

# Seeds of Transformation

- > New resources and updates
- > What is information governance

- > The future of our health service
- > Health and wellbeing news

- > News from the local sector
- > Social Council news and diary

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## Contents

Viewpoint	3
News and resources for voluntary organisations	4 - 5
What is information governance?	6 - 7
The Future of our Health Service	8 - 9
Health and Wellbeing News	10 - 11
Sector Roundup	12 - 13
Spotlight – Farewells and welcomes	14
Social Council News	15
Diary	16



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The views expressed in Link are not necessarily  
those of KCSC.

**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 final issue of Link for 2016, we reflect on this special time of year and look at the coming changes to NHS services. We also discuss our policy work and the release of our recent report into food poverty.*

### WELCOME TO OUR WINTER EDITION OF LINK.

It seems like only yesterday I was welcoming in the new year and considering what the next twelve months had in store. As we approach the festive period we often think about those who do not have some of the things others can take for granted – being surrounded by family and friends, a secure and warm home or food on the table. All of these are necessary to ensure human need is met, yet for so many, worrying about these things is a daily reality. Let's remember all of these people as we celebrate festivities and appreciate the warmth and comfort around us.

■ In this edition we have paid special attention to the NHS and the proposed changes including the well known challenges. There is very little we do not know about the struggles of the NHS. Almost every week an item appears on the news highlighting the ongoing battles. The NHS is held in such esteem that whatever the future I am sure many of us will want to see an NHS that continues to serve its original purpose whilst remaining responsive to future challenges.

■ The Sustainability and Transformation Plan for North West London sets out proposals designed to ensure there remains a viable system in place for the future. However not without controversy Sustainability and Transformation Plans all over the country have caused a stir as some argue this is more to do with cuts to services, than improvements in patient care. We look at this in more detail on pages 8-9.

■ On 19 October we launched our report on food poverty and we had a good debate with experts in this field. The event was attended by members from the local and regional voluntary and community sector as well as RBKC councillors and officers. You can read

more about the report and our planned follow up work on page 15.

■ I am proud of the work of my former colleague Amina Khatun, Senior Policy Officer, who has now moved to work at the Trade Union Congress. Amina displayed a passion for social justice and I wish her well along with Jamie Hamilton our intern who supported our food banks project for four months. Jamie has returned to his studies but left us with his thoughts on food poverty which you can read on our website.

■ I would like to thank Trust for London for funding us for the past two years, and enabling us to undertake pieces of local research. The investment has been invaluable and has helped to increase our knowledge and understanding of key poverty issues. I hope it has done the same for you, our readers. A thank you also to City Living Local Life (Dalgarno Ward) who funded Jamie's internship.

■ When funding comes to an end there is the usual concern faced by so many local organisations about how to maintain a service. We, at the Social Council find ourselves in this position in wanting to continue carrying out local research but lacking the resources to do so. We will continue to seek further funding but in the meantime please bear with us as we adjust to the loss of staff within our policy work.

■ I hope you enjoy our winter edition and from me and the rest of the team at the Social Council I wish you all a lovely and peaceful holiday.



**Angela Spence**, Chief Executive Officer

*The NHS is held in such esteem that whatever the future I am sure many of us will want to see an NHS that continues to serve its original purpose whilst remaining responsive to future challenges.*

## News and Resources

### Social Media Toolkit

The Skills Platform has provided an interactive Charity Social Media Toolkit. Available online, the Toolkit covers the fundamental elements of Social Media to help you understand your audience, set your goals and define your strategy. Written by social media experts Zoe Amar and David Evans, the guide shares inspiring case studies from across the not-for-profit sector.

The Skills Platform provides details of a wide range of training for charities offered by accredited national and local providers.



[www.landing.skillsplatform.org/charitysocialmediatoolkit/](http://www.landing.skillsplatform.org/charitysocialmediatoolkit/)

### Migrant Destitution Toolkit

Homeless Link has produced a Migrant Destitution Toolkit aimed at people working in frontline organisations to support vulnerable destitute migrants from outside of Europe.

This Toolkit is designed to promote collaboration between homelessness and migrant support services so as to meet

the range of needs that destitute migrants face including housing, subsistence, legal advice and wider support.

Through coordination, cross-fertilisation and access to good quality legal advice, Homeless Link hope both sectors can offer solutions to this growing humanitarian problem.



[www.homeless.org.uk/our-work/national-projects/strategic-alliance-on-migrant-destitution/migrant-destitution-toolkit](http://www.homeless.org.uk/our-work/national-projects/strategic-alliance-on-migrant-destitution/migrant-destitution-toolkit)

### The implications of reduced public spending for LGBT people and services

A new report reflects on the impact on people in the LGBT community in Britain in the face of cuts in public spending. It finds their needs are not being met especially around health, gender identity and mental well-being.

Not enough staff are available who are trained to give advice around LGBT issues, despite increasing demand for treatment and counselling, according to the report produced by NatCen Social Research.

The report is available to download from the UNISON website, on who's behalf the research was conducted.

[www.unison.org.uk/about/what-we-do/fairness-equality/lgbt](http://www.unison.org.uk/about/what-we-do/fairness-equality/lgbt)

### Localgiving

Localgiving provides an online fundraising platform focused on the local voluntary sector. It operates a membership scheme for whom it runs a number of programmes each year which provide some match funding for funds raised through the platform.

Currently, thanks to funding from The Indigo Trust and a private philanthropist, Localgiving is able to provide up to 75 groups in London with the chance to develop online fundraising capabilities, as well as up to £300 in matched funds for donations received online.

The programme aims to help groups diversify and grow their income, becoming more resilient and sustainable in a time of increased stresses and strains for the third sector.



[www.localgiving.org](http://www.localgiving.org)

## Cooking up ideas:

### Addressing the challenges of food poverty in Kensington and Chelsea.

In October we launched the findings of an eight-month study into food poverty and community action by local voluntary groups. The project arose out of consultation with the Poverty and Inequality Network that has been running since late 2014.

■ In recent times we have seen a rise in residents accessing formal food banks such as those operated by the Trussell Trust. This rise is well documented but it has also meant that food poverty experienced by those reliant on other food aid tends to get overlooked. By this we mean the informal networks of food aid. Locally these include services run by Dalgarno Trust, Dads House, Karimah's Cuisina and others in the borough.

■ Our research therefore prioritised opportunities and challenges that affect local voluntary organisations organising to tackle food poverty in the borough. These groups serve those at the sharp end of food poverty. Regrettably, official statistics do not take account of the numbers of these users. This means we are only aware (statistically-speaking) of residents living in food poverty from Trussell Trust referrals, and we know the problem exists on a larger scale.

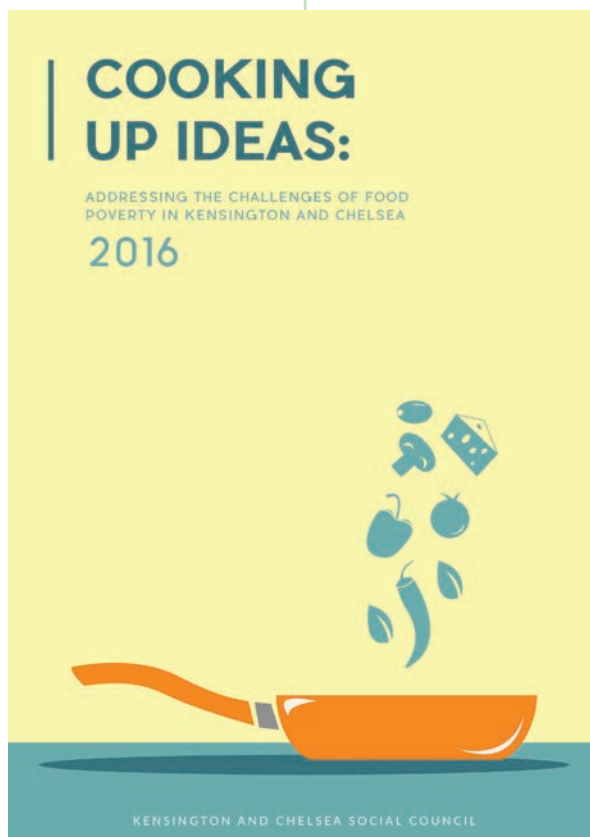
■ So why is there food poverty in Kensington and Chelsea? In our report we noted a complex web of socio-economic issues exist which drive food poverty. Our study looked into some of these. We cited the three most compelling factors: high living costs, low pay and insecure work and benefit changes. We also spotlighted certain vulnerable groups that require

more policy attention: children from low income families, refugee/asylum seekers, single parents and the homeless.

■ So what is being done to combat the issue locally? In our report we drew upon the example of Dalgarno Trust, a local community centre and food aid provider. We also produced a helpful map showing where some of the borough's informal food aid providers are located. However, the report also highlighted the challenges experienced by seven local charities in trying to meet the need of local residents and to sustain their services long term.

■ Finally in the report we put forward a number of recommendations to alleviate the tragedy of food poverty in the community. We suggest a multi-sector approach in supporting the provision of food aid, the adoption of the London Living Wage by the borough, wider promotion of local support payments and for improved monitoring of food poverty by central government.

■ Lastly, why does food poverty matter and why should local decision-makers pay attention? We believe access to nutritious food is a basic human right that should be enjoyed by all. Food poverty is often a stigmatising experience for residents and it also has a cost. According to a 2013 GLA report the impact of food poverty generates significant costs to public services, especially health services. It has been estimated that malnutrition costs the UK's health services up to £7.4 billion a year. We therefore call for urgent attention to this issue.





# What is information governance?

*Information governance refers to the way organisations 'process' or handle data. It covers personal and organisational information. Below we explain why this is important to voluntary organisations and the key elements you need to consider.*

## **Effective information governance provides a way for staff to deal consistently with the many different rules about how information is handled.**

■ This includes personal data relating to users, volunteers and employees, as well as organisational information such as financial and accounting records. Information governance also helps organisations ensure that they are making the most of their data as a valuable asset, and using it usefully and efficiently.

## **Why are we talking about it now?**

■ If your organisation is contracted by the NHS and has access to patient data (or will have in the future) information governance is especially important as you will be expected to have systems in place that comply with a certain standard.

■ Indeed, with the changes to current NHS structures and moves to increasing joint working across agencies, information governance is high on the agenda of the NHS and care services. With voluntary organisations having increasing opportunities in the future to be contracted by the NHS it is important that organisations prepare now by ensuring

they have robust information governance processes in place.

## **The key elements**

Having effective information governance means your organisation should have robust policies and procedures, including in the following areas:

### **Confidentiality**

This covers how you handle personal details of users and staff/volunteer records. A recent high profile case that illustrates what can go wrong involved a newsletter from an HIV clinic being sent out with users email addresses entered into the cc field instead of the bcc field making them visible to all the senders. Another consideration is how you destroy sensitive information once it is no longer required or after the time period for which you need to keep it has passed.

### **Compliance with legislation such as data protection**

This covers things such as getting permission to store and share information and the requirement to tell people what you will be doing with their data. For example, if you send out email circulars you should get permission from your clients before doing so.

### **Sharing information**

Things to consider would be sharing agreements and protocols you have with agencies you refer to or who refer to you, or that you subcontract with. Also consider how you make data you would like share with your users and stakeholders available. You also need to have clear processes in place for responding to enquiries from the public and the media.

### **Data access**

This is about being clear who has access to which data and having the appropriate permissions and access rights in place. This can relate to users as well as staff/volunteers. For some data access safeguarding checks may be necessary.

### **Data security**

This includes protecting your computers and mobile phones with strong passwords and anti-virus software and locking away sensitive paper files. It's also important to have plans in place to respond to a data security breach and having appropriate safeguards regarding access to your premises and taking information off your premises. One recent high profile case resulted in the Nursing and

Midwifery Council being fined £150,000 after it lost three DVDs of patient information.

Information collected or stored online also requires adequate protection as illustrated by a number of recent cases. One was the British Pregnancy Advisory Service which stored contact details of people who had requested a call back via its website. The information was accessed by a hacker. Another was the National Childbirth Trust website which was hacked with the loss of names and passwords.

### **Maintaining quality information**

Such as keeping it up to date, accurate and relevant. You should have a process in place to regularly verify the information you hold.

### **Keeping information organised**

So that it is easy to find, sort and analyse

### **Managing commercially sensitive information**

This could cover for example, if you are writing a bid with other organisations for a competitive tendering process, being careful about who has access to the information.



### **A few more top tips**

It is important to ensure that any policies and procedures are clear and easy to understand. All staff and volunteers should be aware and fully understand them and their importance. They should receive appropriate training and ongoing support where necessary.

It can also be helpful to have one key person that has overall

responsibility for information governance. Any breaches of policies should be reported and looked at to act on any lessons that can be learnt. You may even consider carrying out an annual audit of your information governance to see how it's working and any improvements that could be made.

### **Want to find out more?**

The NHS have an Information Governance toolkit which can be accessed at: <http://bit.ly/2dVpnD5>

Information Governance will be a key part of our Voluntary Sector Transformation Programme (see page 8-9) so we will be providing support to organisations working with older people and people with mental health needs in this area.

# The Future of our Health Service

*Up and down the country Clinical Commissioning Groups (CCGs) have been tasked by central government to draw up Sustainability Transformation Plans, in other words to look at ways to transform health and care for the future.*

**Sustainability Transformation Plans (STPs) are being drawn up around England and Wales, with the area being divided into 44 'footprints'.**

These plans need to demonstrate how the NHS will meet growing health demands against a rising tide of an ageing population, living longer and with long term health issues. The STPs need to improve the quality of health and social care whilst find savings within the budgets that will be available to them.

## Achieving Transformation

STPs are based on the idea that in order to improve quality, whilst continuing to provide a service to meet the demand within the funding available, health and social care must work more closely together. At the heart of the STP is the acknowledgement that they must tackle the financial deficit yet some would argue that in doing so what is being proposed may be a step too far for our National Health Service. Why would this be the case when the original purpose of STPs were to:

- a support local areas to improve care quality and efficiency of services,
- b develop new models of care
- c prioritise prevention and public health.



One reason could possibly be because this is seen as top down approach driven by NHS England. One of the biggest causes of concerns nationally has been the lack of consultation with the general public therefore causing growing anxiety over what STPs will actually deliver.

As the key drivers are to improve the quality of health and social care and reduce the deficits within the NHS by making a target saving of 22 billion by 2020/21, (outlined in the Five year forward view<sup>1</sup>) some STPs contain quite controversial proposals. According to Incisive Health (specialists in health policy and

communications<sup>2</sup>) tackling the NHS deficit seems to be the top priority with examples of cost saving measures included in STPs being:

- The closure or downgrading of some A&E departments
- Reduction of hospital beds
- Consolidation of back office functions which would include staff reduction
- Reducing estates costs

However, recognising the challenges as outlined at the start of this article – change does need to happen, but how? And how can it be done in such a way that public confidence in our NHS remains high?





### Sustaining services vs Transformation

There is access to a £1.8bn Sustainability and Transformation Fund (STF) for plans that are able to demonstrate achievable sustainability and transformation and here in lies the challenge as to which one takes priority. The Incisive Health report (p10) highlights concerns stakeholders have raised, that the fund will be used to effectively plug deficits rather than transform the health and care system. Also cited in a recent report by the Kings Fund<sup>3</sup> a statement saying;

■ *The continuing use of the STF to sustain existing services was*

*confirmed in the most recent NHS planning guidance (NHS England and NHS Improvement 2016a)'*

■ The Government however has made it clear that Transformation must take place particularly in relation to tackling several key health priorities including cancer, mental health and dementia and so STPs are required to be progressive and ambitious.

■ A fundamental part of transformation is around prevention and for some STPs including North West London this is a priority in as much as that it states it will effectively ramp up preventative services. This is where we at the Social Council strongly believe the voluntary and community sector needs to be and should be seen as integral to tackling some of the health challenges facing the NHS.

■ Working together to deliver models of care which shift the agenda towards integration of services and systems is a welcome approach across voluntary and community sector providers.

■ STPs should therefore take the opportunity to ensure organisations across wellbeing and clinical services work together strategically to increase prevention and improve the quality of care rather than focus on a financial 'chipping away at the edges in an attempt to make savings.

- 1 [www.kingsfund.org.uk/sites/files/kf/field/field\\_publication\\_file/Deficits\\_in\\_the\\_NHS\\_Kings\\_Fund\\_July\\_2016\\_1.pdf](http://www.kingsfund.org.uk/sites/files/kf/field/field_publication_file/Deficits_in_the_NHS_Kings_Fund_July_2016_1.pdf)
- 2 [www.incisivehealth.com/uploads/images/services/38%20Degrees%20-%20STP%20Early%20Action%20Report%20-%20August%202016.pdf](http://www.incisivehealth.com/uploads/images/services/38%20Degrees%20-%20STP%20Early%20Action%20Report%20-%20August%202016.pdf)
- 3 [www.kingsfund.org.uk/sites/files/kf/field/field\\_publication\\_file/STPs\\_in\\_NHS\\_Kings\\_Fund\\_Nov\\_2016.pdf](http://www.kingsfund.org.uk/sites/files/kf/field/field_publication_file/STPs_in_NHS_Kings_Fund_Nov_2016.pdf) Page 15

## Olivia Leu moves into new role as the Voluntary Sector Transformation Programme Manager

Olivia, previously the Social Council Health and Wellbeing Projects Coordinator has taken up a new role as the Voluntary Sector Transformation Programme Manager.

■ The programme funded by West London CCG will support the sector to prepare for the changes taking place within the NHS which should see a greater role for the sector in providing self care services under new contracts.

*We wish Olivia well in her new role.*

[olivia@kcsc.org.uk](mailto:olivia@kcsc.org.uk)

## Health & Wellbeing News

*Nine organisations have been awarded a share of £100,000 in grant funding by West London Clinical Commissioning Group.*

**The successful applicants were selected from amongst 43 grant requests and began delivery of their new projects in September. They are:**

### **Abundance Arts**

*'Wow wellbeing' inter-generational community arts and wellbeing project, £7,000*

The project is a unique weekly intergenerational wellbeing project, responding to the needs of vulnerable local people using arts as a tool to engage participants creatively with the wider community, helping to build healthier, stronger, more active communities from the grassroots.

### **Central London Youth Development Trust**

*Mens Health Improvement & Empowerment, £4,285*

The project is aimed at BME men, focusing on older men from the Bangladeshi community living in the QPP area, who are not fluent English speakers.

### **Dalgarno Trust**

*VIP Project (Very Important People), £7,879*

The project aims to support people experiencing social isolation or at risk of isolation/loneliness e.g. carers and care-users, people with different disabilities, people with low-level mental health issues, people from the most disadvantaged and hard to reach groups.

### **Equal People Mencap**

*Healthy Living Project, £16,431*

The project will be open to people with learning disabilities, autism, complex needs, mental health needs or physical disabilities and will aim to engage those who may be isolated and need additional support to learn and develop skills and confidence. It will also increase knowledge and awareness of healthy living options and opportunities whether through catering or relaxation and exercise.

### **French African Welfare Association,**

*African Men Health Initiative, £9,400*

The program is intended to improve the health of African men registered with GPs in the WLCCG area by offering them health related education, and other skills which they might find useful or enjoyable.

### **Hear Women/GarGar Foundation**

*Know Your Health, £15,402*

The project is primarily aimed at BME families, especially women, from the African and Arabic Communities who live in North Kensington and North Westminster, specifically in and around Golborne, Westbourne, Harrow Road, and Queens Park.

### **MSH Health & Wellbeing Community Interest Company**

*MSH@Home Companionship Programme, £13,297*

The programme is aimed at people who are at risk of social isolation and loneliness, specifically LGBT residents living in the Queens Park, Paddington and Earls Court areas, in particular those also living with long-term HIV/AIDs.

### **Woman's Trust**

*Self-Development Domestic Violence Workshops, £14,850*

This project is aimed at women in the WLCCG area, aged 16+ who experience domestic violence, current or historic regardless of ethnicity.

### **Youth Projects International,**

*Linking African Young People to Services, £11,456*

The project will address mental health issues with young people from BME communities; it will look at what is mental health, enable young people to understand it and be able to seek help early.

## My Care, My Way launches for over 65s

NHS West London Clinical Commissioning Group (CCG) has officially launched its integrated self-care service. My Care, My Way is a multi-organisation partnership between GP surgeries, local hospitals, charities, voluntary organisations, community and social care.

■ Patients are supported by a team of people who can work with them to manage their own care in the best possible way, helping to manage long-term conditions and reducing unnecessary trips to use GP and hospital services.

■ As part of My Care, My Way, the Social Council is currently running a self-care referral pilot scheme.

Patients are referred from GP surgeries to voluntary sector run non-clinical support services. At the moment there are ten local voluntary organisations participating in the pilot.

■ GPs and local patients were involved in designing the new service which aims to offer longer GP appointments, better support through the integration of services and more help available at the two new integrated care centres in St Charles in Ladbroke Grove and Violet Melchett in Chelsea.

[www.mycaremyway.co.uk](http://www.mycaremyway.co.uk)

## A new Housing and Care JSNA



This Autumn saw the publication of the Housing and Care Joint Strategic Needs Assessment (JSNA).

■ A JSNA is developed by local health and social care partners to provide a detailed picture of the health needs of the local population. They are

used to identify actions that local agencies like the local authority, the Clinical Commissioning Group or

other NHS providers will need to take to improve the well-being of individuals and communities.

■ This JSNA looks at integrated approaches to the provision of housing support and care, focussing on challenges which can only be addressed through collaborative working. The JSNA jointly covers the Royal Borough of Kensington and Chelsea and the City of Westminster and was co-produced by Adult Social Care, the two Housing departments and Public Health.

[www.jsna.info/housingandcare](http://www.jsna.info/housingandcare)

## More about Health & Wellbeing



Self-Care

the voluntary sector role in supporting patient self-care, for older people and mental health



Engagement

find out how the voluntary sector influences and helps shape the local health agenda and services



Transformation

learn about the planned changes in the way health and social care will be delivered



Data / Insight

link to the latest statistics concerning the health of Kensington & Chelsea's local communities



Health & Wellbeing News

read all the latest health related stories, including policy and local updates



Health & Wellbeing VOF

latest from the Voluntary Organisations Forum, including upcoming meetings and past papers

Visit the new health and wellbeing pages on the Social Council website for all the latest information.

[www.kcsc.org.uk/health-wellbeing-vcs](http://www.kcsc.org.uk/health-wellbeing-vcs)

## Sector Roundup

*A roundup of news from local voluntary and community organisations*

### Westway CT

Westway CT has this year, been celebrating 25 Years of providing accessible transport services in support of the local community. The North Kensington based social enterprise provides a variety of accessible transport services for local voluntary and community groups, as well as older and disabled individuals. It also offers a range of training services to upskill volunteers and people in low paid employment, or to help unemployed people back into employment.

■ It's Door to Door Services supported by a dedicated team of volunteers, is targeted at frail elderly and disabled people. It offers 3 different services; the Community Car Scheme, Mobility Scooters and the Shopper Service. By helping people get out and about these services all contribute to reducing social isolation and boosting wellbeing.

■ If you know of anybody who might benefit from these services or if you would like to find out more please visit their website or get in touch directly.





## Get Free Legal Advice by phone

Russell-Cooke Solicitors, via the Social Council, is offering a free legal advice helpline to voluntary or community organisations operating in Kensington and Chelsea. You can access up to 20 minutes of advice on any one issue.

■ Areas covered include Governance, Contracting and collaboration, Mergers, Intellectual Property, Leases and Property, Legal Structures and Charitable Status, HR/employment

■ To access the helpline (available 9.30am - 5pm, weekdays) call 020 8789 9111 and ask to be put through to the Charity Team. Then explain that you are 'calling under the helpline to second tier

## A Community Hub for Kensington and Chelsea?

Voluntary and community groups came together with The Royal Borough of Kensington & Chelsea to discuss the concept of a community hub on 23 November.

■ Over the last year a number of community spaces have been lost or taken over, increasing the pressure on local voluntary and community organisations to find office, activity and meeting space.

■ The Royal Borough held the event as part of a scoping exercise to evaluate future space needs. The session was facilitated by Ethical Property Foundation who manage a number of community hubs. They shared their experiences and provided tips on areas such as IT services. Organisations carried out group work to look at how a hub could work in Kensington and Chelsea. A number of points were made including the need for hub space to be accessible and welcoming, well managed, environmentally friendly, flexible to meet the needs of different organisations and communities.

■ Every two years Ethical Property conduct a survey in partnership with the Charity Commission to understand the challenges not for profits face. Results from the 2016 survey are now available on their website.

[www.ethicalproperty.org.uk](http://www.ethicalproperty.org.uk)

organisations' and the topic of your query. You will then be put through to the most relevant solicitor.



## SMART launch new Mental Health services

SMART, the local charity supporting people affected by mental illness on their path to recovery, will be running two new services as part of Community Living Well, the Mental Health Whole Systems Integrated Care Project.

■ Community Living Well focuses on people with stable long term mental health needs who are currently supported within primary care.

■ The two new services from SMART offer employment and navigator support.

■ **Community Working Well**, the employment project is being run jointly with Jobs in Mind and will offer practical advice and support to over 16s who feel they are held back by a mental health difficulty. The project will take self-referrals or referrals via a professional.

■ The **Navigator Service** is due to commence at the end of January 2017. It will be rolled out gradually across Kensington and Chelsea, Paddington and Queens Park with navigators based at the 'hubs' (St Charles Hospital and Violet Melchett), in GP surgeries and community locations.

■ Navigators will provide practical support with issues ranging from social isolation, addictions, benefits, housing support and physical disabilities e.g. by helping with form-filling and accompanying people to appointments and tribunals.

■ For both services, SMART are seeking community partners, particularly to host employment advisors and/or navigators.

Please get in touch to find out more.



[z.ahmed@jobsinmind.org](mailto:z.ahmed@jobsinmind.org)

020 7368 7506



## Farewells and welcomes

*In this issue, in place of our interview we round up some recent comings and goings amongst senior staff in the local voluntary sector.*

### Farewell to...



**Vicki Davies**  
**Dalgarno Trust**

In November Vicki Davies left the Dalgarno Trust to take on new challenges outside of work.

■ Vicki has transformed the Dalgarno Trust in her 12 years as Chief Executive. The Community Centre is now a modern hub serving the local community in North Kensington, offering a wide range of services including the Community Champions Programme, a successful Youth Club and a foodbank, set up in response to local need.

■ Vicki was a well-known face beyond Dalgarno and strong supporter of the local voluntary sector. She regularly attended local voluntary forums and represented the sector at a strategic level on the Borough Voluntary Organisations Advisory Forum.

■ To show their appreciation colleagues, friends and many local residents who use the Dalgarno Centre gathered for a street party at the end of November. We also, would like to thank Vicky for her support of the local sector and wish her well in the future.

[www.dalgarnotrust.org.uk](http://www.dalgarnotrust.org.uk)



**Charles Barber**  
**Citizens Advice Kensington**

Charles's took over running Kensington CAB in the mid-80s, originally planning to remain for five years he eventually stayed

for 30! His contribution to Kensington and Chelsea dates back even further, to the mid-70s.

■ Of the area and local sector Charles says, *"Of course there's an enormous range of things that makes the area special, but from a voluntary sector perspective I think the key feature is a genuinely collegial and inclusive approach to work. Equally, at least most of the time, there is a strong sense that voluntary and statutory services are working together in partnership."* And on working at the CAB: *"Although it's been unrelentingly hard work, and nerve wracking at times, it has been hugely rewarding, and a great privilege, to work with such dedicated and talented people - 'Voluntary-not Amateur' really is the phrase to remember..."*

[www.citizensadvice.org.uk/local/kensington-chelsea/](http://www.citizensadvice.org.uk/local/kensington-chelsea/)

### and welcome to...



**Clare Scott Booth**  
**Sheppard Trust**

Clare initially trained as an accountant and specialised in charities before moving into the charity sector. She joined the

Sheppard Trust from YMCA West London where she was Chief Executive for 13 years, overseeing supported housing, community work and development. The Sheppard Trust is an almshouse

charity providing sheltered housing for older women in need, with support to maintain independence and a community spirit.

Clare says, *"It's an exciting time to join: although the Trust has a long history in Holland Park, there are ambitious plans to relocate into purpose built extra-care housing for a much greater number of beneficiaries."*

[www.sheppardtrust.org](http://www.sheppardtrust.org)



### Abdurahman Sayed

#### Muslim Cultural Heritage Centre

Abdurahman joined MCHC as CEO in June 2016, having previously been a Development and Management Consultant with experience in

Human Resource Management and Strategic Business Planning. Since his arrival he has introduced changes in community engagement and development. He is keen to work more collaborative with voluntary organisations and statutory bodies.

■ Abdurahman is leading MCHC in promoting green energy and he has plans to establish Language for Business Skills (LBS) mainly in Arabic and English, an accredited Training Programme for Imams (TPI), and support for social enterprise projects for people within the local community.

[www.almanaar.org.uk](http://www.almanaar.org.uk)



### Clare De Silva

#### Volunteer Centre

Clare has been in post as the new CEO of the Volunteer Centre since September.

■ Having worked in volunteering, charities and social enterprise for over 15 years she is a firm believer in the benefits of volunteering for changing lives and transforming local areas.

■ Clare says, *"I am really enjoying getting to know other organisations in the area and have been really impressed at the level of recognition and support that the Council give to the Voluntary Sector. Together we can really make a difference, and for me collaboration and partnership is vital."*

■ Over the next year she hopes to enable even more people to play an active part in supporting their local community through volunteering.

[www.voluntarywork.org.uk/](http://www.voluntarywork.org.uk/)

## Meet the Social Council's New Deputy CEO and Strategic Health Lead



Joy has joined us at the Social Council to manage our work on Transformation. In addition to her considerable experience in research, policy and public affairs, she brings with her expertise and understanding of large transformation programs and how to measure their social, economic and political impact.

■ Prior to joining us, Joy was Head of Research for The Conservation Volunteers (TCV). She has worked in or with the voluntary sector for over 20 years with health commissioners, local authorities, central government and grant-making trusts. She is a strong supporter of local charities and community groups and as a volunteer, she is a founder member and Chair of North and East London Sands, a charity supporting bereaved parents and their families.

[joy@kcsc.org.uk](mailto:joy@kcsc.org.uk)

## Chief Executives Peer Network

Did you know we host regular peer network meetings for local CEOs? If you are in a Chief Executive role in a local voluntary or community organisation why not get involved and benefit from support and advice from colleagues in the sector.

## Managers Peer Network

Are you a senior manager in a small voluntary and community organisation? Would you like a space to meet other managers, share experiences and get support and suggestions in a confidential setting?

[siobhan@kcsc.org.uk](mailto:siobhan@kcsc.org.uk) [angela@kcsc.org.uk](mailto:angela@kcsc.org.uk) 020 7243 9809

## Social Council Awarded London Healthy Workplace Accreditation

We are pleased to announce we have been awarded the London Healthy Workplace Charter Award for Commitment.

■ The awards backed by the Mayor of London recognises progress towards making the workplace a healthier and happier environment for staff. The Commitment level is the first of three, and is followed by Achievement and Excellence.

■ The Charter is backed by a self-assessment tool. If you are interested in applying support is available from the Royal Borough.

[www.kcsc.org.uk/news/kcsc-awarded-london-healthy-workplace-commitment-accreditation](http://www.kcsc.org.uk/news/kcsc-awarded-london-healthy-workplace-commitment-accreditation)



[sylvia@kcsc.org.uk](mailto:sylvia@kcsc.org.uk)

020 7243 9800

## Upcoming Voluntary Organisations Forums

**Health & Wellbeing VOF**

**Tuesday, 24 January, 10am - 12:30pm**

**Sexual Health Providers Conference**

**Thursday, 23 February, 10am - 3:30pm**

St Paul's Centre, Queen Caroline Street, W6 9PJ

## Training from KCSC

**The 5 Pillars of  
Inspirational Management**

**Tuesday, 31 January, 9:45am - 4:45pm**

Training to support and inspire you to create a strong and collaborative culture based on teamwork, mutual trust and respect.

**Social media:**

**from the basics to developing a strategy**

**Friday, 17 February, 9:45 - 4:00pm**

This training will help you make the most of social media by developing a strategic approach to promoting your organisation.

*Unless stated otherwise all Forums and Training take place at Kensington Town Hall, Hornton Street, W8 7NX.*

*Please always check our website for the latest information.*

[www.kcsc.org.uk/events](http://www.kcsc.org.uk/events)

## Christmas and New Year closing

The Social Council offices will be closed from the end of Friday 23rd December until Tuesday 3rd January 2017.

We hope you all enjoy the festive break and look forward to working with you in the new year!