



## North Kensington Healthier Futures 2024 – 2025 Q4 Impact Report April 2024

### I. Introduction

Launched in February 2020, Healthier Futures (North Kensington) was designed to support the residents of North Kensington, particularly those impacted by the Grenfell Tower fire. The programme's mission is to enhance health and wellbeing through increased access to voluntary and community sector (VCS) services. It equips local residents with the resources to foster resilience and better manage their health and wellbeing.

The Kensington and Chelsea Social Council (KCSC) coordinates a range of VCS services for individuals and groups. Additionally, a dedicated Social Prescribing Link Worker offers further support by connecting residents with Primary Care services, ensuring a holistic approach to health and community care.

This last quarter report covers the period from January to March 2024. It summarises programme performance, key outcomes, challenges faced, and the steps taken to address them.

### II. Projects summary

At the start of the year, the Healthier Futures Programme refreshed its projects to better meet community needs. The details of these projects are provided in the *Healthier Futures Project Descriptions* document.



Healthier Futures  
Project Descriptions.d

With the Programme closing on the 31 March, providers have been exploring ways to extend service delivery to ensure residents continue receiving the support they need. Full details of which projects will continue, and in what format, can be found in *Update NK Self-care Service Provision* document.



Update NK Self-care  
Service Provision.docx

### III. Project performance

Throughout the fourth quarter, providers have consistently shared valuable insights into community needs, maintaining strong engagement with both KCSC and the NHS. This includes active participation in quarterly provider meetings and the timely submission of monitoring data.

All providers have shown deep commitment to the programme, achieving 100% of their targets for the year.



## Output data

The following outputs were recorded in Q4:

- **Total new referrals:** 215
- **Sessions delivered:** 747
- **Total unique clients served:** 994

These figures represent a stable continuation of the programme's impact, aligning with expectations.

## Provider Performance Analysis

- **New Referrals:** Most providers significantly exceeded their new referral targets, with overall performance reaching 147% of the annual target. This strong result is primarily driven by higher-than-anticipated referral volumes, particularly as we approach the end of the financial year. The increase may also reflect improved outreach, seasonal trends, or enhanced provider engagement.
- **Session Delivery:** All providers met or exceeded their session delivery targets, achieving a collective delivery rate of 130% against the annual target. This demonstrates both provider capacity and participant engagement across the programme.

A detailed breakdown of new referral and session delivery figures by provider can be found in the **Appendix 1 Healthier Future Performance 2024 - 2025**.

## Demographic data

The programme continues to serve a diverse population, reflecting the broad range of communities within North Kensington. Below is a summary of the demographic breakdown for Q4 (January–March 2025):

- **Gender:** The majority of participants in Q4 identified as women (including trans women) at 88%, while men (including trans men) made up 12%. This aligns with historical trends in the programme, which has consistently seen higher engagement from women. This suggests a need for increased outreach and targeted engagement strategies to attract more male participants.
- **Age Distribution:** The age distribution of participants showcases significant engagement across age groups, with the highest participation rates in the 45-54 (25%) and 55-64 (25%) brackets. The remaining distribution is as follows: 35-44 (13%), 65-74 (13%), 25-34 (9%), 75+ (5%), 16-24 (5%) and 6% prefer not to say their age.
- **Ethnicity:** This quarter was particularly diverse, with Black African participants being the most represented group at 25%. White British participants, who are usually the largest group, accounted for 21%. Arab participants made up 19%, while Asian, Mixed, and other ethnic backgrounds collectively comprised 24% of the demographic profile. However, 11% of participants chose not to disclose their ethnicity, which continues to present a challenge for fully assessing inclusivity. This shift in representation may reflect the programme's growing reach among minoritised communities.

## IV. Outcomes

As part of our ongoing evaluation, we tracked several key wellbeing indicators pre- and post-intervention across our services. These indicators provide insight into the impact of the Healthier Futures Programme on participants' overall health and quality of life. The charts below illustrate changes in wellbeing scores before (Pre) and after (Post) engagement with the programme, based on 197 responses collected prior to participation and 236 responses after.

**Chart 1: Q4 Wellbeing Improvement**

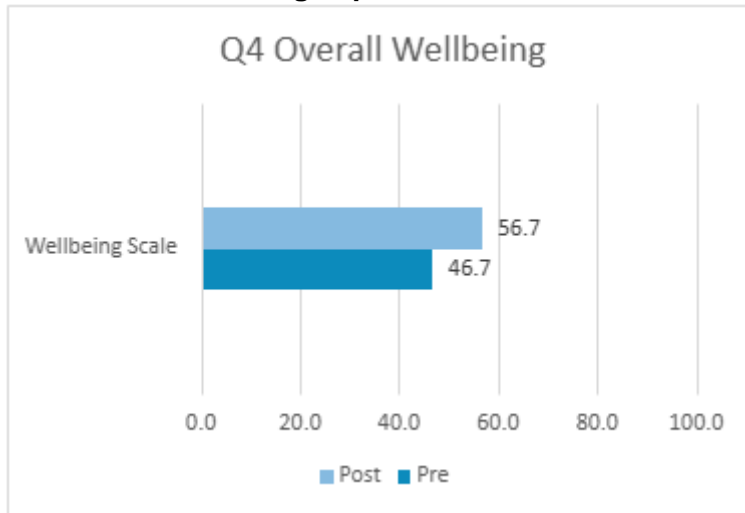


Chart 1 shows a notable improvement in overall wellbeing during Q4, with scores increasing from 46.7 to 56.7, reflecting a **21% rise**. This improvement underscores the effectiveness of the holistic services provided, which focus on both physical and mental health outcomes.

Participants rated the programme's impact on their wellbeing at an average of 7.64 out of 10. Attribution measures the extent to which participants believe their wellbeing improvements are directly linked to the programme. It acts as a qualitative indicator of the programme's effectiveness, reflecting participants' confidence in its role in their health and wellbeing journey.

**Chart 2: Q4 Programme Impact**

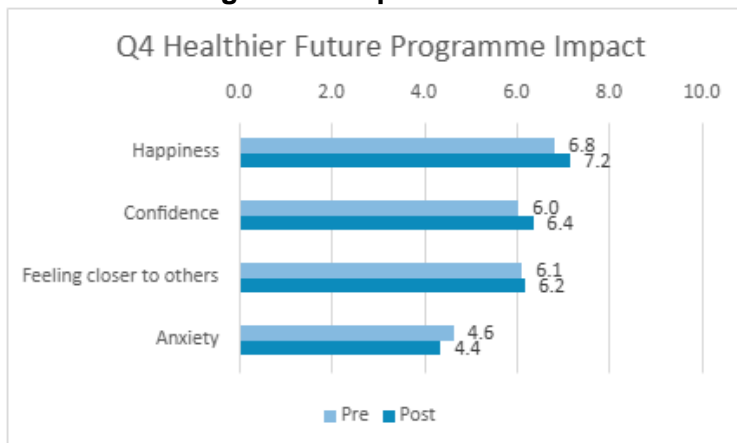


Chart 2 highlights changes in key wellbeing indicators for Q4 2024 - 2025:

- **Happiness:** Increased from 6.8 to 7.2, representing an **5% improvement**. This suggests that participants experienced a positive shift in their overall mood and outlook after engaging with the programme.
- **Confidence:** Rose from 6.0 to 6.4, a modest **5% increase**, indicating some growth in participants' self-assurance.
- **Feeling Closer to Others:** Increased slightly from 6.1 to 6.2, a **1% improvement**. While the change is small, it suggests that participants are feeling somewhat more connected with others after their involvement in the programme.
- **Anxiety:** Decreased from 4.6 to 4.4, showing a **6% reduction**. This change reflects a reduction in anxiety, likely driven by the mental health support and therapies provided through the programme.

**Chart 3: Q4 Service Satisfaction Feedback**

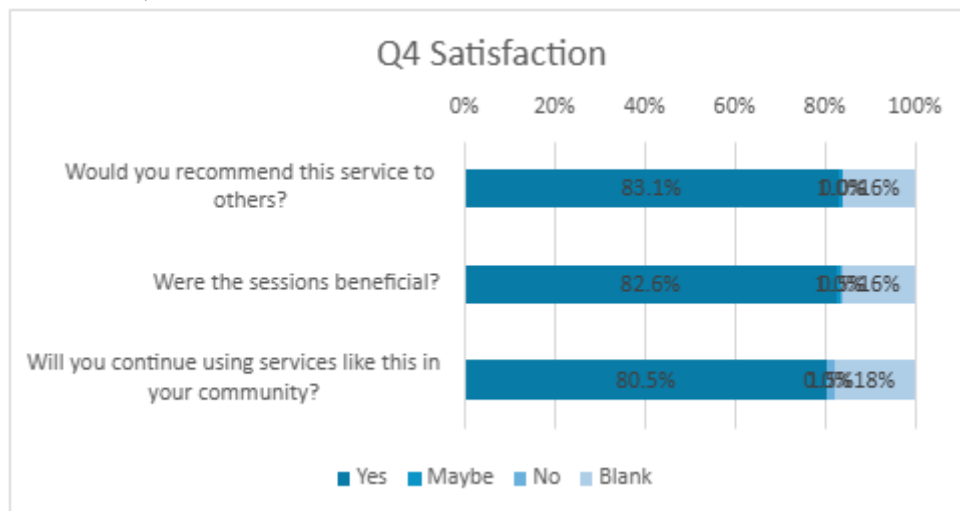


Chart 3 summarises participants' satisfaction with the services provided:

- The vast majority (83.1%) indicated that they would recommend the programme to others, demonstrating a high level of confidence in the services delivered.
- Similarly, 82.6% of participants found the sessions beneficial, further validating the positive impact of the programme.
- Moreover, 80.5% of participants expressed their intention to continue using similar services within the community, highlighting the programme's sustained influence and importance for ongoing health and wellbeing support.

For output and outcomes covering the whole year, please refer to **Appendix 2 Healthier Future Impact 2024 - 2025**.

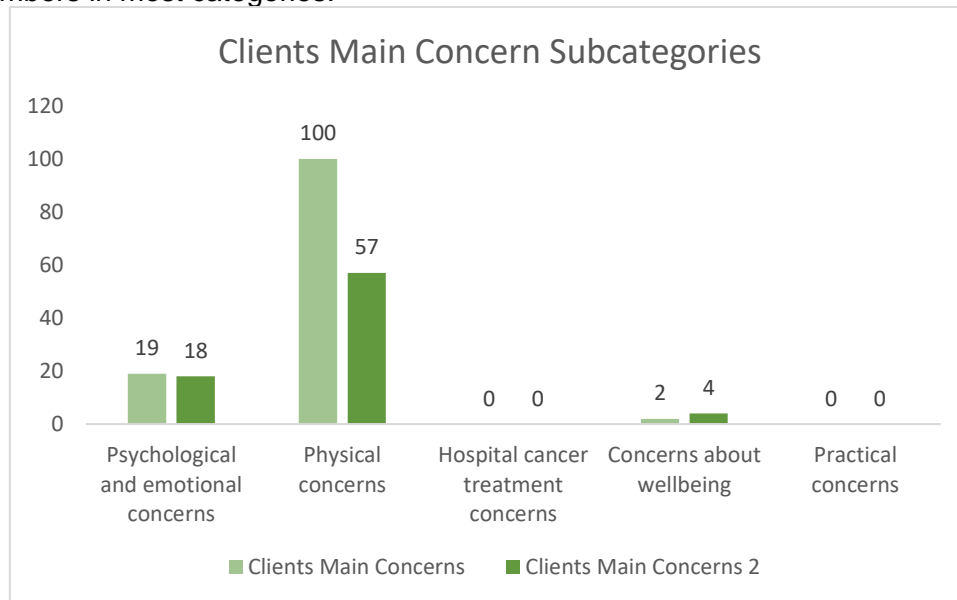
## V. Health Concern Severity and Client Needs

As part of the evaluation process, clients participating in the massage therapy were asked to identify their primary and secondary health concerns prior to beginning their sessions. This

self-reported data helps to further contextualize the outcomes of the programme by highlighting the specific health domains in which clients sought support.

### Type of Health Concerns

The most reported primary health concerns were physical issues, followed by psychological and emotional concerns. Secondary concerns followed a similar pattern, though with slightly lower numbers in most categories:

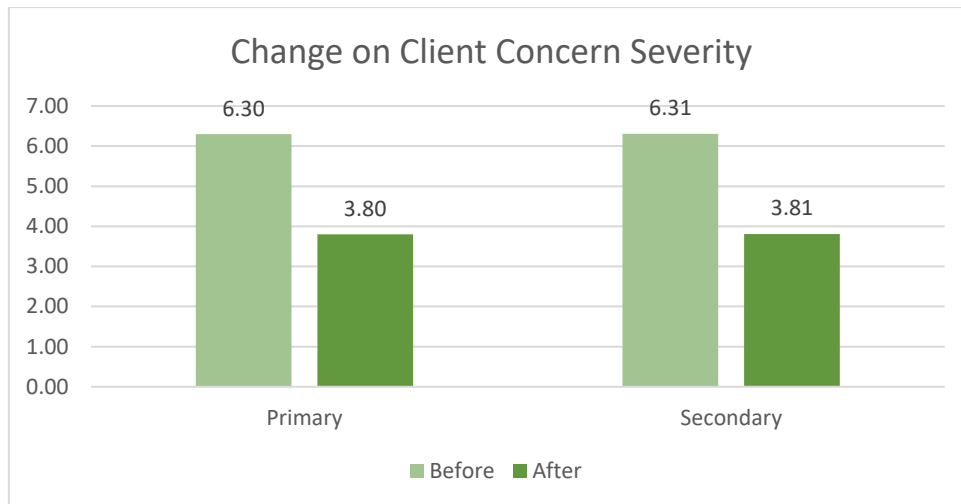


These figures show that most participants were seeking support for physical health issues, with a significant proportion also addressing emotional and mental wellbeing needs.

### Reported Severity of Concerns

Participants also rated how severely their primary and secondary concerns were affecting them, using a scale of 1 to 7 (where 7 = "bothers me greatly" and 1 = "not bothering me at all"). The average scores before and after the sessions are shown below:

Impact	Pre	Post	Impact	% Impact
Primary Health Concern	6.30	3.80	-2.64	-42%
Secondary Health Concern	6.31	3.81	-2.70	-43%



These results show a marked reduction in how much the identified concerns were bothering clients after participating in the programme. The consistent 42–43% reduction in concern severity further supports the positive wellbeing outcomes already evidenced through other wellbeing indicators and the satisfaction rates that can be found below.

## VI. Challenges

### Service Closures and Sustainability Risk

Following the conclusion of the programme at the end of Q4, providers faced significant challenges in securing alternative funding to continue delivering support. Despite proactive efforts to explore new funding opportunities, three organisations closed their services during Q4, and a further four have confirmed they will cease delivery by the end of June unless additional funding is obtained. This presents a serious risk to the continuity of support for residents who have come to rely on these services. In response, individual support meetings were held with each provider to identify funding options and explore opportunities for collaboration with other local initiatives. However, the scale of closures highlights the fragility of service continuity in the absence of sustainable funding.

### Delays in Monitoring Report and Case Study Submissions

Several providers experienced delays in submitting their final monitoring data and case studies, despite repeated reminders. These delays created temporary gaps in the programme's end-of-year reporting. All required monitoring information has since been received and included in this report. However, a number of case studies remain outstanding. Providers have been reminded of their contractual obligations and are in the process of contacting former participants to finalise these submissions. All remaining case studies are expected to be submitted by the end of April.

## VII. Q4 Providers Meeting

The final quarterly Healthier Futures providers' meeting was held in person on 20 March 2025 at 10 Acklam Road (Family Friends' office). The session focused on programme reflections, closure planning, and transition support.

### Programme Learnings and Reflections



Partners highlighted the importance of the strong, informal relationships built with clients, which contributed to improved wellbeing and increased independence. Activities such as yoga were praised for their positive impact on mental health. Direct community engagement was found to be more effective than traditional outreach, and organisations like FAWA saw a rise in recognition through positive referrals.

### **Closure Report Feedback**

Providers suggested strengthening the report with:

- Short-term: Networking events between GPs, social prescribers and organisations.
- Long-term: A named contact and structured referral pathways to improve access and continuity.

### **Transition Planning**

While some organisations are securing interim funding or drawing on reserves, challenges persist including staff shortages, delays in grant funding, burnout, and the need to rebuild community trust. Providers requested continuous training to support funding applications and navigate the grant process more effectively.

## **VIII. Case Studies**

All providers have been involved in at least two case studies over the past year. While these case studies are not discussed in detail within this report, a full overview of each is available in **Appendix 3 Case Studies by project**.





## Appendix 1 Healthier Future Performance 2024 - 2025

The overall programme metrics for the year are as follows:

- Total New Referrals: 1223, achieving 147% of the annual target.
- Total Sessions Delivered: 2973, representing 130% of the annual target.
- Total Unique Clients Served: 4196, 142% compared to last year.

### Quarterly Performance Breakdown

Below is a detailed breakdown of new referral and session delivery figures by provider.

**Table 1: New Referral Performance**

Projects	Q1	Q2	Q3	Q4	Total referrals	Annual Target	% of Target Achievement
Active for Health (FAWA)	12	12	3	6	33	28	118%
Communities Connections (VCKC)	18	9	19	12	58	45	129%
Cultivate Create (ACAVA)	15	3	4	5	27	6	450%
Digital Champions (Dalgarno Trust)	64	54	68	32	218	130	168%
Evolve NK (Family Friends)	4	5	5	5	19	13	146%
Information, Advice and Guidance - IA&G (The Clement James)	45	34	24	9	112	112	100%
Legal Advice (ADKC)	27	22	16	7	72	60	120%
Massage - Complimentary Therapies (CML)	47	85	78	34	244	172	142%
Movement and Music at the Playhut (Meanwhile Gardens)	38	46	13	26	123	70	176%
NK Yoga (VCKC)	27	21	15	12	75	75	100%
Pamodzi Caring Hands (Pamodzi)	40	35	22	41	138	50	276%
Venture centre cooking (Venture)	31	12	35	26	104	72	144%
<b>Total</b>	<b>368</b>	<b>338</b>	<b>302</b>	<b>215</b>	<b>1223</b>	<b>833</b>	<b>147%</b>

**Table 2: Session Delivery Performance**

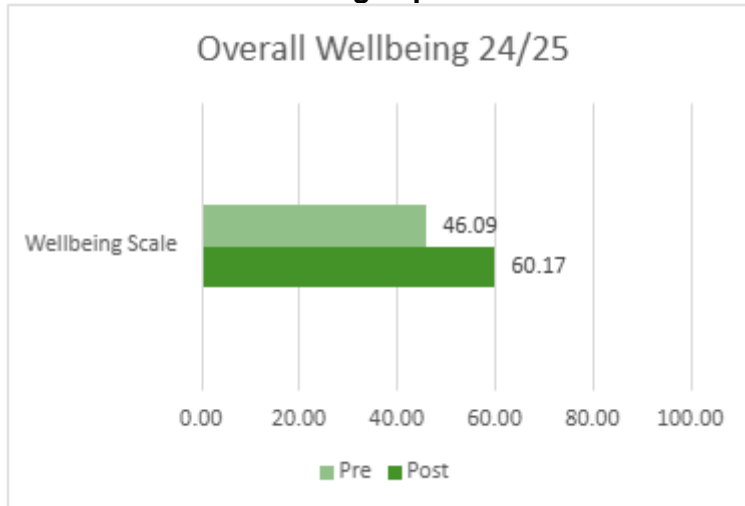
Projects	Q1	Q2	Q3	Q4	Total Session	Annual Target	% of Target Achievement
Active for Health (FAWA)	8	9	9	4	30	30	100%
Communities Connections (VCKC)	49	63	44	29	185	37	500%
Cultivate Create (ACAVA)	5	8	5	2	20	20	100%
Digital Champions (Dalgarno Trust)	27	56	89	83	255	255	100%
Evolve NK (Family Friends)	87	163	125	121	496	340	146%
Information, Advice and Guidance - IA&G (The Clement James)	138	94	89	42	363	114	318%
Legal Advice (ADKC)	16	17	14	15	62	62	100%
Massage - Complimentary Therapies (CML)	206	230	346	340	1122	1032	109%
Movement and Music at the Playhut (Meanwhile Gardens)	49	50	47	51	197	192	103%
NK Yoga (VCKC)	29	24	24	24	101	101	100%
Pamodzi Caring Hands (Pamodzi)	24	24	24	24	96	60	160%
Venture centre cooking (Venture)	13	10	11	12	46	36	128%
<b>Total</b>	<b>651</b>	<b>748</b>	<b>827</b>	<b>709</b>	<b>2935</b>	<b>2279</b>	<b>130%</b>



## Appendix 2 Healthier Future Impact 2024 - 2025

As part of the programme's ongoing evaluation, key wellbeing indicators were measured pre- and post-intervention to assess the effectiveness of services in improving participant outcomes. These indicators give a clear picture of how the programme has impacted the health and wellbeing of the community, based on 793 responses collected prior to participation and 768 responses after.

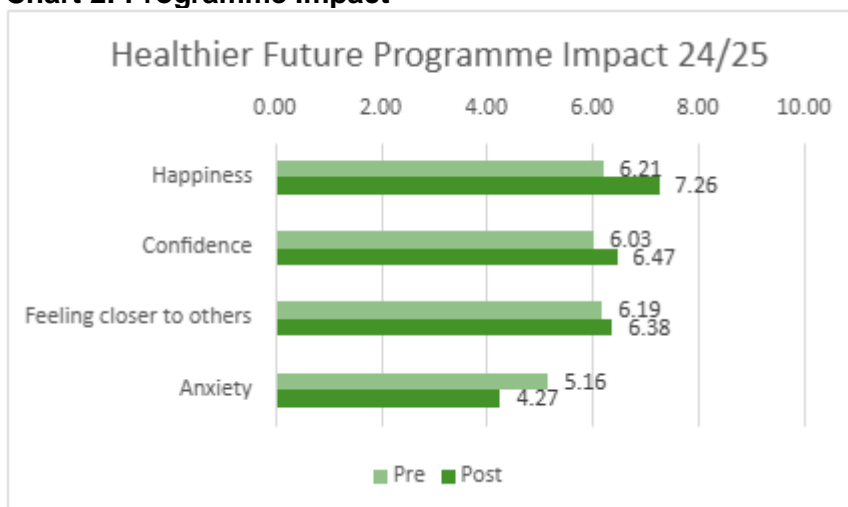
**Chart 1: Overall Wellbeing Improvement**



This chart illustrates the change in the overall wellbeing of participants, measured by the Wellbeing Scale. The significant increase in the overall wellbeing score of 31% indicates that participants experienced a notable enhancement in their overall health and wellness as a result of the intervention. This improvement reflects the effectiveness of the services provided in fostering a more positive and supportive environment for participants.

Participants rated the programme's impact on their wellbeing at an average score of 7.21 out of 10. Attribution measures how strongly participants associate their improvements with the programme, acting as a testament to its perceived effectiveness and relevance in addressing their needs.

**Chart 2: Programme Impact**



This chart highlights the specific changes in participants' wellbeing across four key areas:

- **Happiness:** The increase in happiness scores demonstrates that participants feel significantly more positive and content after engaging with the services, showing a 17% improvement.
- **Confidence:** The modest increase in confidence indicates that participants are feeling slightly more assured in their abilities and self-worth, with a 7% improvement.
- **Feeling Closer to Others:** The small increase in feelings of connection with others suggests that while the intervention has made a positive impact, there may be room for further improvement in fostering social relationships, reflecting a 3% increase.
- **Anxiety:** The significant reduction in anxiety levels, with a 17% decrease, highlights the effectiveness of the intervention in alleviating stress and promoting a sense of calm among participants.

These impact indicators demonstrate that the programme was successful in promoting mental health, wellbeing and emotional resilience, though areas such as social connectedness could be further enhanced through targeted activities.

### Satisfaction Indicators

The following chart shows participant satisfaction regarding the services received:

**Chart 3: Service Satisfaction Feedback**

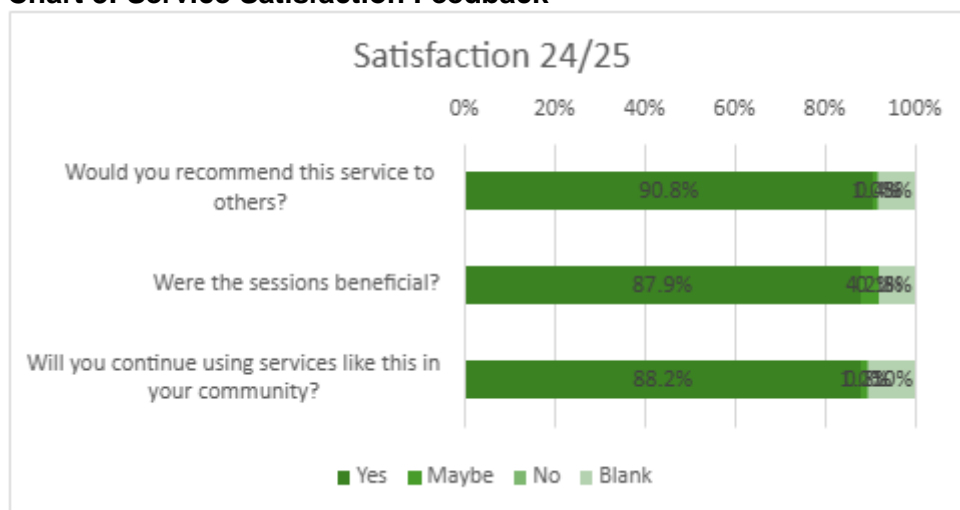


Chart 3 outlines participant satisfaction with the services they received during the programme. The results are overwhelmingly positive, with 90.8% of participants indicating they would recommend the service to others. This high level of endorsement suggests that participants view the programme as highly valuable and beneficial to their wellbeing.

Additionally, 87.9% of participants found the sessions beneficial, showing that the services provided effectively met the needs of the community. The feedback demonstrates the programme's ability to deliver relevant, impactful services that align with participant expectations.

Finally, 88.2% of participants expressed their intention to continue using similar services in their community. This highlights the long-term impact of the programme, as it has encouraged ongoing engagement with health and wellbeing initiatives, helping to build a culture of sustained community support for wellness.

## Appendix 3 Case Studies by project

### Active for Health (FAWA)



Case Study FAWA  
1.pdf



Case Study FAWA  
2.pdf

### Communities Connections (VCKC)



Case Study 2 VCKC  
CC.pdf



Case Study 1 VCKC  
CC.pdf

### Cultivate Create (ACAVA)



Case Study ACAVA  
1.pdf



ACAVA.MOV

### Digital Champions (Dalgarno Trust)



Case Study 4 DT.pdf



Case Study 3 DT.pdf



Case Study 2 DT.pdf



Case Study 1 DT.pdf

### Evolve NK (Family Friends)



Case Study 2 Family  
Friends.pdf



Case Study 1 Family  
Friends.pdf

### Information, Advice and Guidance - IA&G (The Clement James)



Case Study CJ 2.pdf



Case Study CJ 1.pdf

### Legal Advice (ADKC)



Case Study PEG 1.pdf



Case Study ADKC  
Legal Advice 2.pdf



Case Study ADKC  
Legal Advice 1.pdf

### Massage - Complimentary Therapies (CML)



Case Study CML  
1.pdf



Case Study CML  
4.pdf



Case Study CML  
3.pdf



Case Study CML  
2.pdf

### Movement and Music at the Playhut (Meanwhile Gardens)



Case Study MG 2.pdf



Case Study MG 1.pdf



## NK Yoga (VCKC)



Case Study VCKC  
Yoga 2.pdf



Case Study VCKC  
Yoga 1.pdf

## Pamodzi Caring Hands (Pamodzi)



Case study 4  
Pamodzi.pdf



Case study 3  
Pamodzi.pdf



Case study 2  
Pamodzi.pdf



Case study 1  
Pamodzi.pdf

## Venture centre cooking (Venture)



Case Study Template Case Study Template Case Study Template Case Study Template  
Cook, learn share, 3.pCook, learn share, 2.pCook, learn share, 1.pCook, learn share, 4.p