

Pathways to Work Charter Annual Report 2021-2022



**Housing
and Employment**



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Contents

1.	Context	4
2.	Charter Meetings	5
3.	Overview	6
3.1	Engagement	6
3.2	Events and Initiatives	9
3.3	Referrals and Monitoring	12
3.4	RBKC Housing Teams	15
4.	Outcomes	18
5.	Future Work	21



1. Context

Kensington and Chelsea Council's Housing and Worklessness (H&W) Project launched the Pathways to Work Charter (PtWC) in 2012 to facilitate partnerships and joint working between the Council and housing associations to engage and help tenants throughout the borough to progress towards and into work, and to mitigate the impact of welfare reform. Thirteen housing associations committed to tackling worklessness to agreed levels by signing up to the Charter in 2013.

In 2019, permanent funding was granted for the Project's Housing and Employment (H&E) Officer to lead on future joint work with housing associations under the Charter where the H&E Officer successfully reconnected partnerships originally built in 2012. This took into account the impact of the Grenfell tragedy, the changed legislative landscape of the General Data Protection Regulation (GDPR), and changes under the Welfare Reform Act and the Homelessness Reduction Act (HRA). This increased the scope of the Charter to include tenancy sustainment and homelessness prevention.

Since 2021, when the Pathways to Work Charter was re-launched, six Housing Associations have re-committed to it. These are Clarion, Peabody, Notting Hill Genesis (NHG), Westway Housing Association (WHA), Octavia, and London and Quadrant (L&Q). Furthermore, the Project secured senior level buy-in from the Executive Director of the Housing Directorate, Dan Hawthorn, Deputy Leader, Grenfell and Housing and Social Investment, Cllr Kim Taylor-Smith, and Cllr Catherine Faulks, Lead Member for Employment and Innovation, to assist in promoting and signing up more housing associations to the Charter.

Since the re-launch of the Charter in April 2021, the H&E Officer has set up two quarterly forums with Housing Associations, one focused on Employment and Training and the other on Financial Inclusion and Tenancy Sustainment. The forums provide the opportunity for all housing associations with housing stock in Kensington and Chelsea and the Council to share ideas, develop and share joint working opportunities and best practice, as well as meet other organisations in the borough to create new partnerships.

The purpose of this report is to provide an overview of the work undertaken within the PtWC and to showcase the activities and outcomes from partnership and joint work during the period April 2021 to March 2022 with those housing associations that have re-committed to the Charter. Key areas of future work conclude the report.

2. Charter Meetings

During the Year, PtWC partnership review meetings took place between the H&E Officer and the following Housing Associations:

Octavia

Q1- 12 April 07, Q2- July, Q3- 07 October, Q4- 13 January

Westway Housing

Q1- 11 May, Q2- No meeting, Q3- 22 November, Q4- 27 January.

Notting Hill Genesis

Q1- 15 April, Q2- 15 July, Q3- 26 October, Q4- 09 February.

Peabody

Q1- 21 June, Q2- No Meeting, Q3- 13 October, Q4- 07 February.

Clarion

Q1- 22 April, Q2- 08 July, Q3- 06 October, Q4- 18 January

London & Quadrant

Q1- No meeting, Q2- 19 August, Q3- 14 October, Q4- 15 March.

The H&E Officer chaired a total of 21 Quarterly Charter meetings with the six Chartered Signatories

3. Overview

This section provides an overview of areas of focus during quarterly action plan review meetings with housing associations re-committed to the Council's Pathways to Work Charter:

3.1 Engagement

a. Clarion

Clarion is a key partner and signatory to RBKC's Pathways to Work Charter as they head the group of Housing Associations delivering the ESF-funded Love London Working (LLW) employment and training (E&T) support programme and offering a re-train grant to residents who are looking to upskill.

In Q1 it was signed and agreed that Clarion would remain working in the Charter at Gold Level which re-established the joint work between the H&E service and Clarion. This also included referring residents to Love London Working and identifying the number of Clarion residents living in Kensington & Chelsea, which has been reported as 1146 to date.

Furthermore, in Q4 Clarion have made plans to re-connect with Clement James and North Kensington JCP where Clarion have begun to offer employment support appointments. The H&E Officer also connected Clarion's Employment Officer with RBKC's Construction & Partnerships Advisor to assist with joint working around residents getting employment within construction; however, a meeting has yet to be arranged between the two.

Clarion's Regional Sustainment Manager was introduced to the Project in Q4 2020-21. This was for Clarion to provide information regarding the services offered to residents from the sustainment team. Eventually, in Q3 2021-2022 (10 November), a meeting took place between H&E Service and Clarion's Regional Sustainment Manager, and Guidance Officer to detail the work of the PtWC, discuss the support offered to Clarion tenants living in Kensington & Chelsea and outline potential joint working. Since then, Clarion's Regional Sustainment Manager and Guidance Officer have joined the Quarterly PtWC action plan meetings alongside Clarion's Employment Officer and Operations Manager.

b. Peabody

Since opting out from inclusion in phase two delivery of the LLW programme, Peabody has undergone a revision of its service offer, resulting in a decrease in employment support staff from 21 to seven and has directed their employment support to Peabody tenants only. Due to the many changes made, Peabody had requested it sign the Charter remaining at Bronze Level, which was agreed.

Peabody have also begun to engage with their residents on the onset. They have developed a triage system for residents, who have come to the Tenant and Family Support Team or the Financial Inclusion Team that have not been referred internally. The residents go through a

series of standardised questions regarding their circumstances; they also have an onboarding session where officers ask residents about their employment status and upskilling before they move into their Peabody property. This has assisted in supporting residents with employment and training, as well as identifying special support that the resident may require. Since restructuring the employment service, external referrals are made to Peabody via DWP in RBKC. But it has been reported that not many have come through and that referrals are mainly coming from Peabody's own internal sources via the jobs bulletin.

The meeting with Peabody's Financial Inclusion Manager previously took place separately from meetings with the Employment officer; however, the two meetings have now been combined into one PtWC Quarterly meeting and the first one took place in Q1. Furthermore, by Q3 Peabody's Universal Credit Specialist Team Leader also began to attend the quarterly meetings where information was provided around welfare and benefits support Peabody offer, as well as the grants and debts support they have available for their residents.

c. Notting Hill Genesis (NHG)

NHG were previously provided a template draft Service Level Agreement (SLA) to review, amend and sign to formalise a referral process between the H&E Service and NHG and as a precursor to being added to the NHG partner referral database. By Q1, the SLA was reviewed, amended, agreed, and signed by both NHG and the H&E Service, thus officially putting the SLA in action. Going forward, the H&E Service receives referrals directly from NHG and has gone 'live' on the NHG website. Furthermore, it was agreed that NHG re-sign to the Charter at Bronze level.

In turn, NHG have actively connected the H&E Service to other organisations that will be of support to Kensington & Chelsea residents. This includes The SPACE who support local young people 4-18 years living with low mental health and emotional resilience. In Quarter 1, the H&E Officer arranged a meeting with The SPACE and shared information about the work of the H&E Service. NHG also introduced RBKC to the Debt Bus which is a mobile support service for residents in need of financial advice and guidance. In Q4, RBKC utilised this opportunity and made the support available to residents for an agreed period of time.

Within the year there has been no significant progress in supporting NHG with E&T. Despite NHG employment officers connecting with the H&E Service by attending the Housing Association Forums Employment & Training, there is a need for a further discussion about connecting NHG's employment team to the Charter Action Plan meetings.

Thank you for all the input and support you have given our residents. Some really impactful results and prevention of evictions have come about solely because of the strong relationship between NHG and RBKC.

d. Westway Housing Association

As one of the smaller housing associations signed to the Charter, Westway does not have enough staff or resources to provide direct, in-house employment and training support to its tenants, and the H&E Service continues to offer itself as a potential employment and training routeway for Westway to refer any of their tenants in need of employment and training support; this also includes financial support and help to prevent 'at risk' tenancies. Thus, the Charter was signed with Westway remaining at Bronze Level.

Westway's Tenancy Sustainment Officer has been promoted to Senior Income & Resident Sustainment Officer, but has been inundated with work due to the reduction of staff at Westway and increase in the amount of resident support required. As a result, the Senior Officer has not been able to commit to attending some PtWC action plan meetings. Henceforth, Westway's Homeownership Officer will join future PtWC action plan meetings to sustain its partnership with the H&E Service.

e. Octavia

Octavia have been progressive and continuously demonstrated perseverance through adverse times, particularly during and after the impact of the pandemic. Once staff were back at work after being placed on furlough, their offices remained closed. Therefore, some work, such as training, was paused and staff were having to connect with individuals digitally. Connecting with clients via WhatsApp has been used as an alternative to those who do not have Teams or Zoom; however, that has proved difficult and led to support being provided mainly over the phone. Despite this, Octavia continues to provide a great service to their clients virtually, which includes intensive support for their residents. Octavia have also signed the Charter at Gold Level.

In the previous year, Octavia also launched a new phone service that offered an advice line and appointments for residents seeking financial support. Since then, the service has proved successful where in Q1 Octavia's Financial Inclusion Team reported to have achieved £231,000-worth of additional income outcomes for service users. In addition, they have offered 186 appointments for 92 unique residents. The service has been successful among residents and found to be continuously booked.

Joint partnership expanded with Octavia when the H&E officer was linked with other Octavia services. Octavia introduced the H&E officer to their Financial Capability Partner who began attending the Financial Inclusion PtWC Meetings in Q1 and then introduced their new Employability and Volunteer Services Manager who attended the PtWC action plan meetings in Q2. Furthermore, Octavia connected the H&E officer to their Youth Programme Manager to obtain more data about any Kensington & Chelsea residents who have joined one of their digital programmes. However, the H&E Officer has found it challenging to get into contact with the Youth Programme Manager and has not yet managed to obtain figures around engagement and outcomes.

f. London & Quadrant (L&Q)

During the first quarter, L&Q were undergoing a re-structure where some services were reduced, which included the number of staff within a team. But despite undergoing the restructure, L&Q continued to support residents and local services along the way. As with the other housing associations committed to the PtWC, due to the pandemic the delivery model shifted to remote working by phone and video call, and training was moved online. Since L&Q employment officers now work remotely, this has led to the E&T service expanding and becoming available to non-L&Q tenants across the UK too. Following on from the Charter's success at engaging new colleagues in the tenancy sustainment team at L&Q and developing partnership between H&E Service and L&Q, it has become a challenge to reconnect with Senior Management and get the Charter signed. This issue continues to persist which has unfortunately reduced the amount of joint working that can be done within the PtWC. Until the Charter is signed, L&Q are provisionally working at Bronze Level.

3.2 Events and Initiatives

a. Clarion

Clarion continues to reconnect with local RBKC services that were previously placed on hold due to the pandemic. In Q1, Clarion re-connected with Dalgarno Trust and in Q3 a meeting was held between them for Clarion to deliver a slow cooker course at Dalgarno Estate to offer residents training on eating healthy and cooking on a budget. Once the resident completes the course, they will be provided with a slow cooker. The course was set to be launched in the spring of 2022.

In conjunction with the joint work, Clarion have joined with Guinness, Southern Housing Group and RBKC to fund the St Giles Food Pantry in South Kensington. This is a highly subsidised, non-emergency food welfare service which offers food packages at a very low cost to residents. Clarion have used this service efficiently and have referred 27 Kensington & Chelsea residents to the Pantry during the year.

Clarion Futures has a variety of digital support offers to help reduce the digital challenges some individuals face. This includes digital training for all residents, digital workshops and 1-2-1 support for senior residents called LiveSmart, and digital champion volunteers to assist residents who need extra support. Although in Q4 it was reported that at least 10 Kensington & Chelsea residents have regularly attended LiveSmart, the H&E Officer has not been able to obtain annual figures for the digital support offers. Clarion also provides digital grants for other services to run digital skills sessions for local communities, which has been promoted through the H&E Service and other communication channels within the Council.

b. Peabody

Peabody have pioneered successful events and initiatives that have been adapted and accommodating, increasing resident engagement.

In Q3, Peabody launched a virtual Jobs and Apprenticeships Fair promoting jobs/ apprenticeships from the MET Police, London Fire Brigade, KA (Construction) and other Recruitment Agencies. Unfortunately, it has not been reported whether any Kensington & Chelsea residents attended, applied, or successfully obtained a job from this Fair.

Other ways that Peabody have promoted their service is through their jobs bulletin that is circulated through a mailing list every fortnight and shared with the residents, as well as the teams and partners who work directly with residents. The residents can sign up to Peabody's mailing list by first signing up to the employment service.

Peabody have also re-launched the Peabody Community Fund. This provides grants of up to £30K to community organisations and charities. The money will go towards delivering projects and activities that will improve the quality for Peabody residents' way of living and the wider community. However, it has not been confirmed if any RBKC community organisations and charities have successfully obtained the fund.

c. Notting Hill Genesis (NHG)

NHG remain consistent in creating different, successful ways to support residents facing financial difficulties. The London Plus Credit Union project has successfully supported single mothers on low incomes build financial resilience and develop saving habits. In Q2 it was reported that a total of ten Kensington & Chelsea residents were issued loans. By Q4, the loan was available for all residents to access, and an additional 17 Kensington & Chelsea residents were referred to it.

Furthermore, NHG have created and launched another funding scheme called Love Where You Live. This is targeted at residents who would like to organise small community events. As this became live in Q4, figures and outcomes are yet to be obtained.

Similarly, NHG teamed with RBKC, Octavia and the Venture Centre to provide a Food Pantry at the Curve in North Kensington. This was created to provide food to residents that is cheap and healthy, offering a highly subsidised, non-emergency food package. The Food Pantry launched in Q1 and NHG targeted their Kensington & Chelsea tenants in receipt of Universal Credit for this initiative in the hope of mitigating the impact of losing the £20/week Universal Credit uplift that occurred in October 2021 (Q3). By Q2 it was reported that a total of ten K&C residents were referred to the Food Pantry by NHG; however, in Q3 the Food Pantry's operations were put on hold due to changes in management and was subsequently closed by Q4.

d. Westway Housing Association

As a smaller housing association compared to the others committed to the Charter, Westway utilise external agencies and their resources to further support their residents. Westway continue to send job opportunities to the H&E Service to be circulated to all residents and local organisations signed up to the H&E mailing list; this included, for example, a job opportunity for a Hostel Locum Worker within Westway Housing. Westway have also circulated the RBKC Jobs and Training guide to their residents which lists the range of support services available in Kensington & Chelsea for residents.

e. Octavia

Octavia run popular volunteer services that have proven to be invaluable and a great stepping stone for residents. These follow on from promotional campaigns by RBKC for the befriending service, in particular, by the H&E Service and the Kensington & Chelsea Volunteer Centre. Although the befriending service is believed to be highly utilised, the number of befriending volunteers active in these roles by the end of the year was not provided. Furthermore, Octavia re-opened the doors to their shops where volunteer workers returned and internal volunteer opportunities at Octavia resumed, albeit remotely. A total of 39 Kensington and Chelsea residents are working as volunteers.

Octavia is not only supporting adults into employment and seniors with health and wellbeing, they also support young people with training and improving their skills needed for work through offering inclusive and creative activities in arts and digital media. Octavia re-launched the Kickstart programme and created three job opportunities within their Digital Content Team for young people aged 16-24 who are on Universal Credit. Two Kensington and Chelsea young people were successful in obtaining a kickstart role where they each worked for six months at a time. There are many other young people programmes available, but the H&E Officer has not been able to obtain further information about these.

Octavia have also created internal grants that are only available for their tenants. The first is called 'Friends of Octavia' that provides funds for emergency issues such as the need to replace white goods. The second grant is an education grant for tenants who need a laptop or books for their education. This grant also covers clothes for work and school uniforms, as well as travel costs; however, it does not cover college or school fees. No figures have been provided of how many Octavia tenants in K&C have accessed the grants.

Octavia continues to excel in their partnership work to provide holistic support to residents in need. Clement James have partnered with Octavia and other local organisations to deliver a Wellbeing Day which occurred in Q1 (27 April). This was a great opportunity for residents to learn about how to look after their wellbeing and find out about what local organisations are doing to promote positive lifestyles. The Wellbeing Day included discussion sessions about healing, money management, healthy eating, exercise, and relaxation. The H&E Officer has not been given figures of how many K&C residents attended. Octavia also joined with NHG, and RBKC for the food Pantry service at the Curve in North Kensington as a response to the increased demand for financial assistance residents have required as a result of the pandemic.

Octavia palpably offers a substantial number of initiatives that cater to the needs of their residents; however, the scarcity of reporting figures and outcomes hinders the ability to better evidence their work.

f. London & Quadrant (L&Q)

L&Q's employment support service continues to thrive and expand in its now London-wide support for individuals. L&Q promote job vacancies that the H&E Service circulate to local residents and organisations. Jobs and apprenticeships that are promoted vary from cleaners to finance opportunities and they have created clear, positive outcomes. In Q2, L&Q worked alongside Balance CIC to support a mother and her son with autism to successfully secure a role within security which L&Q advertised. Also, within that quarter, a further five job outcomes were achieved from the job opportunities that were shared by L&Q.

L&Q are interested in connecting with Morley College to get information about training and courses available that residents can sign up to. The H&E Officer shared the contact details of the Principal of Kensington Centre to L&Q Employment Support Officer, but unfortunately the Employment Support Officer has not yet received a response since contacting them.

3.3 Referrals and Monitoring

a. Clarion

Clarion's Love London Working (LLW) programme has maintained its support to residents and has embraced the changes in the working world post-pandemic. Despite LLW's referral process and support moving to remote working, Clarion continued to receive referrals directly from residents within the borough. It was reported that three residents were enrolled on to LLW and combined with the three residents LLW was already supporting, there were a total of six Kensington and Chelsea residents registered to the LLW programme in which four of the six residents were put forward for training; however, four of the six residents eventually disengaged leaving two residents on the LLW programme.

Due to the low number of Kensington and Chelsea residents on LLW, there was a need to re-build confidence in the H&E Service to make referrals again and re-build Clarion's presence in the borough post-pandemic. As a result, the H&E Officer booked a space for Clarion's Employment Officer to attend the Town Hall and arrange face-to-face meetings with residents every two weeks. The H&E Officer also held a meeting between Clarion and the H&E Service team to introduce Clarion's Employment Officer to the new H&E Employment Support Officers and to encourage the team to make referrals again. Following the meeting, a total of four residents were referred and registered onto the LLW programme. As a result, the H&E Officer has begun to arrange monthly catch-up meetings with Clarion's Employment Officer again to receive updates on the work being undertaken with those the residents.

Subsequent to the joint work with Clarion's Financial Inclusion & Tenancy Sustainment, in Q4, it had been noted that three Kensington and Chelsea residents were referred to Sustainment

Officers at Clarion for support with rent arrears. Two of the residents were supported with welfare benefits advice and one resident was put forward for support through RBKC's Homeless Prevention Fund, the outcome of this case being pending.

b. Peabody

Since the restructure of the employment team at Peabody, there has been a fluctuation of resident engagement, which had been anticipated. In relation to Employment and Training, in Q1 a total of three residents were engaged with 1-2-1 employment support and one disengaged/lost contact with the service. In Q2 there were no new referrals and no residents engaged in the service. More positively, engagement began to progress later in the year. In Q3, 19 Kensington and Chelsea residents accessed or completed training and no resident disengaged from the programme. Furthermore, in Q4 a total of three residents were supported, one K&C resident was recruited to volunteer within Peabody, one resident was supported to attend a training course, and one resident engaged in 1-2-1 employment support and successfully obtained employment.

Additionally, in Q1, 27 Kensington and Chelsea residents were referred to the Financial Inclusion team for specialist advice; however, the type of specialist advice and outcomes provided for these residents were not provided. Peabody consistently provided support to Kensington and Chelsea residents throughout the year. Between Q2 and Q4, a further 22 K&C residents were supported by Financial Inclusion & Tenancy Sustainment to access Financial Inclusion services, secure welfare benefits or obtain support with managing the Bedroom Tax.

c. Notting Hill Genesis (NHG)

NHG excelled at the start of the year with making referrals and using local support services. Between Q1 and Q3, a total of 29 Kensington and Chelsea residents were referred to external services such as Clement James, London Plus Credit Union, Morley College, and Debt Free London. Yet in Q4 there was a decrease in the numbers of referrals with one resident being referred on. On a positive note, NHG's Welfare Benefits Team have demonstrated efficient support in their work with residents. In Q2, Specialist Welfare benefits advice was provided to 15 Kensington and Chelsea residents, the majority of cases centred around rent arrears. Although it was positive that a high number of referrals were made, it was not possible to find out the outcomes of these referrals.

Following on from the Service Level Agreement put into place between NHG and H&E Service, the former made a referral to the latter to support a resident getting into employment; the resident continues to be supported by the allocated H&E Employment Support Officer.

d. Westway Housing Association

Westway continue to effectively utilise the H&E Service to support their residents in areas they do not have the resources for. In Q1, Westway referred one resident to the H&E Service. The resident received support to obtain a grant to buy a bed and apply for health-related benefits. Westway also referred a resident to the H&E Team in Q4 and is being supported to look for

employment. There are more referrals that Westway would like to make to the H&E Service; however, they are experiencing constant challenges in getting into contact with the residents to get their consent for referrals to be made. This is likely to be due to the increased number of tenants suffering from poor mental health, which is causing a high level of disengagement

Furthermore, Westway continue to support residents internally with financial difficulties and have been achieving positive outcomes. In Q1, they supported three applicants to apply for local support fund and all three applications were successful. In Q4, six Kensington and Chelsea residents engaged with Westway's Tenancy Sustainment and Financial Inclusion Officer where five residents were supported with securing welfare benefits, and one resident was supported to access Westway's Financial Inclusion service. Unfortunately, one resident is currently facing eviction due to rent arrears. Similarly, Westway had two residents who engaged with 1-2-1 employment support in Q4; one has since disengaged from the service and the other has successfully been supported into an external volunteering opportunity.

e. Octavia

Octavia's Employment and Training service has proved successful throughout the year. It was reported that 20 Kensington and Chelsea residents were notified about the Employment and Training, Tenancy Sustainment Financial Inclusion offer. Amongst these residents, two disengaged, three residents secured work, six residents were supported with accessing both employment services and Camden Charities, and five residents engaged for employment support.

Regarding financial support, Octavia's Financial Inclusion service has been successful with supporting residents and found to be continuously booked. It has been reported that within the year, a total of 73 Kensington and Chelsea residents have been supported by the Financial Inclusion team. Within that number, a total of 35 residents were helped to secure welfare benefits, 69 residents were exempt from the benefit cap and 63 residents were supported with bedroom tax.

f. London & Quadrant (L&Q)

In Q3 it was stated that two Kensington and Chelsea residents engaged with L&Q for support applying for job opportunities they brokered and shared with local residents, both of whom have successfully obtained work.

Following on from the agreement between RBKC and the Tenancy Sustainment officer that Kensington and Chelsea 'at risk of eviction' cases will be escalated to the H&E officer, in Q2 two referrals were made for support with high rent arrears. Although one client has disengaged, the H&E Service continued to support the second client with preventing the risk of eviction. In Q3 the second client was supported with reducing his rent arrears through the RBKC Prevention fund and was awarded £3,000 towards his arrears, which has made the resident once again secure in his accommodation. Other successes reported in Q3 are that one resident has been supported to access financial inclusion services and a further two have secured welfare benefits.

3.4 RBKC Housing Teams

The Charter has also been effectively used by the Council to improve both connecting with residents in need of support and partnership work with housing associations. The Financial Inclusion team have successfully implemented services where Council tenants are supported with debt advice, tackling financial difficulties, and welfare benefits.

The Housing and Employment Service offers specialised and friendly one-to-one support to help all Kensington and Chelsea residents to:

Find work and training – help with CV’s, job searching, application forms, and interview practice.

Apply for welfare benefits – help and advice.

Manage money and income maximisation – help to appeal welfare benefit decisions, budgeting, apply for grants, and reduce debt.

Access other specialist services – we also work in partnership with other services to help access specialist support if needed.



I would like to start by saying thank you that you helped me in a great way, first by taking your time to understand me and my situation, secondly by offering me options and support towards my career path.

AA

a. Resident Support

The Financial Inclusion team have received many referrals within the year and have managed to obtain successful outcomes for residents across numerous areas of support. There were 255 successful outcomes within the Year between Q1 and Q4 for low-income residents. The support has been provided for reasons such as rent arrears and welfare benefits support. This includes working with 48 residents and securing £86,500 of Benefits and Grants for low-income residents, using £10,000 to purchase additional spaces at the south food pantry in Ixworth and referring 62 residents to the food pantry within the year. Furthermore, in Q4 a LifeSkills workshop for care leavers was delivered, the Savvy Shopper bus launched, and they worked in co-operation with Debt Free London to deliver the Debt Buster - a portable service that offered free impartial debt advice in two locations in the north - Lancaster West and outside Trellick Tower.

The Housing and Employment Service have worked hard throughout the year with K&C residents who are living in Council properties, Housing Association stock and other types of accommodation. The Housing and Employment Service offers personalised support to meet the individual needs of each referral. Throughout the year The Housing and Employment

Service has continued to provide 1-2-1 support to residents, either on the phone or face to face, to help residents with securing welfare benefits and grants, securing employment and training, reducing debt and appealing negative welfare benefit decisions. Between April 2021 - March 2022, The Housing and Employment Service received 400 referrals and achieved 257 primary outcomes, which included securing work, securing welfare benefits, or reducing debt; in addition, the team achieved multiple secondary outcomes for residents.

One resident, Ms VB, was helped to secure Universal Credit Limited Capability for Work Related Activity, Personal Independence Payment, and a grant from charity Smallwood Trust, providing thousands of pounds of additional income during 2021-2022. In addition, Ms VB was helped to set up utilities in her new property and direct debits to cover her bills; she was also assisted to access support from social services to put a care plan in place to help her manage her day-to-day needs.

Another resident, Ms AA, shared the following feedback about The Housing and Employment Service and the support she received from her Employment Support Officer; she was helped to secure training and volunteer work.



I would like to start by saying thank you that you helped me in a great way first by taking your time to understand me and my situation, secondly by offering me options and support towards my career path. My CV looks great now thanks to you and hence why I got accepted as a representative for Kensington and Chelsea Holmefield Estate last week. My flat looks amazing after you referred me to Camden Charity. Prior to speaking to you I was in deep depression and confused about life as I had lost my confidence in searching for a job.

Also, the pandemic left an impact on me. You build my confidence and when you communicate, it is always with care and love. Your continuous check-ups on me during lockdown and now, has help me mentally to be organized and active. Thank you being friendly, understanding and tenacious towards me. Your hard work has paid off.

AA

CASE STUDY:

K worked for over two years in retail but due to the pandemic, her job in retail had come to an end and she had been made redundant following the furlough of staff during lockdown in 2020. K's husband also saw a reduction in his income with his work shifts being reduced in April 2021; he was also suffering from various health conditions and PTSD as a survivor of the Grenfell tragedy.

The Housing and Employment Service helped K with her CV and to make job applications; we also helped her husband make a claim for Personal Independence Payment (PIP) to provide additional income to manage his health conditions day to day.

In October 2021, K secured retail work in a children's store as a full-time sales assistant.

b. Homeless Prevention Fund

The RBKC Homeless Prevention Fund has been used to make a one-off payment directly to social landlords and private rented landlords if a tenant is at risk of homelessness due to rent arrears. Access to the fund is not guaranteed; each referral is assessed on a case-by-case basis.

In the year, there has been a total of 76 referrals made to the Prevention Fund both from Social Landlords and the Council's internal support services, including The Housing and Employment Service. From the referrals made, Social Landlords have successfully received funding for 61 residents at risk of eviction.

c. Household Support Fund

In Q2 the Government announced £500m for a new Household Support Fund (HSF) grant to support those most in need last winter. This grant was available from 6 October 2021 to 31 March 2022 and the allocation for Kensington and Chelsea was £1.18m.

The Financial Inclusion Team made significant progress in distributing payments through the Household Support Fund, allocating £100 vouchers to single person households and £150 to families. A total of 631 awards were made at a cost of £80,350; due to a 3 per cent discount offered by Sainsbury's, the actual cost to RBKC was £77,939.50

4. Outcomes

This section aims to showcase the completed actions from joint partnership work between the Project and housing associations under the Pathways to Work Charter during the financial year 2021-22. The below outcomes include all completed actions captured in quarterly action plans, and are categorized by Engagement, Events and Initiatives and Referrals and Monitoring. Outcomes for the year are shown per housing association and per monitored activity type. These are listed in detail in tables 1 and 2 below.

Table 1 shows the Project's partnership work with six housing associations re-committed to the Pathways to Work Charter between April 2021-March 2022. The total number of completed actions in the year is 148. Based on these figures, the highest activity levels overall occurred with NHG and the Project, completing 38 actions, and the lowest activity levels overall occurred between L&Q and the Project with 12 completed actions.

Table 1

2021- 2022	(All)				
Count of Summary of completed actions and activity	Quarter 1	2	3	4	Grand Total
Clarion	11	7	4	7	29
Engagement	6	3	2	4	15
Events and initiatives	5	4	2	2	13
Referrals and Monitoring				1	1
L&Q		8	1	3	12
Events and initiatives		2		2	4
Referrals and Monitoring		6	1	1	8
NHG	13	14	5	6	38
Engagement	8	11	4	5	28
Events and initiatives	3	2			5
Referrals and Monitoring	2	1	1	1	5
Octavia	5	8	4	6	23
Engagement	3	5	3	4	15
Events and initiatives	2	3	1	2	8
Peabody		11	7	9	27
Engagement		8	3	7	18
Events and initiatives		2	4	2	8
Referrals and Monitoring		1			1
Westway	2	3	4	10	19
Engagement	1	3	2	8	14
Events and initiatives			2	1	3
Referrals and Monitoring	1			1	2
Grand Total	31	51	25	41	148

Table 2 illustrates that most of the joint work across all Registered Provider partners relates to Engagement activities, with 90 such actions completed in the year overall. In contrast, the project completed 17 actions under the Referrals and Monitoring category and 41 actions under Events and Initiatives. The high level of completed actions for Engagement reflects the increase in joint work between the RPs and the Project. This is expected due to the recent launch of the LIFT Dashboard and the DPIA which has encouraged further joint working and better connecting the resident and RP, despite the numbers decreasing over time. Alternatively, circumstances such as the RPs working remotely has contributed to the low total number of Events and Initiatives as well as Referrals and Monitoring compared to the total for Engagement.

Table 2

2021- 2022	(All)				
Count of Summary of completed actions and activity	Quarter 1	2	3	4	Grand Total
Engagement	18	30	14	28	90
Clarion	6	3	2	4	15
NHG	8	11	4	5	28
Octavia	3	5	3	4	15
Peabody		8	3	7	18
Westway	1	3	2	8	14
Events and initiatives	10	13	9	9	41
Clarion	5	4	2	2	13
L&Q		2		2	4
NHG	3	2			5
Octavia	2	3	1	2	8
Peabody		2	4	2	8
Westway			2	1	3
Referrals and Monitoring	3	8	2	4	17

2021- 2022	(All)				
Count of Summary of completed actions and activity	Quarter 1	2	3	4	Grand Total
Clarion				1	1
L&Q		6	1	1	8
NHG	2	1	1	1	5
Peabody		1			1
Westway	1			1	2
Grand Total	31	51	25	41	148

5. Future Work

Key areas of future work under the Pathways to Work Charter are listed below and conclude the report.

1. Increased executive level support for the H&W Project.

Given alignment to the Council’s strategic priorities, the H&W Project seeks increased executive level support for its ambitions to build financial resilience among residents, and to prevent homelessness. This would enable a parallel ‘top-down approach’ of re-engagement that should reduce and eliminate blockages that lead to unnecessary delays in taking pieces of work forward.

2. More signatories to the Pathways to Work Charter

With increased executive level support to drive the ambitions of the Pathways to Work Charter, the H&W project aims to increase the volume of signatories to the Charter so all residents in Kensington and Chelsea who live in social housing will be able to access the same degree of support and assistance, irrespective of who their landlord may be.

3. Increased tenancy sustainment and homelessness prevention work with Partners

The H&W Project have successfully engaged with the Tenancy Sustainment departments at L&Q Peabody and Clarion in order to develop and implement processes for escalating tenancies at risk of eviction to the Council's Housing and Employment Service. The H&W Project also aims to deepen and further streamline joint work under tenancy sustainment and homelessness prevention with the current RP trailblazers: NHG and Westway. Housing and Employment Service continue to encourage RPs to refer more at-risk tenants to the service which is monitored by the H&E officer.

4. Smarter Intelligence

The H&W Project have successfully obtained Council-wide adoption of the LIFT Dashboard which brings together existing data intelligence to identify low-income families impacted by policy changes and to inform insight-led, tailored interventions to support residents most in need over time.

5. Information-sharing agreements with Charter signatories

The H&W Project have completed an information-sharing agreement with NHG and plan to draft others for the other social landlords committed to the Charter. This will enable more proactive targeting of support to vulnerable tenants across the borough to increase access to work, volunteering and training opportunities, but also assist in the dispensing of welfare benefits and financial advice.

6. Service level agreements with community organisations

The H&W Project is also drafting service level agreements to launch with community services and relevant social landlords. Paired with data-sharing, this enables the Project to relaunch the Gateway referral model whereby social landlords refer cases to the H&E Officer for local service-matching and onward referral to the appropriate organisation. Referrals, progress and outcomes are monitored and reported on a quarterly basis as part of social landlord commitment to the Pathways to Work Charter.

