



# Impact Report 2023







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In 2023 we supported  
**870 adults & 1,781**  
**children & young people**

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## A note from our CEO

2023 was a prosperous year for The ClementJames Centre, with some considerable achievements which are highlighted in this report. The thing that I am most proud of is the incredible level of empathy and resilience shown by the staff team in what was and is a challenging environment of reduced resources and higher need across our services.

2023 was also a year of great change for the Centre. In addition to appointing new members to the Senior Leadership Team, we also said goodbye to our Chair of Trustees, Sophie Lewisohn, who has spent the last two decades supporting ClementJames in every possible way! We cannot thank her enough for her considerable contributions. She was replaced by Simon Glucina, who joined the board in the summer of 2023 and is keen to help ClementJames achieve its goals going forward.

In 2024, ClementJames will be producing a new strategic plan outlining these goals and aims for the next few years. The voluntary and community sectors have changed profoundly over the last few years, making the need for an updated strategy more considerable. It is also timely given that the Royal Borough of Kensington and Chelsea recently released a new multi-year plan to aid and empower the community, and a new Restorative Justice programme will commence from April 2024 to support the Grenfell community.

To close, I would like to thank the volunteers, supporters and partners who help us further our cause. It has never been more important for organisations and individuals in the local community to uplift each other. It goes without saying that we would not be able to support the 2,700 individuals a year that we do without your contributions.

Here's to another great year!

**Dami Solebo**







Our vision is for everyone in  
our community to release  
their potential and live  
fulfilled lives.

## Our offer to the community

We aim to achieve equality of opportunity through five key programmes that address underachievement and social exclusion in the borough.



### Children & Young People's Education

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



### Adult Learning

Supporting adults to improve their English, Maths and ICT skills.



### Information, Advice & Guidance

Helping people to overcome the barriers, challenges and issues affecting their lives.



### Wellbeing Support

Supporting people to increase their confidence, resilience and support networks, and that of their family and friends.



### Employment Support

Equipping people with the skills to feel more job ready and to achieve their employment goals.



## Children & Young People

We work closely with **Into**University: their programme was piloted at ClementJames in 2002 before the charity was set up and expanded nationwide. Through our programmes students feel fulfilled and have the opportunities to build the future that they choose.

### A year of taking action

Increasing additional needs of students such as special educational needs and mental health difficulties meant that in 2023, we saw demand for our services increase once more. Many of the students we work with have fallen behind academically and some unfortunately experience exclusionary proceedings. This can lead to missed schooling, a lack of confidence and low self-esteem.

We adapted our services to respond to students' needs during sessions at local schools, intensive 1-2-1s at the Centre and larger homework clubs after school, providing 7-18-year-olds with Academic Support, mentoring, intensive catch-up support, aspirational activities and an Early Intervention programme.



**1,781**

children & young people  
were supported

**218**

attended 3+ Academic  
Support sessions

**134**

received 1-2-1 literacy  
and numeracy support



## Our Impact



**Over half** of the children and young people who received intensive 1-2-1 literacy and numeracy support made a year's progress in just **nine weeks**.



**78%** of our Year 13 students progressed directly to **university, employment, training or apprenticeships**.



Of the students who attended Academic Support sessions, **62% said they are 'more likely to go to university'** and **63% reported improved confidence**.

Our Early Intervention programme works with families, children and young people to address a growing need in the local community. Our advocacy service, in collaboration with national children's charity Coram, provides expert advice and guidance alongside pastoral care to enable families to make informed choices during the exclusions process. As a result, in 2023 **21 young people at risk of exclusion remained in education**. We also ran workshops with local schools centred on providing students with the necessary tools for **positive communication, increased emotional resilience and developing personal behavioural management skills**.

**coram** | better chances  
for children  
since 1739



## Working in Partnership: LCAT's Story



Working in partnership with local organisations allows for collaboration, integrating resources and learning to ensure a network of safe spaces for the community to access for a diverse array of needs.

One of our partners, Latimer Community Art Therapy (LCAT), formed as a response to the tragedy at Grenfell Tower. ClementJames partnered with LCAT in 2017 to facilitate community-focused art therapy sessions, and LCAT have used the space ever since to continue their work. Meet Clare, an LCAT art therapist who runs the sessions at ClementJames.

“Initially, the Art Therapy group at The ClementJames Centre began as a large drop-in group for children and families. This grew from a necessity to have a supportive and therapeutic creative space following Grenfell Tower fire. Supporting families locally was more important than ever at this time, when trauma and grief was overwhelming within the community. The ClementJames Centre welcomed us to facilitate weekly Art Therapy groups for artmaking, messiness and play within a safe, confidential and consistent setting.

Facilitating the groups at the Centre has enabled relationships with local families to develop and grow in a very unique way. Initially, children dropped in after Academic Support, often curious about what the group was. They found it helpful, enjoyed it, and continued to come every week for many years. We have children who have self-referred, or been referred by staff at the Centre, as they work so closely with families and have an insight into what a child/young person may need to thrive both emotionally and academically.

Being able to attend an Art Therapy group within a community centre is beneficial in many ways, especially if it's unavailable or difficult to access in school. Having the groups at the Centre has enabled a more diverse attendance, which is open and approachable for everyone.

The relationship between LCAT and The ClementJames Centre has developed and strengthened since 2017. The Art Therapy groups have continued consistently throughout this time, and while we have sometimes had to adapt and change, the Centre has continued to understand and support the value of the therapeutic work that we do here.

The ClementJames Centre is an important place for so many families locally, and has always been a friendly, welcoming space for every generation. Somewhere that you can not only develop skills, but begin to embrace a holistic approach in personal growth. At the heart of all of our work is relationships, where we can build up trust over time, and the Centre has provided the framework for this to grow and continue.”











## Adult Learning

Improving skills in English, maths and ICT means that our students have the confidence and knowledge to help them succeed, and their place in the community is strengthened.

### A year of taking action

While we recruited for a new Head of Adult Learning, the team ensured we continued to provide a high-quality learning experience for all of our students. Our community-centred approach and the range, flexibility and inclusivity of our classes always creates a conducive environment for learning to flourish.

Our English courses welcomed residents both new to the language and those gaining GCSE-equivalent qualifications, while maths and ICT courses gave people the skills to operate in the workplace with confidence. Sunday classes tailored towards domestic workers remained a core part of our offer and 1-2-1 sessions provided a space for clients in need of focused support.



**20**

Adult Learning courses  
were offered

**131**

students completed  
a course on the  
programme

**94%**

of students achieved  
the outcomes of their  
course



## Our Impact



"To find that I could come here and find smiley faces, you don't know how you help us: lots. That's why from my heart I am very grateful to you all. Every time you come here everybody smiles [and says], 'what can we do for you'."

**- Rosa Elena, Adult Learning Student**

Of our learners on Adult Learning courses:

**100%**

of maths students achieved their qualification

**97%**

of English students achieved their qualification

**100%**

of ICT students achieved their qualification



# Employment Support

We support our clients to gain meaningful employment, training and volunteering opportunities. This means that they can improve their quality of life, security, confidence and independence.

## A year of taking action

Adapting to the needs of our clients, we made some changes to our employment programme in January 2023. Now comprising four specialist programmes, we have been able to further tailor our offer to clients' circumstances and thus ensure better employment outcomes. In particular, our Enhance Programme provides a service unique in the borough, supporting clients who are experiencing insecure contracts, poor working conditions and in-work poverty to progress on to a more stable future.

Our combination of tailored 1-2-1 sessions, weekly advice drop-ins and one-day Interview Skills and Communication Skills workshops, fosters an environment where clients feel job ready and optimistic about achieving their employment goals.



**196**

clients received 1-2-1  
Employment Support

**86**

of these clients are now in  
employment or training

**84**

clients benefitted from  
skills-building workshops



Our one-day workshops are central to our Employment Support offer. Clients can practice and prepare for future interviews and build confidence in their ability to communicate and speak publicly.



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"I feel a big change has occurred. I feel so much more confident and empowered, the tools and techniques given were so meaningful and accurate."

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# Wellbeing Support

Our clients learn about various 'tools' that they can use to protect and promote their wellbeing, together with their physical and mental health.

## A year of taking action

We provided regular, enriching activities including gardening, ear acupuncture, the Weekly Wellbeing Group and a new Creative Wellbeing Group. Our annual events also generated spaces for the community to come together for seasonal celebrations, workshops and inclusive events for women.

Our wellbeing programme connects clients, many of whom feel isolated and lack support networks, with all elements of their wellbeing. This fosters connections and community cohesion through a series of consistent activities. Clients come away with increased confidence, resilience and self-compassion, as well as the tools to better support themselves going forward. We also provide young people with counselling and play therapy sessions with our Children & Young People's counsellor.



269

adults attended a range of health and wellbeing groups and events



Clients who attend wellbeing provision report improvements in three key areas: **confidence, resilience and support networks.**



## Our Impact



### 26 women took part in the Women's Confidence Programme

One left with a sense that, "My thoughts, opinions and feelings matter. That I can say no and be ok with it. That I matter. That I can set boundaries with those around me which will benefit my mental health and physical health."



### 149 adults benefitted from the Wellbeing Clinic

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.



### Clients regularly attended community-oriented provision

Events tackled loneliness by bringing people together, "[Wellbeing Day] reinforced [a] sense of community. [It reminded] me to learn something new for wellbeing. [It gave] hope regarding support for men."





## Osman's Story

Osman found ClementJames when he moved to the borough almost six years ago. He and his family have been accessing programmes at the Centre ever since.

“ClementJames is the first community centre I have come to in the UK. Before I moved to the borough I lived in Ealing Broadway, where I'm not sure if there even was a community centre. I moved to Kensington & Chelsea and ClementJames was next to the estate that I lived on so that's how I found out about it. I got information through my children's school about the homework club that runs here, which was the start of my family and I's journey with ClementJames almost six years ago.

I took part in the Adult Learning programme, taking courses in English up to Level 2 as well as in Maths, gaining qualifications in English including speaking, listening, reading and writing. The programme was perfect for me because classes were in the evening so I could go after I finished work. The teachers were brilliant and became like friends to me. We built very, very good relationships.

I also took part in the Life in the UK revision sessions online. The adviser was an amazing teacher and she helped me so much to understand the content, as well as with the materials provided at the Centre. Because of this, in a very short time, I managed to take the British Citizenship exam and pass! I have a European passport so I could have settled in the UK without taking the test, however, I chose to change my nationality to help make things easier for my children in the future.

My children have been coming to the Centre for a long time. Three of them attend the homework club and receive 1-2-1 literacy and numeracy support, and I hope my fourth will start soon. The support from the Centre has helped them very much. English is not my first language nor their mum's. We speak Arabic at home and sometimes Dutch. I can't help with their school work so the Centre does an amazing job.

During the pandemic my son was having difficulties with his mental health and that was affecting his behaviour at school. We got support from the Early Intervention service at the Centre and they helped us to work with the school to support him. I cannot say enough about the support from the Centre. Now my son is getting back on track and is set to do well in his GCSEs. It is amazing and I can't put into words what the Centre has done for us.

To be honest, I don't think my family or I could make it without the support from the Centre. It has helped me in many ways: for my children, for any problems they face, for me. I cannot imagine life without The ClementJames Centre.”



ClementJames Client Photo

## Information, Advice & Guidance

Our clients overcome the practical barriers, challenges and issues affecting their lives. This removes stress and uncertainty so that they can feel in control and pursue their goals.

### A year of taking action

Our advice service has seen an overwhelming rise in enquiries, reflecting the ever-evolving cost of living crisis and the various challenges clients face when submitting applications for benefits support. Compassion ensures that our 1-2-1 service always provides a safe space for clients to feel heard, as well as offering solution-oriented guidance on often time-sensitive and stressful issues.

We offered over 25 50-minute advice appointments every week as well as weekly advice drop-ins and revision sessions for the British Citizenship test. We also developed partnerships with specialist organisations Shelter and Nucleus, the latter of which hosted clients in a space onsite offering vital debt advice.



**292**

local people received information, advice and guidance

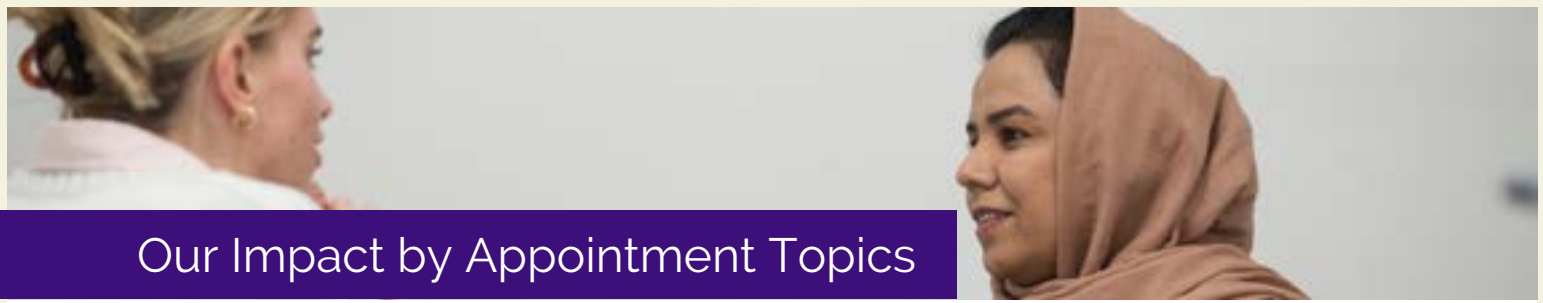
**296**

issues were resolved for our clients by the team

**124**

referrals were made to specialist providers





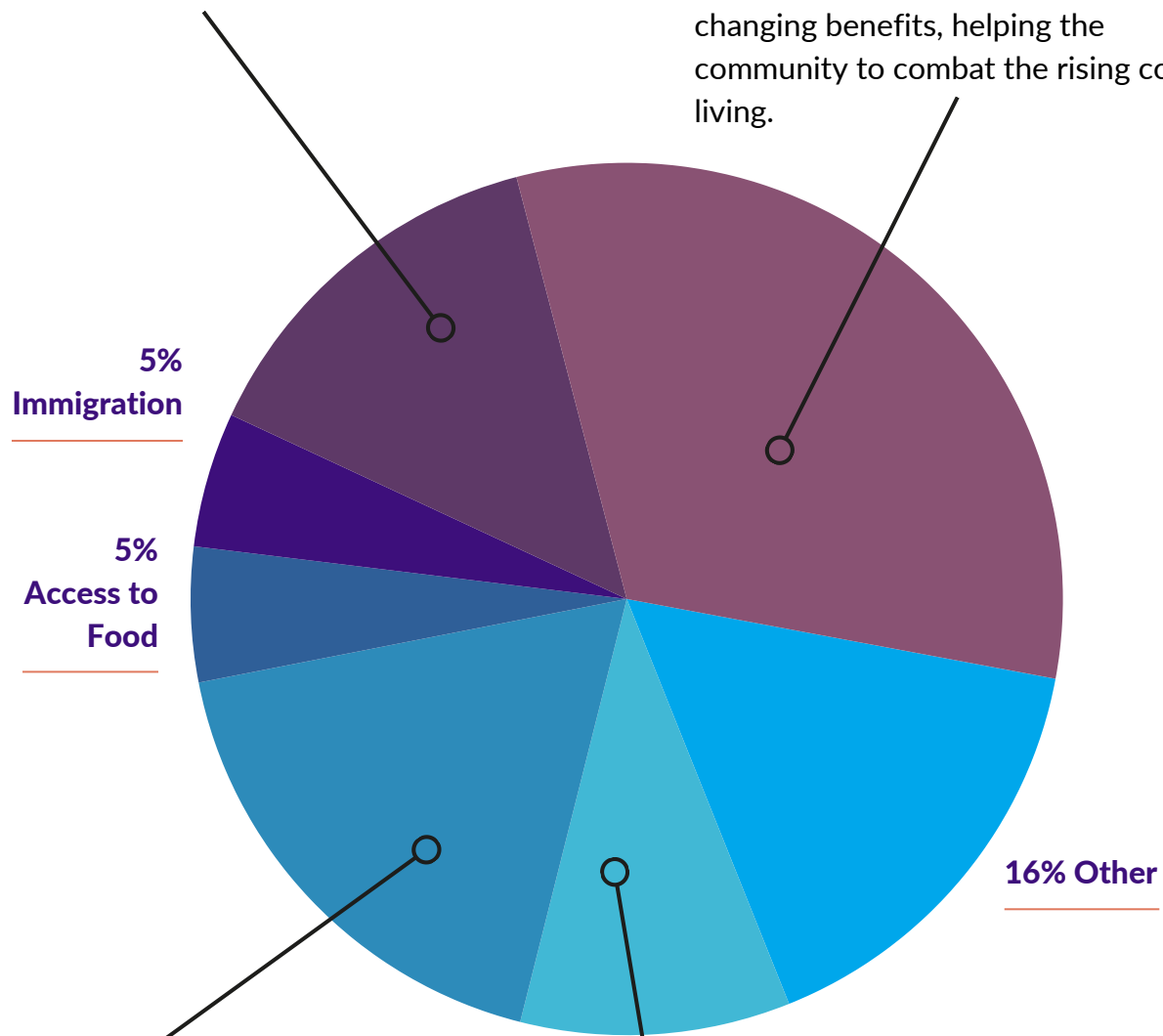
## Our Impact by Appointment Topics

### 14% Grants

Clients came to us for advice when their incomes did not stretch to household items including white goods, furniture and children's clothing. We worked with them to secure vital grants for these essential items.

### 32% Benefits

Often emotionally triggering and complicated for clients to apply for independently, we provided information and guidance for applications, challenges and reviews to secure life-changing benefits, helping the community to combat the rising cost of living.



### 18% Debt & Money

Heavily impacted by the cost of living and the administration of the benefits system, this advice covered three main areas: energy bill debt, rent arrears and loan and credit card debt.

### 10% Housing

We supported clients with homelessness applications and referred complex cases to our specialist partner Shelter, with whom we collaborated to provide services onsite in 2024.

# We couldn't do it without you

We would not be able to make this impact without the support and generosity of our donors, partners, local authority, and the trusts and foundations that we work with.

ABN Amro Bank	L & Q Place Makers Fund
All Aboard Shops	Mercers' Company
Audley Travel	National Lottery Community Fund
BBC Children in Need	Peter Stormonth Darling Charitable Trust
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Chelsea Rotary Fund	The Grenfell Foundation (Fight 4 Grenfell)
Childhood Trust	The Lightbulb Trust
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\*Donations & Legacies 1st September 2022 - 31st August 2023

Delivering our programmes would not be possible without the dedication of our ClementJames volunteers, who give their time, expertise and compassion to give back to the community.



In 2023  
**70 volunteers supported  
the delivery of our  
programmes and events**





**To find out more, please contact:**

The ClementJames Centre  
95 Sirdar Road, London, W11 4EQ

020 7221 8810

[reception@clementjames.org](mailto:reception@clementjames.org)

[www.clementjames.org](http://www.clementjames.org)

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