



Proposal to the Economic Regeneration Team at RBKC for continuing support to members of KC Employment & Training Opportunities (KCETO)

Background

LTEN (previously ITN Consultancy) was contracted by KCETO in 2009 to provide services to its member organisations with, amongst others, the following aims and objectives:

In conjunction with KCETO, to:

- build the capacity, engagement and influence of local organisations
- Improve quality of organisations specifically by supporting some to achieve a recognised Quality Mark such as 'Matrix'
- Identify appropriate sources of funding and work with organisations to submit quality applications

Following the successful provision of the above services which resulted in 2 organisations achieving Matrix accreditation, 2 securing funding and at least 3 implementing quality systems and further to discussions with Lev Pedro, Organisational Development Manager at Kensington & Chelsea Social Council, it was decided to carry out a short consultation exercise with KCETO members to identify their specific needs and the type of support they would like to access to address them.

Of the 22 organisations consulted, 11 (50%) completed a questionnaire.

The full survey and the replies received are shown in full in Appendix 1.

Findings of the survey - in summary

Respondents offer a variety of generic services, mainly: IAG, One to One support, Employment and Life Skills, as well as targeted services (for the over 50s, young people etc).

Not surprisingly, given the current economic climate, Fundraising was identified by the majority (72%) as the main topic organisations would like support with.

Other topics include Partnership Development/Collaborative Working (63.6%) which can be linked to the need to 'join forces' to enable smaller organisations to apply for tenders and compete with larger ones.

Also high on the 'wish list': Working with commercial prime contractors; Quality Marks; Cross Cutting Themes.

By far the preferred method of support was the choice of one-to-one sessions (80%) as these can obviously address specific concerns directly. Small group sessions came second favourite with 40%: these have the added advantage of offering valuable networking opportunities.

Proposal

In view of forthcoming funding opportunities in 2010 (LSC and DWP Work Programme Opportunities) we would expect a high level of demand for support from organisations keen to submit applications. Given the preferences expressed, we propose that the best way to address these needs is to offer a number of one-to-one surgeries bookable in advance, as experience shows us that this is the most effective way to work with organisations; these sessions can be supplemented by a number of small group sessions where organisations interested in the same topics (i.e. collaborative working) can come together and make useful links.

We think it is important to have a certain amount of flexibility in the delivery of the support offered to KCETO so that we can be ready to respond to the changing environment in the voluntary sector: we envisage that we will be able to provide around 100 hours of support through a combination of one-to-one sessions, small group meetings, background work & research and facilitation of network meetings.

Venues

When it comes to service delivery, we will aim to accommodate the needs of KCETO by offering 'surgeries' in the Kensington and Chelsea area by utilising venues provided (at no cost to us) by KCETO and/or its members, as well as providing telephone advice and making available our offices in Islington (at no extra cost).

Timescale

We think that the support outlined above can be realistically delivered between January and June 2011 which will be a busy time for the sector.

Specific deliverables

We would like to present this as an approximation, because we would like to keep the work flexible and responsive as needs arise.

L-TEN will offer 18 days (including 4 days brought forward from the 2009-10 contract) of targeted support to local organisations, which will include (approximately):

- 10 one-to-one meetings
- 5 group meetings in Kensington & Chelsea, which may be KCETO member meetings or meetings to discuss contract opportunities
- 5 days of desk work / research, for example checking or writing expressions of interest or tenders

Where possible, we will align this work to complement activity initiated by local council officers, to ensure that the support given to local organisations is directed to actual contracting opportunities.

Reporting

We will provide quarterly reports to RBKC Economic Regeneration Team which will detail the number of hours spent, the specific work that L-TEN have done, and with which organisations – i.e. we will report by 15 April on work carried out January to March, and by 15 July for work carried out April to June.

Kensington & Chelsea Social Council's role

We propose that Kensington & Chelsea Social Council will hold the contract from RBKC and sub-contract the support delivery to L-TEN. This will mean that:

- RBKC has a local point of contact to discuss any opportunities for local organisations, raise any concerns or ideas
- A named member of KCSC staff will take responsibility and accountability for the work (Lev Pedro)
- The KCETO member organisations will have a neutral person at their own local support agency to contact if they feel unhappy for any reason with the service, or to suggest ways they need to be better supported
- KCSC will mediate in any disagreements between KCETO members
- KCSC will continue to ensure that the voluntary-sector is appropriately represented at various meetings such as the Learning, Work & v Business sub-group, and will maintain a working relationship with the Adult Learning Forum.

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