



Kensington and Chelsea Social Council

Summary of OD review for external use

In early 2018 a review of KCSC's Organisation Development work was commissioned from Ian Beever Consultancy and Training. The review was carried out in April and May, and the final report was delivered to KCSC in June.

The objectives of the review were as follows:

- To identify how KCSC currently delivers organisational development (OD) and how it is accessed
- To explore what OD means in today's context, considering Grenfell and the wider operating environment
- To identify what KCSC should be seeking to achieve for organisations

The review consisted of:

- Interviews with a range of KCSC staff
- Analysis and interrogation of data from KCSC's database over the period 2010 – 2017
- Interviews with local VCO's and staff from statutory bodies - the council, CCG and Public Health
- Reviews of KCSC's website and social media activity
- Meeting with the new London Infrastructure Hub and additional meetings with the KCSC staff team to present initial findings and validate information

Interviewees were asked to identify the key strengths and weaknesses of KCSC's OD activities, and their outcomes and impact. The review also looked more broadly at KCSC's operating environment and future developments – local, London-wide and national - which might affect KCSC in the future.

The review had some very positive findings for KCSC:

- ✓ **Trust** – KCSC is perceived to be an organisation that helps, has a good reputation and is a partnership player with very strong relationships with the council that benefit the sector as a whole.
- ✓ **Stable** – KCSC has maintained good staff levels and retained key personnel who have a good understanding of the local sector and key partners.
- ✓ **Delivery** – KCSC manage projects well and are seen as an organisation with strong leadership.

Specific recommendations from the review for KCSC and its OD work can be summarised as follows:

- Increase the face-to-face interaction that the KCSC team has with local VCO's; KCSC needs to be visible within the community.
- Communicate the OD offer more effectively and reflect this across all media; increase its outreach and engagement.
- Prioritise Organisational Assessments and give all staff the skills to use this tool.
- Seek further opportunities for effective partnership working and research to assess the needs of the sector.
- Develop a communications and marketing strategy, focussing on digital and online communications. This will enable KCSC to demonstrate its outcomes and impact and celebrate its success and that of the sector more successfully.

Kensington & Chelsea Social Council
c/o Museum of Brands
111-117 Lancaster Road
London
W11 1QT

020 7243 9800
info@kcsc.org.uk
www.kcsc.org.uk