



KENSINGTON AND CHELSEA ADVICE FORUM

Tuesday 24 March 2021, 10.00am – 11.30am
Virtual meeting via Teams

Chair: Joe Batty (JB), KCSC
Minutes taken by: Zina Serageldin (ZS), KCSC

Item	Notes	Action
1	<p>Welcome and Introduction – Joe Batty, Senior Community Development & Engagement Officer, KCSC</p>	
	<p>Agenda</p> <p>JB welcomed everyone to the forum.</p>	
2	<p>Understanding the Support Needs of Small Organisations Providing Advice to Diverse Communities across London - Tessa Awe</p>	
	<p>Presentation</p> <p>Tessa Awe (TA) explained that there is a lack of diverse organisation representation at strategic level. A report was compiled incorporating a survey of over 70 respondents including 1-1 interviews to look at the needs of organisation providing advice services.</p> <p>The report will be made public in April 2021 and will look at trends in provision, funding and sustainability.</p> <p>As the report is not finalised TA asked for feedback from those present to feedback into the report.</p> <p>TA asked if a smaller network of pan London organisations would be useful to discuss issues or topics that they would like taken forward. The general consensus was that this would be a good idea.</p> <p>Key discussion points following on from the presentation included:</p> <ul style="list-style-type: none"> • The complexity of paperwork can be very onerous on small organisations. The grant givers processes may not be flexible enough for the organisations needing assistance. • Applications can be so long and often there is only one person to do this important but very time-consuming process. • The thing missing for BAME organisations is capacity building support. • There currently is a GLA network for funding that may not be well known and perhaps needs signposting to. • Digital devices for service users is in high demand. • Need to investigate and share the London wide information. <p>TA will forward the full report when it is published.</p>	

3	The Advice Conference 2021 – Update from Baljit Badesha, Nucleus	
	<p>Baljit Badesha (BB) provided an update on the Advice Conference organised by ADKC, Age UK, Citizens Advice, KCSC, Nucleus and World’s End Advice and held on 15 February 2021.</p> <p>Three questions were asked:</p> <p>What do clients need? What is needed to get better access to advice? Are there issues getting in touch with the Council in terms of accessing people rights.</p> <p>The event run in conference was very well attended and generated with a lot of feedback.</p> <p>Among the issues identified were:</p> <ul style="list-style-type: none"> • Poverty – London’s communities faced poverty even before Covid-19 and has increased. • Digital Divide resulting in limited services. • Language and literacy. • No face to face contact had a massive impact. • Knowing who was open and who was not. The door being closed presented a real problem. • Issues with new client unaware of services available and how to access them. • Unemployment especially among young people. • Spaces not being accessible or Covid-19 safe. • Housing – in general and helping with self-isolation. • People really wanted co-location to be explored. <p>Aim is to tackle three items over the next two months:</p> <p>Space – looking at taking short appointments offering document drop off/collection. Drop in is unlikely for quite some time. Looking at co-locating with other services.</p> <p>Webforms – push the use of forms for communication.</p> <p>Collaboration – better co-ordination is need to build on existing processes now that things are opening up. An analysis of gap and services in the borough need to be examined. There needs to be a move toward community groups having a right to refer.</p> <p>This will be revisited in three months and updates provided.</p> <p><u>Next steps</u></p> <p>Lockdown timetable will have the greatest impact on next steps.</p> <p>Key discussion points following on from the presentation included:</p> <ul style="list-style-type: none"> • This was not research more a consultation to see what agencies have seen with regard to service users. To hear what others are seeing and hearing. • People indicated in the chat if they wanted to be involved in a sub group to see how this can be piloted. 	

	<ul style="list-style-type: none"> This is an opportunity to engage with the wider sector to get seamless referral routes to get the best outcome for households. This is needed for information about clients referred and for agencies it is advantageous to work with other service providers to getting a 360 image. Crosslight Advice Service, Awrala - Kulan Somali Organisation, Ann – The Dalgarno Trust and Becky – The ClementJames Centre expressed and interest to join. Clients referred to RBKC services reported that they found it very disjointed with the need to tell their story numerous times. It feels to residents from feedback that there is no communication between departments. 	
4	RBKC Housing Needs Research - Karen Patten, Homeless Link	
	<p>Presentation</p> <p>Karen Patten (KP) provided information on the research into housing needs that has been commissioned by RBKC Council.</p> <p>The research looks into diversity impacts on housing needs and well as health impacts as well.</p> <p>The information being collected is around locality and demographic characteristics.</p> <p>A focus group will be running on 30 June. The session will explore issues further an discuss possible solutions. Organisations would be welcome to attend.</p> <p>Karen.patten@homelesslink.org.uk</p> <p>Anyone who has capacity and is able to help facilitate groups can contact KP for more information on the small grant available for providing this service.</p>	
5	Organisational updates	
	<p>Groundwork London offer services to Refugees and non-EU Migrants in London https://www.groundwork.org.uk/projects/impact-london/?hub=415</p> <p>They are recruiting participants to the next wave of activities starting in April, Feel free to signpost/refer any Refugee and non-EU Migrant in need of the following activities:</p> <ul style="list-style-type: none"> *Community activities - crafts, gardening and cooking sessions, with a focus on wellbeing and supporting English learning. *Employment advice - 1 to 1 guidance and tailored support, as well as monthly "Meet the Expert" workshops and topic-specific workshops such as confidence building and job search skills. *Language support - conversational English group and 1 to 1 support. <p>A few "life skills" sessions will be facilitated, including managing energy use at home and how to save money on bills, sexual and reproductive health, and managing mental health. Fari.mall@groundwork.org.uk</p> <p>Kamitan Arts are offering Friday jam sessions bringing together live musicians, featured poets, artists and our inter-generational community to create and share in a safe online welcoming space. Enabling diverse communities from RBKC and</p>	

beyond to participate in exploring their own creativity and have their voices heard, endeavouring to restore hope for a brighter day. Wednesday art workshops, see high-calibre resident Art tutors teach participants how best to develop and use art techniques in response to the Word, Sound 'n Power in the VAP Jams! Dancers and other artists are welcome to respond to the VAP Jams through their unique creative mediums.

Kamitan Arts are also excited to announce the launch of a very special new venture, 'Sacred Space Sisters', a Creative Healing Workshop for women. This half-day retreat will be led by Kamitan Arts' Artistic Director, Emmanuelle Marcel, Choreographer, International Poetess, and Accredited Creative Healing Facilitator. In response to the COVID-19 pandemic, which has had a significant impact on people's mental health, Kamitan Arts want to channel holistic approaches to health and wellbeing and nurture practices of care.

If anyone would like to promote their events through Westway Trust social media platforms please contact Osama El Amin Osama.elamin@westway.org

The Dalgarno Trust as planning Easter Holiday camp over the Easter Holidays. Information is on the website. Sessions are being held for vulnerable young people. The Foodbank is still running. They are working with the advice agencies and other organisations to add leaflets/flyers to bags as a workaround to direct engagement.

Equal People Mencap are running a wellbeing group on Wednesdays. Activities can be found on the website. <http://www.equalpeoplemenacap.org.uk/our-services/healthy-living-service/> Activities will be run online and in the centre with pre-booking required.

The Green Doctors team at Groundwork London provide free energy advice to residents on behalf of the RBKC. Feel free to get in touch if you have any questions: carolina.castilla@groundwork.org.uk
<https://london.greendoctors.org.uk/>

ATTENDANCE LIST

	Name	Organisation
1	Angela Fox	Age UK Kensington & Chelsea
2	Ann Goodger	Dalgarno Trust
3	Awrala Sheikh	Kulan Somali Organisation
4	Baljit Badesha	Nucleus Legal Advice Centre
5	Bupinder Verdi	RBKC
6	Carolina Castilla Penna	Groundwork London

7	Christopher Herbert	Fit for Life Youth
8	Emily Engel	Citizens Advice
9	Farid Mall	Groundwork London
10	Joe Batty	KCSC
11	Khalid Ali	Hodan Somali Community
12	Lorna Reid	Citizens Advice Kensington & Chelsea
13	Maria Carmen GarridoMontoya	
14	Osama El Amin	Westway Trust
15	Phoebe Beckett Chingono	Kamitan Arts
16	Rebecca Austin	The ClementJames Centre
17	Sarah Simms	Crosslight Advice
18	Sonia Timlett	Equal People Mencap
19	Suresh Gupta	India Welfare Society
20	Tasio Cabello	Age UK Kensington & Chelsea
21	Victoria Borwick MP	
22	Yawooz Izzat	Westminster Supplementary School
23	Zina Serageldin	Kensington and Chelsea Social Council (KCSC)

The information above will appear in minutes for this meeting which will be made available to all the attendees and published on KCSC's website.