



There are lessons to be learned here for government, universities, local authorities and others who are seeking to tap fully the nation's talent in the hardest areas to reach.

Sir Peter Lampl
Chairman of the Sutton Trust

Releasing Potential in the Community



Impact Report 2017

To find out more, please contact:

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Accreditation



Our **Into**University Mentoring Programme has 'Approved Provider' recognition with The Mentoring and Befriending Foundation.



We have received 'Advanced Status' accreditation by QiSS (Quality in Study Support) the national regulation scheme.



The ClementJames Centre has achieved the Matrix Standard for Information, Advice and Guidance – nationally recognised accreditation.



The ClementJames Centre is an award-winning charity that empowers the community to release its potential through education, employment and wellbeing support in one of London's most disadvantaged areas.

Our vision is for everyone in our community to release their potential and live fulfilled lives. We achieve this through education, employment and wellbeing support in a safe and compassionate space:

Employment Support

Helping people to gain meaningful and sustainable employment. We offer tailored advice and support, mentoring and work skills activities.

Children & Young People's Education

Helping children and young people to learn, flourish and achieve their potential.

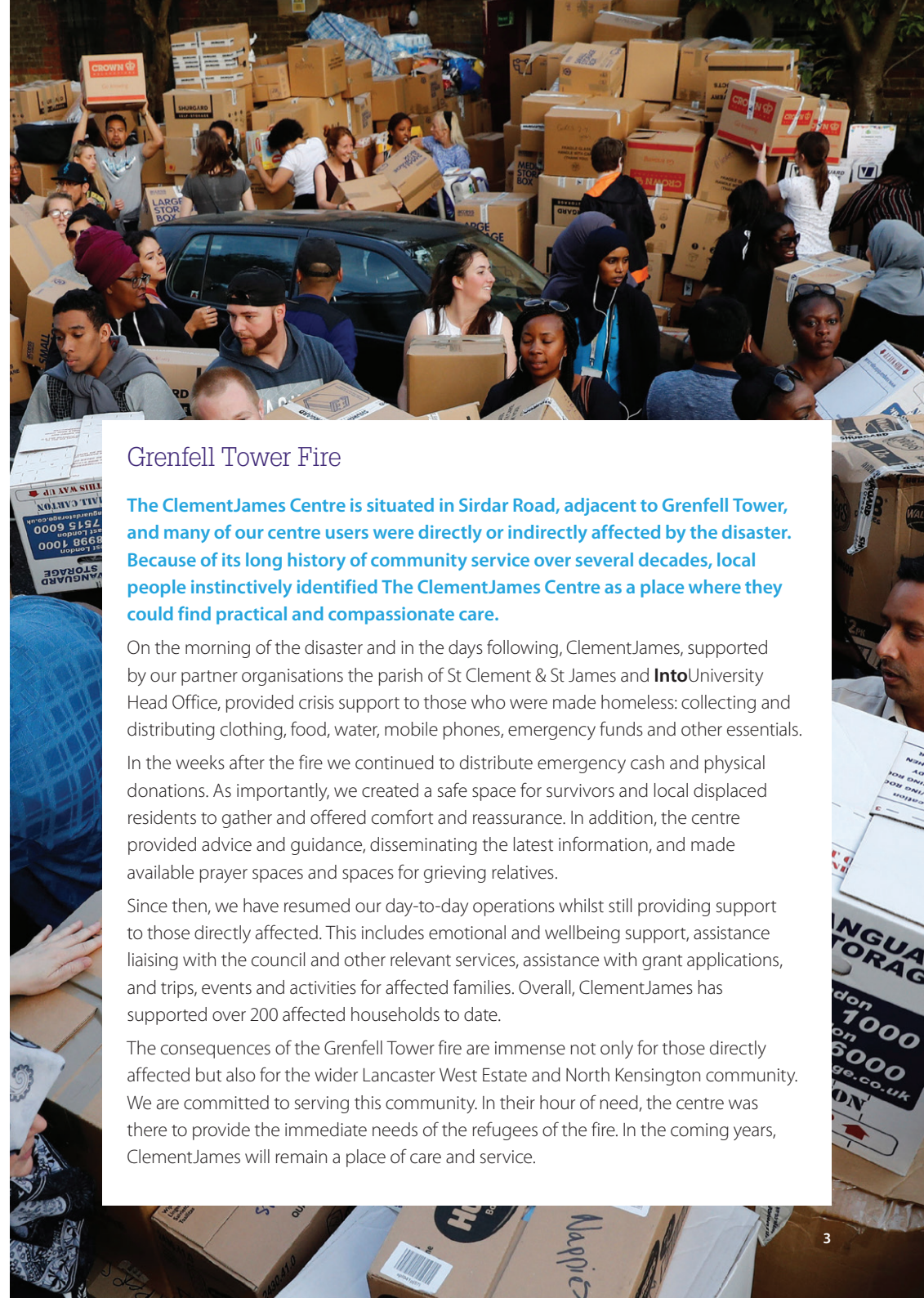
We provide academic support, mentoring, intensive literacy and numeracy support and aspirational activities.

Adult Learning

Supporting adults to improve their English, Maths and ICT skills. We offer a wide range of Functional Skills courses and intensive literacy and numeracy support.

Wellbeing & Support

Empowering people to overcome barriers and challenges and to engage with their own wellbeing. We do this through the provision of Information, Advice and Guidance, and wellbeing support and activities.



Grenfell Tower Fire

The ClementJames Centre is situated in Sirdar Road, adjacent to Grenfell Tower, and many of our centre users were directly or indirectly affected by the disaster. Because of its long history of community service over several decades, local people instinctively identified The ClementJames Centre as a place where they could find practical and compassionate care.

On the morning of the disaster and in the days following, ClementJames, supported by our partner organisations the parish of St Clement & St James and **Into**University Head Office, provided crisis support to those who were made homeless: collecting and distributing clothing, food, water, mobile phones, emergency funds and other essentials.

In the weeks after the fire we continued to distribute emergency cash and physical donations. As importantly, we created a safe space for survivors and local displaced residents to gather and offered comfort and reassurance. In addition, the centre provided advice and guidance, disseminating the latest information, and made available prayer spaces and spaces for grieving relatives.

Since then, we have resumed our day-to-day operations whilst still providing support to those directly affected. This includes emotional and wellbeing support, assistance liaising with the council and other relevant services, assistance with grant applications, and trips, events and activities for affected families. Overall, ClementJames has supported over 200 affected households to date.

The consequences of the Grenfell Tower fire are immense not only for those directly affected but also for the wider Lancaster West Estate and North Kensington community. We are committed to serving this community. In their hour of need, the centre was there to provide the immediate needs of the refugees of the fire. In the coming years, ClementJames will remain a place of care and service.

We help children and young people to learn, flourish and achieve their potential. This allows them to feel fulfilled and have the opportunities to build the future that they choose.

The **Into**University programme was piloted at the centre in 2002 and in 2007 a new charity, **Into**University, was launched to expand the programme nationwide.



Our impact

The problem

Young people from Britain's poorest backgrounds face a considerable educational disadvantage and there is growing concern about the impact of poverty on some of the children living locally. Disadvantaged children have lower aspirations and achieve less academically, lacking the educational support taken for granted in better off homes. They suffer greater ill health and are more likely to be involved in anti-social behaviour and crime.

What is distinctive about our young people's education programme?

We offer a long-term, multi-stranded programme to young people from disadvantaged backgrounds. We believe that it is most beneficial to start working with children in the primary years in order to have the greatest impact upon their futures. We continue to offer academic and pastoral support through to university application.

Taking action

We provide sustained academic support, motivation and encouragement to give young people a fair chance of realising their full potential. We provide 7-18 year olds with a combination of:

- After-school academic support
- Undergraduate student and corporate mentoring
- Specially-designed study weeks (FOCUS Weeks)
- Careers workshops run by industry professionals
- Summer Carnival Arts programme
- One-to-one literacy and numeracy support

Our **Into**University programme can demonstrate evidence of:

- Improved academic performance**
- Improved chances of getting to university**
- Improved attitudes to learning**

1,523 individual students benefited from our young people's education programmes in 2016/17

45 children and young people received intensive one-to-one literacy and numeracy support

The 2016/17 student survey

71% of students reported 'improved school grades'

72% of students reported improved confidence

74% of students are 'more likely to go to university'

Literacy & Numeracy support 2016/17

81% of numeracy students significantly improved their numeracy levels

86% of literacy students significantly improved their literacy levels

IntoUniversity North Kensington school leavers 2016*

84% (259)	4% (14)	1% (2)	9% (27)	2% (7)	60% (309/513)
Achieved a university place	Applying to HE or enrolled in an Access/Foundation course	Enrolled in a FE College	In work or in an apprenticeship	Unemployed or undecided	Response rate to IntoUniversity school leavers survey

"The best thing was learning about uni because it changed a lot of my opinions."

Year 6 FOCUS student

"Being able to work in peace and quiet is the best thing about Academic Support because you don't get that often with a 5 year old brother!"

Academic Support student

* Most recent available data

We help people to gain meaningful and sustainable employment.

This enables our clients to improve their quality of life, security and independence. We do this through tailored advice and support, mentoring and work skills activities.



Our impact

The problem

Unemployment is a major issue in the north of Kensington and Chelsea, and 9,400 residents are in receipt of long-term benefits borough-wide.

Over 6,600 North Kensington residents do not have any qualifications, making it difficult for them to find employment or progress with their careers. In our local ward alone, 76% of households suffer from at least one form of deprivation around income, education, health or housing.

Research has shown a clear link between youth unemployment and later long-term unemployment, lower earnings and mental and physical health issues.

What is distinctive about our employment programme?

We believe that pastoral support is fundamental to effective community employment support. Our appointments are on a one-to-one basis and last an hour, allowing staff to fully understand each individual client's barriers to work, and any other personal issues that may be affecting their search for employment. This approach gives us the flexibility to provide our support in the most productive way for each person. We have established partnerships with local employers and corporates who provide opportunities and business engagement days for our clients.

Taking action

The programme is designed to appeal to local adults and young people who are seeking employment or training opportunities. We:

- Assess each person's barriers to work
- Identify job and training opportunities
- Develop confidence and identify transferable skills
- Assist with job preparation and applications
- Provide a Women's Empowerment Programme
- Run Business Engagement Days with corporate volunteers
- Provide a programme of career/life coaching
- Deliver workshops in schools and colleges
- Provide mentoring where appropriate

The employment team also runs weekly outreach sessions at a community centre in Golborne, one of the most deprived wards in all of London.

Our employment programme can demonstrate evidence of:

Improved chances of gaining employment

Improved confidence

Improved interview skills

Employment Support
2016/17 in numbers

443 individual clients supported

110 young people attended a series of employment workshops at local schools

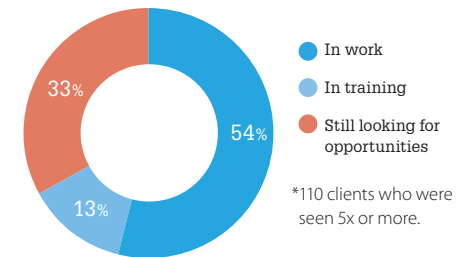
58 women attended the Women's Empowerment programme and workshops

44 clients participated in Business Engagement Days

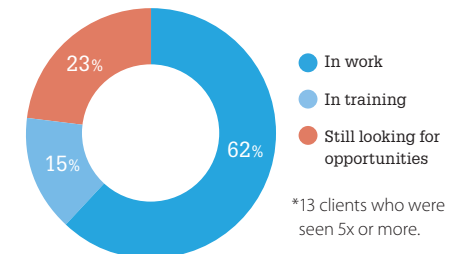
39 adult mentoring pairs met regularly throughout the year

2,544 hours of one-to-one appointments, group and school workshops were delivered

67% of clients* over 24 years found work or training



77% of clients* under 24 years found work or training



"I had begun to give up, but then I met my employment adviser and was given so much confidence and within no time I found work. I recommend them to anybody who is struggling with finding employment. Thank you ClementJames!"

Employment support client

We support adults to improve their English, Maths and ICT skills.

This gives our students the confidence and knowledge to help them succeed and strengthens their place in the community. We offer a wide range of Functional Skills courses and intensive literacy and numeracy support.



Our impact

The problem

Due to limited English language skills many local adults are struggling to interact with their community, their children's school, or the doctor, and feel isolated or dependent on others. Some are also intimidated by formal learning environments or have had negative learning experiences in the past. In addition, Pre-Entry English courses are not offered by colleges (which assume a basic level of English).

In North Kensington there are over 1,800 households where no occupant speaks English as their main language, and over 1,400 residents speak very little to no English.

What is distinctive about our Adult Learning programme?

We offer an appealing and welcoming learning environment in a community setting that attracts hard-to-reach learners. All our students come from low-income households for whom free high-quality learning programmes are crucial to improving their language skills. We are cited as an example of best practice by our funders. We provide both academic and pastoral support and offer a range of volunteering opportunities at the centre.

Taking action

We provide a range of adult learning provision including:

- Daytime and evening accredited Functional Skills English courses
- Community Learning courses
- Sunday classes for Domestic Workers
- ICT classes
- Functional Skills Maths classes
- IELTS preparation course
- Literacy classes
- One-to-one literacy and numeracy support

Our Adult Learning programme can demonstrate evidence of:

Improved English skills

Improved chances of gaining employment

Improved chances of getting to further education

Adult Learning 2016/17 in numbers

8 Functional Skills English courses, leading to external accreditation

6 Basic Skills classes combining learning English with other skills, such as literacy and numeracy

2 Sunday Active Citizenship classes from low to intermediate level

24 Community Learning classes offering a range preparation options to get learners ready for Functional Skills, incl. ICT and Maths classes

43 Students received intensive one-to-one literacy and numeracy support

307 individual students benefited from our Adult Learning classes in 2016/17.

94% of eligible students attained external accreditation by passing their Functional Skills English exams.

96% of our learners achieved their learning targets.

80% of our students receiving intensive literacy and numeracy support improved their levels.

Student progression throughout 2017

79% (243)	10% (30)	11% (34)
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Progressed to another course at ClementJames	Entered work or took up volunteering	Left the Centre after completing their course or withdrew for personal reasons
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“ClementJames is an amazing place to learn and improve your skills in different areas.”

Functional Skills English Level 1 student

“I really enjoy studying here because of the interesting topics and classes.”

Functional Skills English Entry Level 3 student

We empower people to overcome barriers and challenges and to engage with their own wellbeing.

This enables our clients to pursue their goals. We do this through the provision of Information, Advice and Guidance, and wellbeing support and activities.



Our impact

The problem

As many students and clients face a range of barriers affecting their ability to progress, it is not enough for us to limit our services to education and employment support. Some children and adults are facing personal problems that affect their ability to study or find employment, for example problems at school, debt or inadequate housing.

Some of our users, children as well as adults, suffer from low-level mental health problems, most commonly anxiety and depression.

What is distinctive about our Wellbeing & Support programme?

The Hub is designed to provide additional support to our students and clients who require further help to overcome the barriers they are facing. Building on our existing relationship with a user we are able to provide extra support when appropriate, without needing to refer them to other services they may be reluctant to access. There are limitations, of course, and in these cases we signpost our students and clients to relevant and trusted agencies, maintaining regular contact to follow their progress.

Taking action

As many people can struggle with issues affecting their personal circumstances we also provide impartial information, advice and guidance to help them resolve their problems, ranging from housing and benefits to changing schools and everything in-between.

Our emotional wellbeing activities build on our standing at the heart of the community to help relieve mental health issues such as social isolation, anxiety and low self-esteem, through both one-to-one and group work. Our weekly Wellbeing Clinic offers acupuncture, meditation and relaxation to local adults who feel stressed or anxious and are unable to afford mainstream treatment and courses.

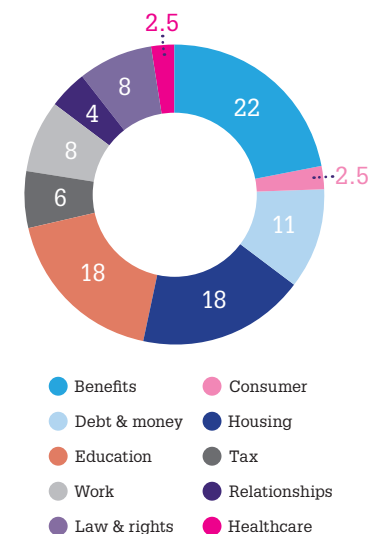
In addition, we embed mental health awareness in all of our programmes. By reducing the stigma of mental health we encourage people to seek help earlier and improve their knowledge of steps they can take to support their own wellbeing.

Wellbeing & Support 2016/17 in numbers

- 142** Young people and adults received Advice & Guidance
- 105** Advice issues were resolved, and 32 referrals were made to specialist providers
- 216** Clients participated in wellbeing group workshops, such as community gardening, shared reading and a parenting group
- 120** Adults attended the weekly Wellbeing Clinic

When asked about the Wellbeing Clinic's impact on their health and emotional wellbeing, participants responded that they felt more relaxed, calmer and less stressed. They also remarked that they slept better and felt more at peace, whilst others had noticed a spike in energy, positivity and felt better able to get on with everyday tasks. 53% of clients with physical health problems also reported improvements in their conditions.

Information, Advice & Guidance Advice topics 2016/17 (%)



"I feel like I'm getting better healthwise, like I am being helped to heal."

Wellbeing Clinic participant

"I felt very comfortable. My adviser really listened to me and helped me."

Advice & Guidance client

Women's Empowerment: Building confidence and a sense of community

The Women's Empowerment programme is a seven week course which gives local women the opportunity to focus on themselves: their needs, aspirations, and ways in which they can successfully achieve their goals in life. The course covers a range of topics, such as creativity, listening and assertiveness, and activities focus on encouraging women to try new things. We also offer a range of trips and one-off workshops and are piloting a 'Women Write' project, to offer women more opportunities and a space to express ideas and develop their voice.

Denise's story

Denise was referred to The ClementJames Centre by her support worker at community action charity Paddington Development Trust. Denise explains how she has benefitted from The ClementJames Centre, and the Women's Empowerment programme in particular.

"I'm the kind of person who will generally give everything a go. I had already been on the Job Centre's Work Programme, which I had found not very helpful at all. But I trust my support worker, and when she suggested that I join The ClementJames Centre's Women's Empowerment programme for a confidence boost I decided to go for it.

You see, when you have had children and become a single mum you can feel so isolated. There was a time when I felt as if I was in a dark tunnel; it can really bring you down. I never wanted to be like that, I wanted to get out of that, but it wasn't easy. I tried to improve my situation, digging and searching but the doors just weren't opening. It took me many years to find the right help and to slowly take steps to live a better life.

I thoroughly enjoyed attending the Women's Empowerment course. What helped me the most was meeting and sharing experiences with other local women because it made me realise that I'm not alone, that there are other people out there dealing with similar issues to me. At the beginning of the course none of us knew each other, but through activities we learned about all the things we had in common.

Recognising my past achievements and focusing on my goals for the future really increased my confidence and gave me a sense of direction. Things are going okay for me now. I can now switch off from daily stress and stay focused. I also enrolled on the centre's ICT course and am more willing and able to do things for myself independently. I know I can go out there and achieve what I want to achieve.

I think The ClementJames Centre is a great place. Where I live there is absolutely nothing, but here there are people who take you in and mould you. They never judge you. Afterwards you go out there and you are ready. This is the happiest I have been for a very long time."



"... I thoroughly enjoyed attending the Women's Empowerment course. What helped me the most was meeting and sharing experiences with other local women because it made me realise that I'm not alone, that there are other people out there dealing with similar issues to me."

Denise

Organisational Outputs

Total funding

for the 12 months ending 31st August 2017:

£1,047,433*

(2015/16: £771,019)

*Including £57,710 Grenfell Distribution

Total expenditure

for the 12 months ending 31st August 2017:

£997,695*

(2015/16: £764,042)

*Including £57,710 Grenfell Distribution

Total funds

brought forward at 31st August 2017:

£465,032

(2015/16: £415,364)

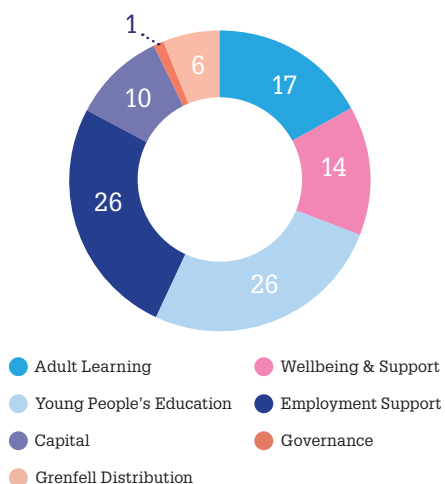
1600+

children and young people used our services

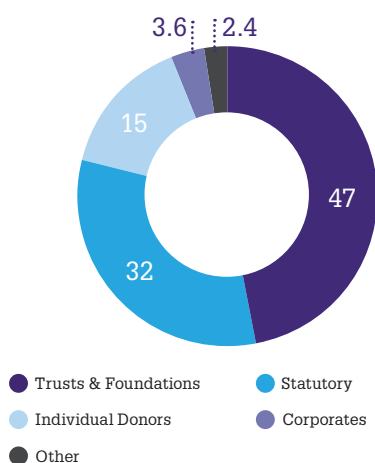
890+

adults used our services

Total Expenditure by Project Area %



Funding by source %



External Evaluation

National Foundation for Educational Research

The National Foundation for Educational Research conducted a qualitative evaluation of the **IntoUniversity** programme.*

The evidence in this report supports the conclusion that the **IntoUniversity** programme has a positive, transformational impact on children and young people in terms of their academic success, attitudes to learning and social skills; all of which are key elements of helping children and young people to aspire and achieve.

It was clear that **IntoUniversity** had played a key role in helping children and young people in clarifying, supporting and strengthening their aspirations and achieving their goals.



*White, K., Eames, A. and Sharp, C. (2007). A Qualitative Evaluation of the **IntoUniversity** Programme. Slough: NFER

SROI

Social Return on Investment

The Impetus Trust supported us to conduct a SROI calculation which shows that **IntoUniversity** generates £4.20 of direct personal value to its beneficiaries for every £1 invested.

(This analysis does not include the additional public benefits of our work.)

