

Advice Services

meeting the challenge



**CHANGE
AHEAD**

> New resources and updates

> Writing an engaging annual report

> Interview with North Kensington Law Centre

> Health and wellbeing news

> News from the local sector

> Social Council news and diary

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At Kensington & Chelsea Social Council we aim to improve the quality of life for residents of the borough by supporting locally focused voluntary and community organisations.

We provide:

- organisational development advice, guidance and training including fundraising, governance and leadership
- co-ordination and representation at strategic meetings with the local authority and health services
- information and resources including a website, newsletter and fortnightly e-bulletin
- support to network and collaborate including through the organisation of a number of borough forums
- facilitation to develop a strong voluntary sector voice to influence decision makers and support for voluntary sector representatives

Viewpoint

In this issue we consider what the election of the new Conservative government means for the voluntary and community sector

Angela Spence, Chief Executive Officer

YOU MAY RECALL that in our last edition of Link published in late April our focus was very much on the upcoming elections. The 'Manifesto for Change' we produced in consultation with local voluntary sector had highlighted some of the issues we wanted to address – issues which were important to us and for the future of the sector.

■ Now that we know the Conservative Party will be in government for the next five years it is important to understand what it will mean, for the voluntary and community sector and for local residents.

■ One thing we know for certain is that austerity measures will continue and this means that more reductions in public sector funding lie ahead. £12 billion of cuts to the UK's welfare budget are planned over the next four years and government departments are drafting budgets to make savings of up to 40%. With reduced public services it is likely that as the voluntary and community sector, we will find ourselves under pressure to fill the gap and support increasing numbers of residents.

■ In our Manifesto we put forward some key asks for the incoming government. We felt it necessary to express concerns that the new Lobbying Act may inadvertently prevent local charities from campaigning and speaking out through fear of what the consequence might be.

■ It is unlikely that the Conservative government will repeal the Act so there must be a way forward that ensures the voice of charities is not curtailed. The sector must remain free to advocate on behalf of residents and communities.

■ The Social Value Act, for the first time, placed a duty on public bodies to consider social value as part of a procurement process. Over the next five years we must learn to measure and demonstrate our own

social value and demand that it is recognised and rewarded at a local and national level.

■ Examples of success from the Act have been patchy to date and with very little national guidance this will continue to be the case. Government can and should make the Act stronger to ensure that the voluntary and community sector can truly benefit from it.

■ The contracting environment is not well suited to small and local organisations and again this feeling was expressed in our Manifesto. We asked that mechanisms be reviewed to make it simpler for smaller organisations to participate. The playing field needs to be levelled to allow them to compete and access commissioning opportunities.

■ Whilst the purse strings remain tightly pulled more and more questions will be asked of us and we need to be ready with our answers.

■ So we have no doubt the next five years will continue to present a challenging environment in which voluntary and community organisations must operate. But this also means that in these times it's really important to know why your organisation exists and the impact it makes. Without knowing these things it is likely your organisation may struggle to survive.

■ In ensuring we remain strong as a voluntary sector for the next five years we should:

- Re-evaluate our individual organisation's vision and mission with a view to re-affirming our reason for existing.
- Be ready and prepared to respond to future challenges within the context of the difficult economic environment.

With reduced public services it is likely that as the voluntary and community sector, we will find ourselves under pressure to fill the gap and support increasing numbers of residents.

News and resources for voluntary organisations

Information and new support resources to help you run your organisation

The voluntary sector's role in transforming rehabilitation

Probation services in England and Wales have undergone a radical overhaul over this year with much of the service being outsourced. Low to medium risk offenders are now managed by 21 Community Rehabilitation Companies (CRCs) in 21 areas.

These CRCs are expected to sub contract the delivery of some services to a supply chain made up of public, private, and voluntary sector organisations.

Clinks, the national membership organisation for

voluntary organisations working with offenders, has produced a new report in partnership with NCVO and the Third Sector Research Centre to track the voluntary sector's involvement in and experience of recent changes. The report is based on survey results from voluntary sector organisations working in the field of criminal justice in May 2015.

'Early Doors: The voluntary sector's role in transforming rehabilitation' is available to download from the Clinks website.

www.clinks.org

Developing the next generation of charity leaders

Only 2% of charities have 'young' people on their trustee boards and 18-24 year olds account for less than 0.5% of all charity trustees. Despite research showing that 85% of people aged under 35 would consider becoming a trustee the average age is 57.

A new guide from the Charities Aid Foundation (CAF) has suggested that a lot more can be done to attract and recruit young people.

In its 24 pages CAF's *'Young Trustee Guide – Developing the next generation of charity leaders'*, lays out the benefits of young trusteeship for charities and young people.

Speaking at the launch of the report CAF Chief Executive **John Low** said, *"Young people often have the skills that charities can struggle with, including designing new fundraising products for a younger audience, using digital, campaigning and communications"*.

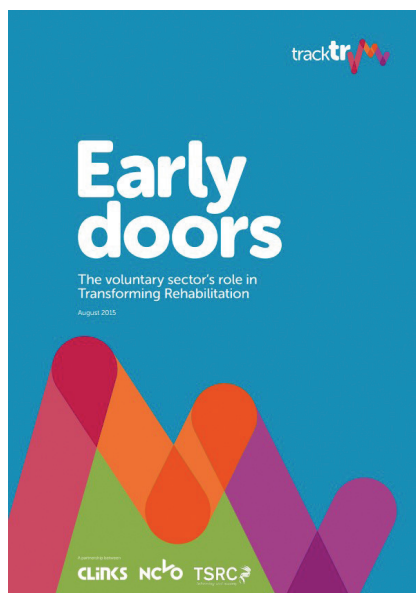
The guide provides suggestions for recruiting young trustees and overcoming many of the obstacles to successfully integrating them on to Boards. Case studies from organisations that have young trustees illustrate how the involvement of young people can transform a Board's outlook.



Only 2% of charities currently have a young trustee

Visit the CAF website to download a copy of the report.

www.cafonline.org/about-us/publications/2015-publications/young-trustees-report



Refreshing the Compact: Have your say!

The Kensington and Chelsea Compact, the agreement that exists to strengthen working relationships between the public and the voluntary and community sector, is currently being refreshed.

■ The document was last revised in 2011 and the refresh will ensure that it is brought up to date to reflect changes such as the Social Value Act and the increasing use of commissioning to fund services provided by voluntary sector organisations.

■ The Social Council is working with the Royal Borough of Kensington and Chelsea to consult with all partners on what changes should be made to the document and draft amendments.

■ You can read more about the current Kensington and Chelsea Compact and download a copy from our website.



■ To feedback your thoughts on how you feel the Compact should be refreshed please contact **Siobhan** on siobhan@kcsc.org.uk

www.kcsc.org.uk/kc-compact

New guidance to support staff recruitment and induction

ACAS, the national employment relations specialists has produced two new guides for organisations wishing to recruit the right staff and help them settle in.

■ The *'Recruiting staff guide'* and *'Starting staff: induction guide'* offer helpful tips and advice to help ensure employers comply with employment law and follow what is considered to be best practice.

■ Both guides are available to download for free from the ACAS website:

www.acas.org.uk/index

acas Learning OnLine

In addition to downloadable guides ACAS now provide a host of free e-learning opportunities via an online learning portal.

■ 11 courses are available for anyone wanting to refresh their knowledge and improve their approach to employment related issues.

<http://elearning.acas.org.uk>

New website to communicate human rights

RightsInfo is a new website which is working to be a "place you can go to find clear and reliable information about human rights", welcoming to everyone, whether you know nothing, a little, or a lot about human rights.

■ Using infographics and people's stories it explains what 'human rights' are and where they come from.

■ All of the information on the website is licensed under a Creative Commons license which means it can be reused for non-commercial reasons as long as it is not modified and attributed.

RightsInfo is about changing the way human rights are communicated, to inspire conversation and creativity.



www.rightsinfo.org

We regularly update our website with news of the latest research, reports, guides and tools to support voluntary organisations. Check out our Resources and Signposting page for the latest information.
www.kcsc.org.uk/resources-subject

Writing an engaging annual report

Annual reports can be rather dull documents with lots of text and complex figures. However they can also act as an engaging showcase of an organisations work and impact. We browsed a few examples and collected the following tips.

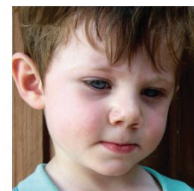
Appeal to different audiences

If you are a charity your annual report will of course need to meet the requirements of the Charity Commission. But it is also good to ensure you maximise your report as a tool to promote your organisation to funders, donors, supporters and service users, showcasing to all of them your successes and achievements over the past year. Consider language and design that will appeal to all of your different audiences and avoid using too much jargon or acronyms.

Use a different name

Calling your annual report by a different name can make it more eye catching and appealing to a wider audience. You can still use 'Annual Report' in the strapline. Think of a name that introduces a theme you can run throughout the report, a name that helps to communicate what you are about and have achieved over the year. Then reflect this theme in the design and images. Another idea is to call the report an 'Impact Report' instead of 'Annual Report' and have the accounts in an additional document.

How many children did the NSPCC Helpline protect?



Practitioners on the NSPCC Helpline, our service for adults worried about a child, answered 30,000 total contacts last year.

The NSPCC display key figures clearly throughout their annual report

Focus on Impact

The most important thing is to communicate the change you have made, not just the activities you provided over the year. Can you include quotes or stories from users and volunteers speaking about the difference you have made to their lives in their own words? Remember also that funders are always looking for value for money so if you can state what 'social return' was achieved for the amount of money spent that can really impress.

Keep it short

Many people that look at your annual report are unlikely to have time to read a long document cover to cover so keep it short and to the point. Emphasise your key messages whilst remembering 'less is more'. You don't need to list everything you have done, just the highlights. The focus should be on achievements and impact.

Break up the text and highlight key points

Make the document easier to read by breaking up the text, for example by highlighting key information in boxes. You can also pull out text and quotes that summarise the content of a page. This will help people who are just flicking to still get a good sense of your key points.

Use pictures and graphics

Use good quality pictures to tell your story as well as words, as they say a good picture is worth a thousand words. Consider using infographics, these are graphics that show data in a visual way and can be very engaging, bringing your text to life.

Tell your story in numbers

Highlighting some key figures in large bold lettering can be very effective. Remember to not just show numbers of people that might have accessed an activity, but also try to show the impact of your activity, such as the numbers of people helped into work. Some organisations have a 'this year in numbers' page while others highlight figures next to pages on different projects. Present key figures in the form of colourful charts.

Be creative

Consider creative and innovative ways to present your annual report and really make it stand out. In our research we found reports that were presented as calendars, in a travel card wallet, a graphic novel, a travel journal and a pack of postcards!

Publish an online version

You can reach a wider audience by producing an online version of your report as well as hard copies. Online reports can be interactive, including elements such as animated graphics or video. You can also include clickable links to additional information. You may want to offer a PDF version for download. If you do go for an online version consider how it will look if downloaded or viewed on a mobile phone.

Check you are still adhering to statutory requirements

While you can come up with a different, more exciting format for your annual report do remember to make sure that it still adheres to legal requirements. (If you are a charity you can check this with the Charity Commission). You could consider putting the statutory information at the back or in a separate accompanying document to ensure it doesn't weigh down the report.

Here are some examples of annual reports we liked. Many are from large national charities with big budgets but are still useful to look at to get ideas:

Use of client case studies

Royal National Institute of Blind People	www.bit.ly/1gIzrMT
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Creative examples

The Wallich (a graphic novel)	www.bit.ly/1MmuJBD
British Heart Foundation (in a travel card wallet)	www.bit.ly/1Ltx0Fm

Use of video

Crisis	www.bit.ly/1VXwOG0
Alzheimer's Society	www.bit.ly/1K9m8MQ

Online reports

Save the Children	www.bit.ly/1EXGR9N
NSPCC	www.nspccannualreview.org.uk
British Heart Foundation	www.annualreview2014.bhf.org.uk

If you have produced an online annual report or one that can be downloaded why not share it via the KCSC website noticeboard?
www.kcsc.org.uk/noticeboard

Advice Services – meeting the challenge

The advice sector is facing many challenges with changes to how advice work is funded and cuts to legal aid being compounded by increasing demand. We look at how local services are responding

Since 2008 voluntary and community sector advice services have witnessed an increasing demand for their services. This coincides with the onset of recession which led to more people being made redundant, more people falling into debt, and more people finding themselves at risk of losing benefits.

■ Data from the Community Legal Advice telephone service has shown a steady increase in calls. For example by 2012 calls relating to debt had increased by 39%, employment by 33% and welfare benefits by 47%.

■ £12 billion of planned welfare budget cuts by 2019-20 will only increase this demand further, with an across the board benefits freeze, cuts to tax credits and reduced benefit caps amongst the saving that have been announced. The government's own impact analysis, research by the Institute of Fiscal Studies and the Runnymede Trust suggests lone parents, families with children and black and minority ethnic communities will be hardest hit.

■ Faced with this unprecedented challenge the advice sector is having to ask itself how it can sustain much needed services in this tough economic climate with reduced grant funding.

How can local advice services respond?

Locally there are developing opportunities to reshape the debate to include the advice sector as part of an holistic approach to providing support for the individual. Debt related stress is known to have a huge impact on health. Lack of information or simply not knowing where to turn for advice can have a negative impact and lead to health issues which might otherwise have been avoided.

■ This is not news for many who work in the advice sector but it does beg the question of how colleagues from the local Clinical Commissioning Group and Adult Social Care can work with advice services to deliver a joined up and more seamless service.

■ The Care Act 2014 seeks to improve how the care and support system will work together to improve access to information and advice. It opens up greater opportunities for collaboration with the voluntary and community advice sector.

■ In the document '*Not for Profit Advice Services in England*' (Cabinet Office; 2012) the government acknowledges the pressure on resources within organisations which has led to a focus on crisis intervention rather than preventative work,

but it goes on to state '*advice providers can play a key role in empowering people, enabling early resolution or preventing problems from happening*'.

■ There are already moves within the sector to diversify advice delivery with greater use of self-help tools, advice delivered electronically and through online video. Where it is possible to charge clients that have a greater ability to pay to help subsidise those that cannot, these ideas are being tested too.

■ Volunteers play a huge role in the advice sector and we should never forget their magnificent contribution. From the hours



John Obalim provides advice at CAB (Kensington) on the

spent on receiving the necessary training, to working to offer pro bono support to those in most need. All of this has made a vital contribution to sustaining advice provision.

■ We can all agree that the future will remain challenging and will require organisations across the sectors working together to remain resilient.

Advice Now Plus

The Advice Now Plus partnership has come to an end. It was a lottery funded follow up to the original Advice Now project which brought together local advice providers to address some of the challenges faced due to the loss of legal aid funding.

■ Citizens Advice Bureau (K&C) acted as the lead organisation with Worlds End Neighbourhood



Community Service Outreach Project

Advice Centre, Nucleus Advice Centre, North Kensington Law Centre, Action Disability K&C, Age UK K&C and Al-Hasaniya Moroccan Women's Centre. We, at the Social Council provided some additional support. By coming together in partnership it gave us the opportunity to explore what really worked during the Advice Now project and how it could be built on.

■ A key service provided by Advice Now Plus has been the quality training in all aspects of advice offered to voluntary and statutory sector advice workers across the borough.

Karen Tostee, Project Manager at Advice Now Plus said:

■ *"Since October 2013 the Advice Now Plus partners have been working together to strengthen partnership-working across advice and information-giving organisations; to look at innovative ways to continue delivering advice in a rapidly changing climate; and to increase access to advice in our community, especially to those in highest need."*

■ *We have been nurturing and expanding advice in the borough in many ways. However a real strength of the project has been bringing people (advisers, managers, service users, support workers) together from across organisations, and the network that has grown as a result. This has been through our training programme, through our Welfare Benefits specialist support scheme for advisers and through the K&C Advice Forum. We have also developed new ways to access advice, including a fast-track*

referral scheme for vulnerable individuals, and an online directory for advisers and other front-line workers.

■ *Funding for the project came to an end in September 2015, however we will continue to develop some of our joint strategic and practical projects. With the budget cuts that are still to hit local government, it will become increasingly important for the advice sector (and wider voluntary sector) to work together to ensure information and advice continues to be freely accessible to our community. We will meet this challenge together."*

Digital Directory

Advice Now Plus has launched a Digital Directory for the RBKC advice and information sector. Now in use by advisers, community groups and colleagues in the statutory sector, the free directory is helping get individuals into appropriate advice faster.

■ Marian from Action Disability Kensington & Chelsea has been using the directory since May:

"I have used the directory to find other advice services that are outside ADKC's remit. It has been a useful resource for "matching" our service users up to the relevant advice/service, and making referrals easier..."

Find out more about the directory and register:

www.advicenowplus.org

Interview with North Kensington Law Centre

The North Kensington Law Centre was the first ever law centre to open in England in 1970. This began a movement of Law Centres, ensuring access to justice for those from poor backgrounds

We spoke to Director, **Raji Hunjan**, about how it's coped with cuts in Legal Aid, a recent move to new premises and its prospects for the future.



You recently moved to new offices. What impact has that had?

■ In September it was a year since we moved from Golborne Road to Baseline Studios and we haven't looked back! Whilst we miss the vibrant community of the Golborne Road – and history and tradition associated with our home for 40 years – we offer a very professional service at Baseline Studios. There is disability access, purpose built interview rooms, and a welcoming environment for our clients. Baseline houses an eclectic group of passionate and determined start-ups, charities, new enterprises, designers. We fit right in and thrive off the positive energy in the building.

Has it affected the services you deliver?

■ The move gave us the basis for changing our service to meet the complex needs of our communities. Through a system of triage we have doubled the number of clients we help. Clients can be assured they will be dealt with by trained and friendly volunteers, who will direct their case appropriately to our in house lawyers or to an external agency.

So what services do you currently provide?

■ We provide specialist legal advice in Housing, Immigration/Asylum, Employment and Welfare Benefits. We have increased our grant income to compensate for the dramatic cuts in Legal Aid so we can offer free advice and case work. We also offer some fixed fee and 'no win no fee' services. Our fixed fee immigration service is thriving because we are

able to offer fees on a not for profit basis, and are competitively priced.

What about your new Legal Service to the voluntary and community sector?

■ With a small grant from RBKC we provide legal advice on employment matters to the voluntary sector for free. So if you know a charity that needs help with an employment matter, please refer them to our award winning **Senior Caseworker, Barry Mills**.

What has been the impact of legal aid cuts on your clients?

■ The cuts were initially really tough. But we are a new team and we are incredibly resourceful and determined. So actually we are still able to make our Legal Aid Housing and Asylum contracts profitable through an improved system of managing our cases and billing. The challenge is more about cash flow and that's where our grant income is essential.

So what about the future?

■ We have recruited a new Paralegal. And our Triage Co-ordinator has been awarded a fully funded contract from the Law Society to complete her Solicitor's training with us. So actually things are on the up for us and our clients, in that not only will we be able to help more people, we will generate new case work to increase our income potential and take on new projects. We are also exploring new partnerships and are always open to finding new ways to offer services.

Health & Wellbeing News

Details of West London Clinical Commissioning Group (WLCCG) grant winners, an update on North Hub



**West London
Commissioning Group**

Nearly £100,000 of funding has been awarded to seven organisations through the West London Clinical Commissioning Group Grant Programme 2015-16. The grants, administered by the Social Council, will support the delivery of patient and clinical engagement projects in Kensington and Chelsea, Queens Park and Paddington. The successful organisations were:

ACAVA (Association for Cultural Advancement through Visual Art)
St Charles: Art for Wellbeing **£7,706**

The project aims to help people with low level mental health needs explore St Charles Centre's heritage and culture through artistic mediums, supporting stronger community cohesion and sense of place and belonging.

BME Health Forum
Third sector partnership for improving emotional wellbeing for people from deprived communities **£8,600**

The project is aimed at third sector organisations that support people from deprived communities suffering from anxiety, depression, and with low level mental health needs.

Carers Network
Healthy Carers, Better Care **£21,000**

The project aims to support unpaid carers, who care for a family member or a friend in the QPP area of Westminster.

QPR in the Community Trust
QPR Health Stars **£4,826**

The project aims to provide primary school children aged 5-11 with a fun, interactive and non-judgemental learning environment to achieve new, enjoyable healthy living and physical activity experiences.

Saint Mary Abbots Rehabilitation and Training (SMART)

Prevention, Early Intervention and Recovery Pathways **£22,400**

The project is aimed at people living on the World's End Estate at risk of mental illness, in-patients at St Charles hospital who are preparing for discharge and patients in secondary care mental health services.

The Advocacy Project
'My Doctor My Say **£15,495**

The project aims to engage with adults with a learning disability whose views and experiences will feed into the existing Patient Participation Groups (PPGs).

Trinity Hospice
End of Life Dementia Project **£19,950**

The project is aimed at people living with dementia at home or in a care home, and their carers.

A showcase event for voluntary sector health providers, NHS and social care staff members to learn more about how the WLCCG Grants Programme benefits service users and the community will be held on Tuesday 13 October.

www.kcsc.org.uk/events

The North Hub

After detailed planning St Charles Hub will be opening soon. Rolling out in phases, patients over 65 will soon start receiving invitation letters to a GP appointment to jointly develop a Care Plan. As many voluntary organisations will already be aware, the idea of the 'Whole Systems' hubs is to treat the whole person, not just one illness at a time. The Care Plan can include referral to a voluntary organisation. If you are running services that patients can access and have the capacity to take on referrals please let us, at the Social Council know.

Sector roundup

A roundup of news from local voluntary and community organisations

Carnival Pioneers celebrate 'Founding Mothers'



Celebrating carnival pioneers in Portobello Green

Rhaune Laslett, Merle Major, Claire Holder and Claudia Jones were amongst the many 'Founding Mothers' who helped pioneer the Notting Hill Carnival. Their contribution was celebrated to mark this year's Carnival Pioneers Community Day. The event hosted by Westway Trust on Portobello Green on the Sunday preceding Carnival was led by another Carnival veteran **Les Palmer**.

Carnival Pioneers Community Day aims to showcase local people's involvement and contribution to the event that now attracts over 1 million people each year. Next year Carnival will celebrate 50 years since the very first event in 1966.

10 things you can do to welcome refugees

The Forum, the locally based support organisations for refugees and migrant communities have produced a handy 10 point guide in response to the refugee crisis. It details practical things you can do to support those in need. It includes details of a local petition set up by campaigners calling upon RBKC to pledge to take in 50 refugee families.

<http://migrantforum.org.uk/10-things-you-can-do-to-help-welcome-refugees>

Side by Side – K&C Mind's new peer support programme

Kensington & Chelsea Mind will be delivering 'Side by Side' new peer support programme that aims to develop and evaluate approaches to delivering high quality peer support across Kensington, Chelsea, Queens Park and Paddington.

It is part of a two-year programme developed by Mind and funded by the Big Lottery Fund.

The Depression Alliance will act as a strategic partner to help deliver the project, working with individuals to help them access peer support whilst K&C Mind will be working with local organisations. Both organisations will also seek to influence and support the commissioning of effective, community based peer support.

K&C Mind have set up The Peer Support Network, a dynamic membership network of organisations who want to know more about peer support, learn about best practice or who are ready to start, implement or expand their use of peer support in mental health.

www.kcmind.org.uk/peer-support-hub-side-by-side.asp

Venture Centre launch new website

The Venture Community Association have a brand new website. Developed following close consultation with centre users the new site was produced by a volunteer as part of a user-centred web design course. The website

will be officially launched at the Venture Community Association AGM on Thursday 15 October. Visit the new Venture Centre website:

www.venturecentre.org.uk



London Lighthouse renovation continues

The London Lighthouse in Lancaster Road is continuing to undergo a major renovation ahead of its opening as the new Museum of Brands in late October. The building formerly owned by the Terrence Higgins Trust was sold to its new owners earlier this year.

Womans Trust, formerly housed on the ground floor have now moved to new premises in Westminster although they will

continue to provide services to women from Kensington and Chelsea.

Womans Trust can be contacted on **020 7034 0303** or via their website womanstrust.org.uk

Our Social Council offices remain open on the first floor and our fellow voluntary and community occupants, The Kensington and Chelsea Foundation, Migrant Voice,



Youth Projects International remain on site.

If you need to visit our Social Council office please call ahead **020 7243 9800**

New food bank to support Dads in need

Dadshouse, the organisation set up to help dads has launched a food bank to give dads in Kensington and Chelsea a helping hand.

Foodbank

Every Friday evening,
6pm – 7.30pm, Kensington United Reform Church, Allen Street,
Just off Kensington High Street, W8

Donations

Donations are welcome of non-perishable, in-date food, tinned food, pasta, tea, coffee, shampoo, toothpaste etc.

For more information about Dadshouse and their work contact:

info@dadshouse.org.uk

www.dadshouse.org.uk



West London Funeral Project

K&C Citizens Advice are hosting a project to address the issue of funeral poverty in the area. They

can provide publicity and training, and they are campaigning for fair practice in the local industry, and

with the Council to commission a local affordable funeral.

If you would like to know more, please contact Emily Engel.

emily.engel@kensingtoncab.org.uk

Social Council Update

A round up of some of the existing projects the Social Council is working on

New report on the Private Rented Sector coming soon

Nearly one year on from its relaunch the K&C Poverty & Inequality Network (KC-PIN) is nearing the end of its major first year project – to examine the state of private renting in Kensington and Chelsea.

■ This work will culminate with the publication of a report to be launched at the Social Council AGM on 19 November, where we hope all our stakeholders will join us.

■ Prior to the general election in May 2015, housing seemed to be the hot topic. The issue featured regularly on newspaper front pages, became a focus for many local campaigns and the subject of think tank reports.

■ It was in this context that we at the Social Council, in consultation with members of KC-PIN decided to embark on an examination of the local private rented sector. We wanted to conduct an in-depth investigation of this previously unmapped terrain.

■ Nearly a third of all households in Kensington and Chelsea live in privately rented accommodation. Rents have been rising fast and according to the Joseph Rowntree Foundation, will continue to outstrip income over the next 25 years, meaning that up to half of the tenants will be living in poverty.

■ While the cost of rent continues to increase,



Housing is a key issue in Kensington and Chelsea. Our report will focus on improving the private rented sector.

more and more tenants complain of terrible living conditions with a threat of eviction. There are very few alternative affordable options.

■ Our research surveyed of 230 local private tenants. We conducted interviews and ran focus groups. We found clear evidence that tenants in Kensington and Chelsea are worse off than before. We also find that bad housing conditions do not just affect underprivileged groups, the issue can cut across all sections of society.

■ Using our new research to highlight key facts, we hope to work with the local authority and our members to tackle the issues raised. We believe decent and affordable living should be available to all.

■ Please remember to join us at the AGM for the launch of this report and a panel discussion on its recommendations; in addition if you have any particular data/intelligence that would be useful to us, please get in touch:

Kick-It Stop Smoking

The Social Council has been facilitating local voluntary sector involvement in the Kick-It Stop Smoking Project. The following organisations from Kensington and Chelsea, Hammersmith and Fulham and Westminster have recently been awarded a Kick-it Stop Smoking Grant to help support smokers to quit smoking as well as educating people about the harmful effects of tobacco. More grant awards are pending as we go to print.



Abbey Community Association

To run stop smoking clinic and organising four events promoting stop smoking services in Westminster.

Chinese Information and Advice Centre

For weekly drop in stop smoking sessions in Westminster aimed at the Chinese community.

Healthier life for you

Raising awareness of the harmful effects of smoking and promoting Kick-it services through stalls and workshops across Westminster and Kensington and Chelsea.

MSH Health & Wellbeing CIC

Stop smoking advice alongside the weekly sexual health clinics run at Queens Park Health Centre and various other locations.

SMART Projects

Helping people with mental health issues throughout the Kensington and Chelsea, Westminster and Hammersmith and Fulham to quit smoking.

Polish Psychologists Association

Promoting a stop smoking clinic for the Polish community in the three boroughs.

■ If your organisation is interested in delivering stop smoking work please get in touch:

brenda@kcsc.org.uk www.kcsc.org.uk/stop-smoking-project

Monitoring & Evaluation Project

17 local organisations have signed up for a place on our new Monitoring & Evaluation Project. The project will support organisations that deliver health and wellbeing services improve their knowledge and practise. The work has been funded by Public Health in recognition of the importance of organisations demonstrating their impact. Organisations that complete a three part series of workshops will be eligible for one to one support to help put in place suitable monitoring procedures.



www.kcsc.org.uk/monitoring-evaluation-project

Jon Woolf joins the KCSC team as Health and Wellbeing Development Manager



Hello, I'm Jon and I've just started at the Social Council. I'm looking forward to working with you all as I manage KCSCs CCG Engagement Programme and to assist you in the development of health and wellbeing services. I hope to promote your work as service providers to the local health community including the National Health Service.

020 7243 9800

jon@kcsc.org.uk

Ayo Sanusi is leaving

Ayo Sanusi has completed a six month internship with KCSC. She has made an invaluable contribution to our policy and campaigning work, conducting research on the local private rented sector. We wish her the best of luck for the future.

Are you looking for a room or venue to hire?

We have updated our website to bring you details of rooms and venues to hire throughout the

borough. Search for a convenient location for your next meeting

or social event by using a map or browse the alphabetical listing:

www.kcsc.org.uk/rooms-hire

KCSC AGM and housing report launch

4pm – 7pm, Thursday 19 November 2015

Muslim Cultural Heritage Centre (Al-Manaar), 244 Acklam Road, W10 5YG

Join us for our annual general meeting and the launch of our new report into private renting in Kensington and Chelsea.

The report will deliver the findings of our nine month research project and our recommendations on ways to improve conditions and address the pressing issue of affordability, for people living in privately rented accommodation.

The launch will be followed by a panel discussion on the report's recommendations.

We hope you will join us and your colleagues from across the sector to also help elect a new board of trustees.

A buffet dinner and refreshments will be provided.

Two upcoming events organised by the RBKC Safer Neighbourhood Board



Upcoming Voluntary Organisations Forums

Children, Young People & Families

Tuesday, 17 November, 10am - 12:30pm
Including consultation on the RBKC Youth Commissioning Strategy.

Main VOF

Thursday, 10 December, 10am - 12pm
An end of year celebration.

Both take place at Kensington Town Hall, W8 7NX

For full details of all the events we have coming up please visit our website:

www.kcsc.org.uk/events

Look up local organisations with the 'KCSC Voluntary Sector Search App'

Available for Android and iPhone

