energy efficiency practices to the materials used within the spaces, we continually seek ways to improve.



BREEAM[®]

BREEAM accreditation of Excellence in the construction of Fivefields



A

AirScore GOLD
AirRated accreditation of Gold for healthy indoor air quality



Energy efficient with an EPC B rating



Future-ready heat pumps mean no more fossil fuels on-site



Lightwells provide natural lighting throughout the building



100% renewable electricity produced, supported by on-site photovoltaic panels



Doors and windows contain up to 70% recycled aluminium



We **partner with local suppliers** such as **GreenZest**, who prioritise people and the planet



Fivefields offers a 20% discount on event space bookings to all registered charities. Find out more: fivefields.community

Wellbeing

Fivefields offers various initiatives to support the wellbeing of our community members, including weekly yoga sessions that nurture mind and body, complimentary massages to help unwind and recharge and the spirited 'Fivefields Falcons' running club as an energising way to get moving and connect with others.

Complimentary tea and coffee are also available, a working day essential for many, and a simple yet effective way to encourage social interaction and help members feel valued.

We asked members to rate their wellbeing before and after joining Fivefields. The results showed a **40% increase** in overall wellbeing scores, highlighting the value of creating a workplace that prioritises people.

40%

Increase in members wellbeing scores since moving to Fivefields



Creating space for wellbeing: *ReachOut*

ReachOut runs after-school mentoring projects that build socio-emotional skills, transforming outcomes for 9–14-year-olds.

"We feel valued, safe, and connected to something bigger – and that sense of belonging has had a profoundly positive impact on our overall wellbeing."

Ben Hilton, CEO – ReachOut

Before Fivefields

Before relocating to Fivefields, ReachOut operated in an office environment that negatively impacted staff wellbeing. The building lacked adequate security, with incidents of break-ins and nearby protests. Staff, particularly women, often felt unsafe when returning after evening project sessions. At the same time, ongoing IT security issues were a further concern. When asked to rate their wellbeing in this environment, the team gave it a **4 out of 10**.

The impact of moving to Fivefields

Since moving to Fivefields, ReachOut has experienced significant improvements in staff wellbeing. The team praised the secure access, friendly and professional reception team, and the overall supportive atmosphere that instils a strong sense of safety and care. Staff wellbeing is enhanced by initiatives such as monthly breakfasts, massages, and the overall ambience of the space. Natural light, open and airy areas, and curated artwork all contribute to a positive and uplifting environment. Staff now feel genuinely valued and supported. When asked to rate their wellbeing since the move, the team gave it a **10 out of 10**.

Community & culture

Fivefields provides opportunities for learning and collaboration, fostering a culture where ideas are shared, connections form, and charities work together to amplify their impact on the young people they support.

Our cultural programme provides engaging ways for members to connect and learn from one another. Events like **Drinks & Links** help build new relationships between charity members, while **Lunch & Learns** deliver tailored learning experiences designed to meet the evolving needs of the charities.

90% of members reported having met new collaborators since moving into Fivefields, highlighting the value of being in a space with like-minded individuals and a shared purpose.



90%

of charities have built new collaborative relationships since moving into Fivefields

Collaboration in action: *My Maiden Speech*

The Westminster Foundation partnered with Speakers Trust to deliver their 'My Maiden Speech' Programme – an initiative that empowers young people to speak out on issues they deeply care about.

12 [Fivefields] charity members participated in the programme by nominating a young beneficiary of their work to take part in the 12-week programme, embarking on a journey of public speaking training and speech crafting.

Over the course of the programme, the young people participated in a series of online sessions and two in-person workshops, hosted at Fivefields, and supported by professional trainers, expert volunteers, and experienced speechwriters. Drawing on their lived experiences and aspirations for change, each young person crafted a powerful and personal speech.

“One of the most inspiring aspects of this project is how it's building a sense of community – not just for young people, but also among the charities working to support them.”

Victoria Costello, Speakers Trust

The programme culminated in an event at the House of Lords, where all 12 participants delivered their speeches to an audience of MPs, decision-makers, and charity leaders.



Design spotlight

Artiq Artwork

The Fivefields art collection was curated with Artiq, art consultants based in London.

The collection primarily features work from local socially engaged artists, revolving around the themes of community, inclusivity, and sustainability.

With an emphasis on accessibility-led design, colours, patterns and textures throughout each of the five floors were thoughtfully chosen to have a calming impact on members and visitors.

Aligning with this commitment, the curation process for the art collection followed a similar framework, undergoing a review by an external body through the lens of neurodiversity, ensuring an equally enjoyable and understandable viewing experience for all.

The **Positive View Foundation**, a local charity dedicated to transforming the lives of vulnerable 16-25-year olds in Westminster, also supported the curation of Fivefields' artwork.

Artwork from Positive View's innovative 'Youth Empowerment Programme,' a 10-week initiative, uses photography and film to foster self-confidence, self-esteem, mental wellbeing and creativity. This vibrant body of work, spanning two floors in the building, serves as an empowering testament to the positive impact of engaging with creativity.





Looking ahead

Our targets moving forward...

Through our feedback from members, we heard that improvements could happen in the following areas:

1

We will increase the number of moments to *network* and *collaborate*.

2

We will create opportunities to *share knowledge* and *resources*.

3

We will endeavour to *improve members wellbeing* by creating a better working environment.

4

We will *boost the Community Team's growth* with enhanced training and development opportunities.

fivefields

Find out more via our website:

www.fivefields.community



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