

## Health and Wellbeing Case Study 1 – Age UK

The referral was for the 78 year old client to have help to an appointment at the Pain Clinic, and the assessment taken reflected that the client was feeling isolated.

With reduced memory and mobility, she wasn't going out very much and was bored sitting at home all day. English isn't her first language, and she is quite shy. She lives at the top of several flights of stairs that without regular practice could become an issue.

After successfully attending the pain clinic we started going for walks around the park opposite, where I got to know more about her and build a rapport. On the fourth session she attended an appointment with the My Care My Way worker at her surgery. I came with her and then we went for a walk where I took her to a local lunch club she can attend regularly. I introduced her to some of our members at which stage she met some old friends she had lost contact with during covid.

The client was happy to re-establish contact with her old friends who she exchanged numbers with. Her friends regularly attend our activities and said to me they'll make sure she goes to lunch club each week and gets involved in other activities. Her friends are from the same cultural background as her and she was happy and more confident chatting in her first language.

I spoke to her daughter who said her mother had enjoyed our walks together and she was pleased she'd reconnected with old friends. The client has signed up to Age UK activities and events as well as the lunch group at St Cuthbert's Centre.

## Community Development Case Study 1 - KCSC meeting with residents

During the first part of the year KCSC picked up from the community the need for a coordinated response to The New Local Plan (NLP). The NLP is the key planning policy document, which sets the council and communities a vision for the future development of the Borough. It tries to identify development sites and planning policies to attain these goals. It will be used to assess planning applications in the Borough for, potentially, the next 20 years.

Following the contact from community members, there were numerous online meetings aimed at coalescing community voices to build a meeting to gauge the public's appetite for action on the matter. The first meeting attracted 30-plus participants. This was swiftly followed by a master class on preparing a submission to the council on the Plan. To conclude this section of the NLP work we convened a final meeting where people were given templates and had the opportunity to talk with a housing specialist to help finesse their own responses to the Plan.

Throughout this process over 50 locals participated in the public meetings, there are 120 responses to the NLP, of which at least 30 are attributable to this input.

### Organisational Development Case Study 1 - KCSC Meet the Funder Event

Meet the Funder is an online 1-hour monthly event that gives tri-borough voluntary sector organisations the opportunity to hear insights directly from funders, including how to write a strong funding application, common errors applicants make, and what grant opportunities funders will be launching in the near future. The session begins with a 40-minute presentation from a funder and ends with a 20-minute Q&A. The Q&A receives good levels of engagement from organisations, who typically ask specific questions about the fund they are presenting, questions about their applications, or for further advice about writing persuasively for funders.

KCSC has played a coordinating role setting up, planning, facilitating and evaluating these events, alongside CVS partners One Westminster and SOBUS. During Q4 KCSC has led 2 of the 3 events, hosting the funder Childhood Trust in January and the Postcode Society Trust in March.

#### Attendance

Childhood Trust (January) = 26 people attended

Postcode Society Trust (March) = 45 people attended

#### Outcomes

Organisations frequently report that these events help to improve the quality of their funding applications, and offer a different perspective to typical grant fundraising training, as attendees are able to see what parts of an application most matters to funders. Funders frequently reiterate common issues KCSC staff see in applications we review, including not providing specific enough information about the proposed set of activities, and not being clear regarding how these connect to the target outcomes. We have observed a number of improvements in the quality of project plans and grant applications of organisations who have been attending Meet the Funder events.

#### January feedback

100% of organisations reported that the event was helpful or very helpful in relation to improving the quality of future grant applications

100% of organisations rated the usefulness of the information provided by the funder as very helpful

#### March feedback

100% of organisations reported that the event was helpful or very helpful in relation to improving the quality of future grant applications

100% of organisations rated the usefulness of the information provided by the funder as helpful or very helpful