



GREAT COFFEE. BRIGHT FUTURES.

Impact Report

September 2026



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Muriel Morgan Walckiers

Founder and
Executive Director, Mahaba Café

Welcome to our first impact report

Three years ago, we founded Mahaba because far too many young people with learning disabilities and autism in Ealing were leaving education only to find opportunities disappear. Our young people want what everyone wants: a job, independence and the chance to contribute.

Mahaba means love, and that is at the heart of everything we do. We create opportunities where they don't yet exist and help young people build the skills and confidence to move towards employment and greater independence. I believe that **for inclusion to truly happen, disability must be visible**, which is why opening our own dedicated café and community space was so important.

In three years, **Mahaba has grown from an idea into a busy café, award-winning training programme and community hub**. Our young people are the reason we are here, and their voices continue to shape Mahaba as we grow.

We are truly thankful for the **belief and support of all our funders** and partners. Their backing has helped us build Mahaba into what it is today. Most recently, we have been **awarded a three-year Reaching Communities grant from The National Lottery Community Fund**, helping us reach more young people and grow our work within the wider community.

I believe that changing one life matters, but **changing systems creates lasting impact**. We are working directly with employers to open up opportunities and show what inclusive employment can look like in Ealing.

We're incredibly grateful to the young people and their families, who put their trust in us and to referral partners who help young people find their way to Mahaba. **And to** everyone who has believed in Mahaba. Whether you have funded our work, worked alongside us, volunteered with us or simply walked through the café doors, thank you for being part of our story.

I also want to thank my wonderful team for everything they give to Mahaba.

None of this would have been possible without the **incredible hard work and dedication of our Board of Directors**, and I thank them from the bottom of my heart.



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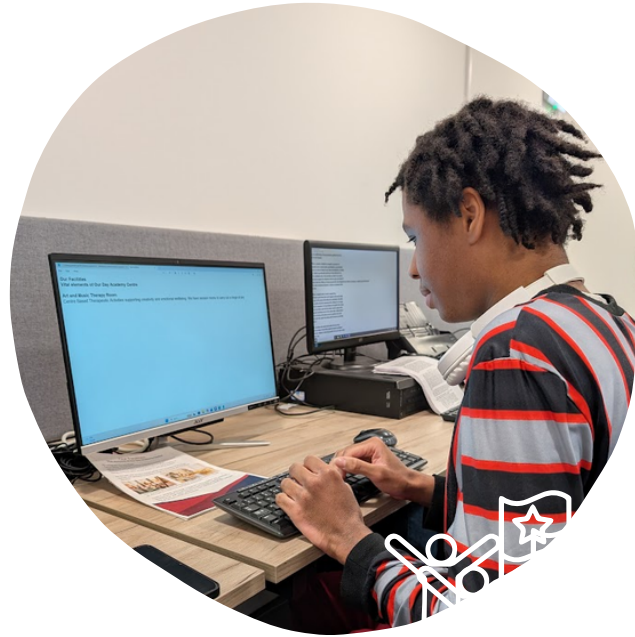
The organisations helping make our work possible.

Bassam Mahfouz AM, London Assembly Member for Ealing and Hillingdon, with Chris, Sharmya and Muriel during a training shift

What we do

Mahaba is a not-for-profit training café where young people with learning disabilities and/or autism build skills and confidence through real workplace experience.

Each learner follows a personalised programme with a dedicated job coach. Training is hands-on and shaped around the individual, helping them prepare for work and build greater independence.



52

Young people took part in training and work experience

100%

Learners and their families would recommend our training programme

4,900

Training hours delivered by our job coaches

200

One-to-one coaching and review sessions with our job coaches

The Mahaba learner journey

Referral

Young people are referred through our partner network. We get to know each learner, their goals and support needs.

Training

Each learner follows a personalised training programme in our busy café, supported by a dedicated job coach and opportunities to experience other workplaces.

Voice & Agency

All learners are invited to join our Young People's Advisory Board, giving them a real say in how Mahaba develops and opportunities to build leadership skills.

Employment & Future Opportunities

Graduates ultimately move into paid work and volunteering, with ongoing support from Mahaba. Many stay involved playing an active role in Mahaba's Young People's Advisory Board.

Preparing for Employment

Graduates receive one-to-one support with job readiness, applications and introductions to employers in Mahaba's network.

Accredited Training

Learners can gain recognised qualifications in areas including hospitality, safeguarding and financial awareness.



Young People's Advisory Board

Our Young People's Advisory Board gives learners a genuine say in how Mahaba develops. Their ideas help shape our training, events, marketing and fundraising. They have represented Mahaba at community events and designed our first merchandise range.



Ibraheem at an Ealing Business Club meeting

Leading with Confidence

Our learners are becoming disability awareness co-trainers, helping businesses understand how to make employment more inclusive.



David at a Mahaba Pop-up, West Ealing Library

"I think the Young People's Advisory Board is really important because it gives us a chance to have a say. I enjoy sharing ideas, working with others, and knowing that our opinions can help improve the café for everyone."

Ibraheem, Youth Voice Lead

I've met a lot of new people, I helped out at events we've had. I'm proud of that. (At our last Young Advisory Board) we were talking about events that we could do for upcoming graduation and Mahaba Fest.

David, Mahaba graduate

Opening doors

Preparing young people for work is only part of the solution. Through our **Unlocking Employment Programme**, we support graduates as they move towards paid employment, with practical help including job searching, CVs, interview preparation and access to our employer network.

2.2%

Of adults with
learning disabilities
in Ealing are
employed.

61%

Of our graduates
actively seeking
employment are
now in work.

80%

Of learners feel
useful "all the time"
at placement end

Creating pathways into work

We work directly with employers to create pathways into paid work and provide ongoing support as our graduates settle into their roles.

One of these pathways is our partnership with **Young's Pubs Brewery**. With funding from **SUEZ**, we have piloted a programme designed to move young people from training into paid roles.

"At first I was hesitant to partner with Mahaba. We have now employed two Mahaba graduates, and they have become valued members of our team. Their enthusiasm, commitment and willingness to learn have had a really positive impact on the pub."

Sam, General Manager

The Grange, Young's Pubs



Austin in the Rayuela
Kitchen with the
owner Miguel

Molly's Story



Molly graduated in 2026. Throughout her training her confidence soared. She even began performing her favourite songs alongside our house musician, Amin. Molly has secured a job with Walnut Tree Café.

"I like it at Mahaba because we learn new things. I love it when dogs visit the café and I always take them water. I also enjoy being part of the Young People's Advisory Board, especially the creative workshops."

Molly, Mahaba graduate

James was one of Mahaba's very first learners, graduating in 2024. He then joined our Unlocking Employment programme, working hard on his job search. He now works at NEXT in Westfield.

James' Story



"It taught me how to apply for jobs, put my CV out. My confidence has gotten a lot better, because I used to be really shy. I wouldn't talk to customers, have this anxious thing and I've overcome that now. It's given me a massive boost in my life. I've always wanted a job and I've got one now."

James, Mahaba graduate

Harrison's Story



Harrison graduated in 2025 and continued working at Mahaba as a seasonal team member. Through our employment pathway with Young's Pubs, he has secured a job as a bartender.

"Confidence is the biggest thing that you can learn. I learnt about different ways of speaking to people and interacting with the public. Every day is different, and it's nice to do different things. I'm enjoying it."

Harrison, Mahaba graduate

Community & Inclusion

More than a café

Mahaba has become a vital hub for our local community. The café is a place where local people come together, and for some of our older regulars it is a lifeline, offering friendship and a reason to get out of the house.

Bringing people together

Working with local partners, volunteers and residents, we shape activities around what our community needs. From inclusive arts and digital drop-ins to parent groups, holiday activities, Somali tea after prayers and a festival for residents.

WE GROW

We're proud to be part of West Ealing and want to help make it greener and brighter. Through our partnership with the University of West London, we're bringing free plants to local businesses and residents, adding colour and pride to the community.

Volunteers

Our heartfelt thanks to our wonderful volunteers. Your support is transforming lives.



Mahaba's house musician, Amin, regularly performs live at the café, bringing happiness and inspiration to our customers



Muna and Othman are regulars at our Chatty Café table and now volunteer at Mahaba events



Pay It Forward

Customers buy an extra coffee or meal for someone in our community.

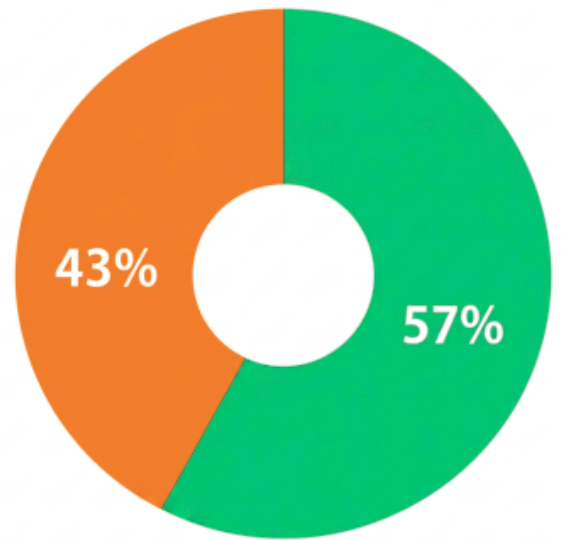
Friendship

Our volunteer-led Chatty Café table is a lifeline for many residents



Income breakdown

Grant funding remains essential to our training programme. In 2025/26, 43% of our income came from the café, commercial activity and fundraising. We are working to grow this further and build our reserves, giving Mahaba a stronger financial base.



Total income
£129,565

Total spend
£127,109

- Grants and donations £73,895 (57%)
- Café revenue, commercial events, fundraisers £55,556 (43%)

The cost of inclusion

Average training cost
£3,700

To support a graduate into work
£960

These costs include dedicated job coach support, helping each learner build skills and move towards employment.

Looking ahead

As the café becomes more established, we expect commercial income to keep growing, through more outside catering, private events and new business partnerships.

Our three-year budget forecasts steady growth in commercial income through to 2029, so that over time we are less reliant on grant funding. We will continue to apply to trusts and funders to support training places, while also growing income from the café, catering and private events.

Growing our income

We're building the income Mahaba earns through catering, events and corporate partnerships, including a growing offer for business orders and private events.

Community fundraising is growing too, through regular giving, fundraising challenges, sponsorship from local businesses and our annual Comedy Gala.

Our next goal

Alongside our Young Advisors, we're planning a new fundraising push to buy our own mobile coffee cart, to take Mahaba into workplaces and community events.

Get involved

Partner with us on work experience, jobs, events or fundraising. Every partnership helps us create more opportunities for our learners.



Sharmya demonstrates the perfect cappuccino



The Young People's Advisory Board brainstorming fundraising initiatives

Outside catering

Catering for businesses, schools and community events.

Buy us a coffee

A simple way to support Mahaba every month.

Host at Mahaba

Meetings, breakfasts and celebrations with purpose.

Pop-Up Mahaba

Taking Mahaba into workplaces and events.

Growth & Achievements



Founding member of the Ealing SEND Network and key partner in launching the Ealing SEND Partnership Charter, bringing local organisations and businesses together to create more inclusive employment opportunities for young people with SEND.

Growing fundraising

£18,480 raised through two Comedy Galas, helping build a more sustainable fundraising programme.



Emanuel and Muriel at the SEND Partnership launch with HRH The Duchess of Edinburgh

Awards success

Recognised at the Young Ealing Foundation, A2Dominion Making a Difference, and London Living Wage awards.

Disability awareness training

Our learners and graduates train as co-facilitators and help deliver inclusion workshops to employers.

Accredited learning

Recognised qualifications in hospitality, safeguarding and financial awareness are now part of our programme.



Our ambassador Shaparak Khorsandi hosting a fundraising gala



Rathi on her weekly shift at Ealing Council

Voices from our community



Robert, father of Mahaba graduate James

"I categorically do not think our son gaining employment would have been possible without Mahaba's teaching and direction. **They helped him imagine the unimaginable.**

His life is transformed."

Robert, Parent of James

"I have seen first-hand the barriers disabled people face in finding employment and **many employers could learn a great deal from Mahaba's inclusive approach.**"

Deirdre Costigan,
Member of Parliament for Ealing Southall

"We are delighted to partner with Mahaba and feel confident in recommending them as a partner."

Nik Demetriades,
CEO Ealing Mencap

Deirdre Costigan MP, Member of Parliament for Ealing Southall, at Mahaba's graduation ceremony

What customers say

★★★★★ Rated 5 stars on Google

"A real gem of a find Live music at 9am was a real surprise. Even my dog usually is up and down chilled out. Their food is made with such love and care. I will be visiting again soon. Take a moment and find this place,"

Achala, Google Review



Learner choices

Our learners named some of their favourite Mahaba moments. Choices included graduation, Young Ealing Foundation Awards, Mahaba Fest, the Comedy Gala, work placements and Young People’s Advisory Board.



Funders

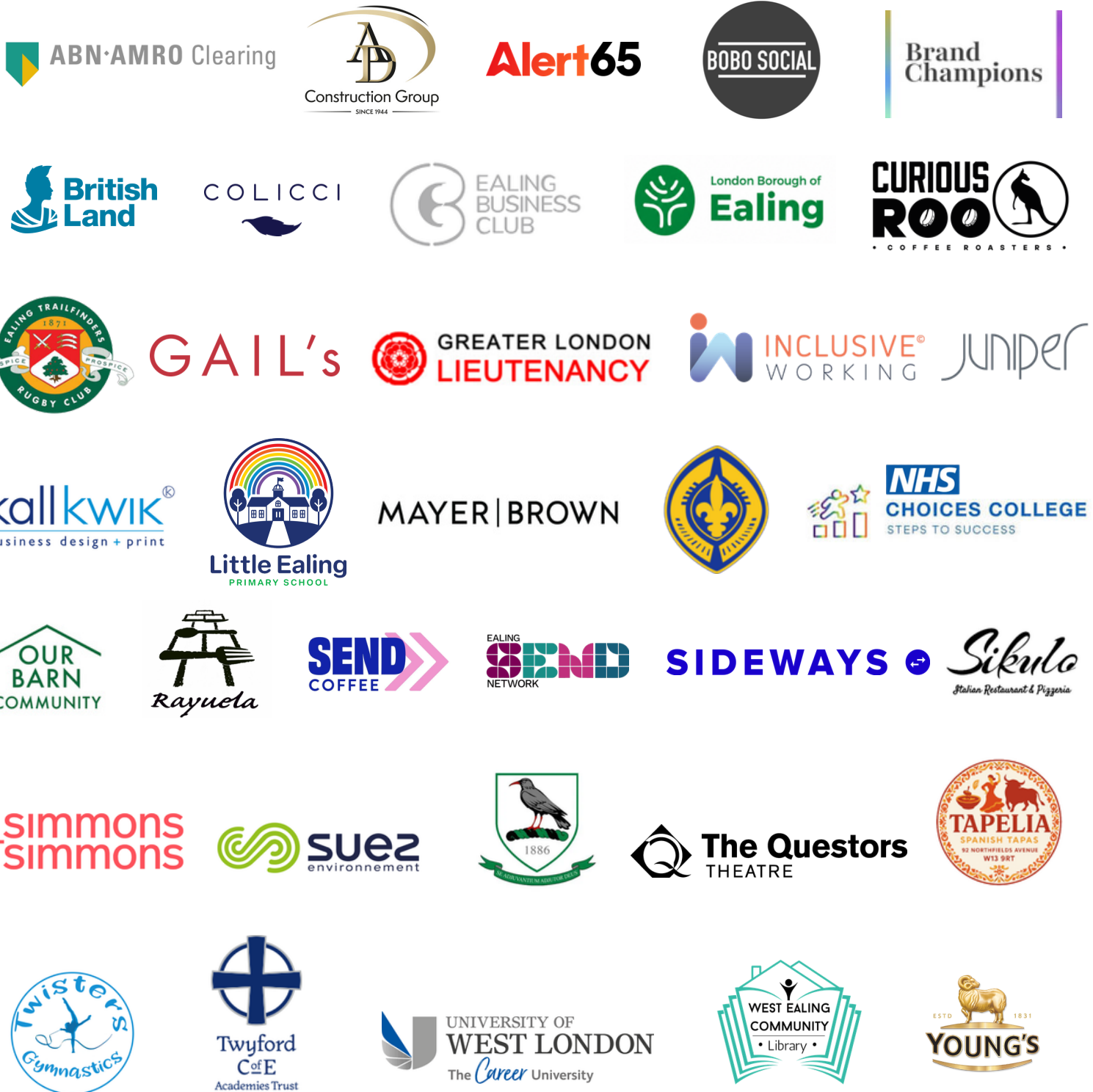
Our work is made possible by the generous support of organisations who share our commitment to improving opportunities for young people.



Our sincere thanks for your trust and belief in our work.

Community Partners

We're incredibly grateful for the generous support of businesses and organisations across Ealing, West London and beyond. Including:



To every person and organisation who has supported Mahaba, our sincere thanks for everything you have contributed.



If you'd like to support our work, partner with us, or find out more about employing one of our talented graduates, please get in touch.

info@mahabacafe.org