

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 2018

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 and employment support in one of London's most deprived 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 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 the Lancaster West estate. Prior to the fire, we supported over 300 families from the estate (which includes and surrounds Grenfell Tower). Because of its long history of community service, local people instinctively identified The ClementJames Centre as a place where they could find practical and compassionate care.

Since the fire, we have continued to provide support to those affected through our regular provision and have provided more intensive support wherever possible.

This includes:

- Delivering our **Employment Support** programme at Grenfell United (the organisation representing the survivors and bereaved) two days per week, to provide survivors and bereaved with tailored employment support
- Providing **intensive literacy and numeracy support** to children and young people who have been struggling with their academic work since the fire
- Employing a **Young People's Counsellor** to deliver counselling support on-site twice a week
- Offering **young people's creative courses** during the holidays, enabling them to come together, support each other and express their feelings
- Extending our weekly drop-in **Wellbeing Clinic** – providing NADA ear acupuncture, relaxation and health and wellbeing advice with a qualified practitioner

- Offering regular **therapeutic gardening sessions** in our beautiful community gardens.

A member of our senior leadership team was seconded to Grenfell United and has since left The ClementJames Centre to support them full-time. A member of our delivery team worked for ClementJames and the Rugby Portobello Trust between December 2017 and June 2018, providing a Community Links service to support Grenfell survivors to access financial support and wellbeing services, to resettle into new permanent accommodation and to rebuild their lives.

We have hosted a number of specialist services on site, such as Crosslight debt advice, Latimer Art Therapists and Child Bereavement UK – Adult and Children workshops.

ClementJames is committed to serving this community and we 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. We provide academic support, mentoring, intensive literacy and numeracy support and aspirational activities. 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.



Our impact

The problem

3,160 (43%) of children and young people in the north of Kensington and Chelsea are living in poverty. Young people from Britain's poorest backgrounds face a considerable educational disadvantage. A child living in poverty will, on average, develop slower, do less well at school, have poorer physical and mental health, and will generally have reduced life chances than wealthier children.

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

We offer a long-term, multi-stranded programme to children and 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**

1,796 individual students benefited from our young people's education programmes in 2017/18

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

The 2017/18 student survey

71% of Academic Support students reported 'improved school grades'

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

Literacy & Numeracy support 2017/18

85% of children and young people receiving centre-based literacy and numeracy support, who attended three or more one-to-one sessions, significantly improved their levels

IntoUniversity North Kensington school leavers 2017*

82% (277)	3% (10)	4% (15)	7% (23)	4% (13)	49% (338/683)
Achieved a university place	Applying to HE or enrolled in an Access/Foundation course	Enrolled in an FE College	In work or in an apprenticeship	Unemployed or undecided	Response rate to Into University school leavers survey

*Latest available figures

The best thing about this programme was:

"Discussing our futures with one another, as it really helped me to build my social skills and develop new skills such as leadership."

Year 9 FOCUS Student

"My confidence is much better than before."

Student receiving one-to-one literacy & numeracy support

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 10,400 residents are in receipt of long-term benefits borough-wide.

Over 6,100 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.

Studies show that work is the most important route out of poverty for working-age people, but not a guaranteed one. There is evidence of a 'low pay, no pay' cycle of moving from unemployment into low-paid work and back again.

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

Our 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
- Run Business Engagement Days with corporate volunteers
- Provide a programme of career/life coaching
- Deliver workshops in schools and colleges
- Provide mentoring where appropriate.

Our employment programme can demonstrate evidence of:

Improved chances of gaining employment

Improved confidence

Improved interview skills

Employment Support
2017/18 in numbers

564 individual clients supported

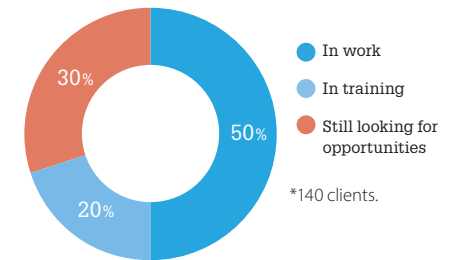
172 young people attended a series of employment workshops at local schools

99 clients participated in Business Engagement Days

39 adult mentoring pairs met regularly throughout the year

33 young people at risk of permanent exclusion from education attended a series of employment-based workshops and one-to-one sessions

70% of clients* (seen five times or more) found work or training



"I feel my experience gained from regularly attending The ClementJames Centre has built my confidence to do this [find work] and has had a positive impact on my life."

Employment Client

"I have realised that I have a lot of skills and qualities that I don't acknowledge or present well when I 'sell' myself."

Business Engagement Day attendee

Over the past year our young people's Employment Programme has focused on supporting young people who are at risk of permanent exclusion from school and therefore most at risk of becoming NEET (not in education, employment or training). Our experience has shown that once young people have disengaged from education, reengaging them in any form of support becomes significantly more challenging, so early intervention and prevention is essential. Our group sessions and hour-long one-to-one sessions enable staff to fully understand the personal barriers students face and empower them to take an active interest in their future. This provides them with the knowledge and skills to ensure that, when they finish school at 16, they will be ready to start sixth-form, an apprenticeship or employment.

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
- 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 university

Adult Learning 2017/18 in numbers

12 Functional Skills English courses, leading to external accreditation

4 Functional Skills ICT courses, leading to external accreditation

4 Functional Skills Maths courses, leading to external accreditation

2 IELTS preparation courses, leading to external accreditation (high level, internationally recognised standard)

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

44 students received intensive one-to-one literacy and numeracy support

"It's helped me with a lot of things, I may go to further education or I could find a good job."

Student receiving one-to-one literacy and numeracy support

320 individual students benefited from our Adult Learning classes in 2017/18

93% of learners on accredited English courses achieved their accreditation

99% of learners on non-accredited English courses achieved the outcomes of the course

86% of our students receiving intensive literacy and numeracy support improved their levels

100% of learners on accredited Maths courses achieved their accreditation

100% of learners on non-accredited ICT courses achieved the outcomes of the course

100% of learners on accredited ICT courses achieved their accreditation

"The classes are very interesting. Our teacher is very involved with us. I feel I have learnt so much here. My mind goes more fast and I'm so happy to come to this centre."

Community Learning Class 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 Wellbeing and support programme aims to: Increase confidence, Reduce isolation and Increase ability to cope with challenges.



Our impact

The problem

Nearly a quarter of adults in the poorest fifth of the population experience depression or anxiety and more than one in 10 working-age adults in the poorest two fifths of the population are socially isolated. The rates of self-reported bad/very bad health and limiting long-term illness in North Kensington, are amongst the highest in London. Shockingly, life expectancy is 16 years lower for men in the most deprived areas in Kensington and Chelsea than in the least deprived areas. Locally, mental health is the most common reason for long term sickness absence, and several local wards fall in London's highest 20% for incapacity benefit claimant rates for mental health reasons. As many students and clients face a range of barriers affecting their ability to progress, it is therefore not enough for us to limit our services to education and employment support.

What is distinctive about our Wellbeing & Support programme?

Given our trusted position in the community, The ClementJames Centre has a key role to play in reducing the stigma around mental health and supporting our students and clients to engage in strategies for self-help. Some children and adults we support 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, and many are quite isolated. Our Wellbeing & Support programme is designed to provide tailored support to those who require further help to overcome the barriers they are facing.

Taking action

Information, Advice and Guidance:

We provide impartial information, advice and guidance to help people overcome a range of issues affecting their lives. This ranges from help with housing and benefits to changing schools and everything in-between.

Wellbeing Activities: We have expanded our wellbeing provision over the past year in response to the needs of the community and now offer a rounded programme of support for adults and young people. Including:

- Adults:** Women's Empowerment Programme – Shared reading group
– Community gardening workshops
– Wellbeing Clinic offering acupuncture and guided meditation – Creative, self-expression workshops – Offsite trips
– Tea and coffee mornings.

Young People: Young people's creative programme – Art therapy for young people – Young Person's Counsellor – Young Women's Empowerment Workshops.

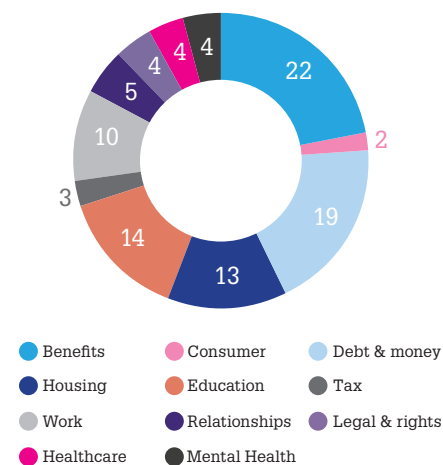
In addition, we embed mental health awareness in all of our programmes. By reducing the stigma of mental health we encourage people to seek help earlier and improve their knowledge of steps they can take to support their own wellbeing.

Wellbeing & Support 2017/18 in numbers

- 199** Young people and adults received Advice & Guidance
- 148** Advice issues were resolved, and 44 referrals were made to specialist providers
- 347** Clients participated in wellbeing group workshops such as: a community gardening group, a healthy living day, confidence building workshops, a wellbeing fair and a community cooking group
- 92** Adults attended the weekly Wellbeing Clinic
- 82** Women participated in the Women's Empowerment Programme, which includes a 6-week course, a 2-day confidence and wellbeing conference and skills sharing sessions
- 40** Primary and secondary school students benefited from Art Therapy, providing a space to process and express their emotions

Qualitative feedback from participants highlighted that they felt more relaxed, calmer and less stressed. Clients also remarked that they felt less anxious and better able to cope with challenges.

Information, Advice & Guidance Advice topics 2017/18 (%)



"I was descending into darkness and needed something. The course exceeded my expectations. I feel very grateful. I learnt techniques to improve self-esteem and creative expression. My confidence has improved and I have started believing in myself. I feel much calmer and a can do attitude has appeared."

Women's Empowerment Course Attendee

Maryam's Story

Maryam has been coming to The ClementJames Centre with her two children Tina (9) and Ryan (8) for a number of years. She explains how her family has benefited from the Centre.



"Before coming to the Centre I felt like an isolated person, I was not able to engage much with society. I was a young mother and carer with two children and not enough time to develop my English. In my previous life in Iran I was engaging much with society, I was a qualified teacher and also made educational films. When I came to England, everything stopped for me. When you don't know English you are like a bird in a cage, you want to break through the bars and come out but you don't have a key. One day I walked past The ClementJames Centre and saw the banner that said English classes. I joined a class straight away and met people from all different backgrounds and professions. I also signed my children up for the homework club to get help with their school work."

Since then Maryam and her family have benefited from a range of additional support at the centre, such as one-to-one literacy support which helped Maryam gain her English GCSE, Advice & guidance appointments, offsite trips and much more.

"My experience has shown me that at different stages in my life our needs have changed and every time our needs change we find something suitable at the centre. When my son was falling behind in Maths ClementJames gave him one-to-one support with his school work, when I needed help with my parenting I found a course here, after the Grenfell Tower fire my

children and their friends could get art therapy, when we needed time to be together and relax we found the gardening workshops. Now our whole family has benefited from the Centre. My children come to the summer carnival programme every year and my husband, who uses a mobility scooter, was even able to take part in the carnival parade last year. Last year I joined the reading group and ClementJames found me a mentor who is helping me to think about my goals and how I can express my ideas. Always I wanted the best things for my family, I don't want to waste our time. ClementJames is very professional and consistent and I am so impressed with all the support that we have had. Everything comes together like a puzzle. Even though all the activities we have done at ClementJames are very different, I see that they have the same purpose – it is about focusing on ourselves, to have a voice, to be empowered, to be relaxed. I see it in everything that is done here – you are encouraged to work on your skills, work on your goals, try to be the best you can be. The whole atmosphere and environment focusses on that. I feel the encouragement and progressiveness of the place and I look at ClementJames as a role model for my children. I am very happy to be able to now say I feel part of this community. Everyone needs a place to say 'this is my place', we need to feel that we connect to somewhere. Here is like that for us."



"ClementJames is very professional and consistent and I am so impressed with all the support that we have had. Everything comes together like a puzzle. Even though all the activities we have done at ClementJames are very different, I see that they have the same purpose – it is about focusing on ourselves, to have a voice, to be empowered, to be relaxed."

Maryam

Organisational Outputs

Total funding

for the 12 months ending 31st August 2018:

£1,172,800*

*Including £135,247 held on behalf of Grenfell United

2016/17: £1,047,433

Including £57,710 Grenfell Distribution

Total expenditure

for the 12 months ending 31st August 2018:

£1,098,672*

*Including £135,247 held on behalf of Grenfell United

2016/17: £997,695

Including £57,710 Grenfell Distribution

Total funds

brought forward at 31st August 2018:

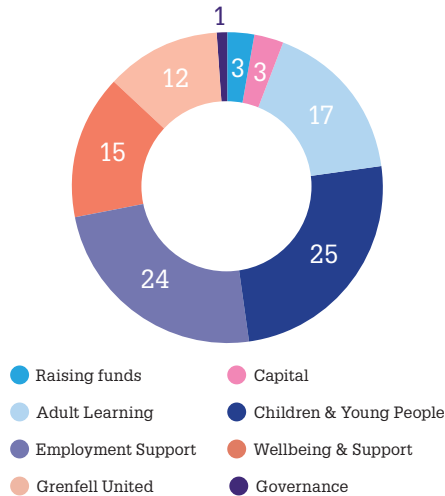
£539,230

(2016/17: £465,032)

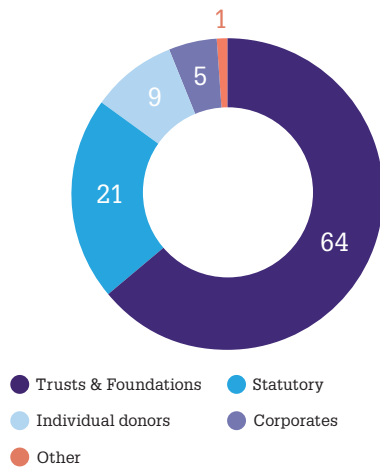
1,796 children and young people used our services

1,162 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 **Into**University programme.*

The evidence in this report supports the conclusion that the **Into**University 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 **Into**University 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 **Into**University Programme. Slough: NFER

SROI

Social Return on Investment

The Impetus Trust supported us to conduct a SROI calculation which shows that **Into**University 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.)

