

Releasing Potential in the Community



Impact Report 2019



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 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 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
- Delivering a five week **Women's Confidence programme** at Grenfell United
- 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 acupuncture, relaxation and health and wellbeing advice with a qualified practitioner
- Offering regular **therapeutic gardening sessions** in our beautiful community gardens.

We continue to host 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 for as long as it takes 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 **IntoUniversity** programme was piloted at the centre in 2002 and in 2007 a new charity, **IntoUniversity**, was launched to expand the programme nationwide.



Our impact

The challenge

44% 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.

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.

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.

Our IntoUniversity programme can demonstrate evidence of:

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

1,675 individual students benefited from our young people's education programmes in 2018/19

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

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

79% 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 2018

77% (258)	7% (23)	3% (11)	7% (22)	6% (19)	51% (333/658)
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 IntoUniversity school leavers survey

"Before I came to ClementJames, I was not doing so well in my work but since I have had tutoring I have improved all my work in maths and English."

Student receiving one-to-one literacy & numeracy support

"What academic support has done for my children is giving them confidence, happiness and being able to mix with adults and other young people."

Parent of academic support students

Deloney's Story



I first started coming to The ClementJames Centre in 2008 and they have always been a helping hand. When I was younger I didn't know what I wanted to do in terms of a career path or subject I wanted to study. My parents didn't go to university so I didn't see that as an option. Growing up I attended a number of programmes such as after school academic support, The Carnival Arts Programme, mentoring, one-to-one personal statement support and primary and secondary school study weeks. All these programmes presented me with the opportunity to be open-minded and develop the skills and knowledge I needed to figure out what I wanted to do in the future. There were always people from different career backgrounds that attended the centre so I found out what they did, which helped me gauge what I wanted to do.

I realised I wanted to be a paramedic because my little brother was in and out of hospital so I was around paramedics often. During the half-term in 2017, I attended a Medicine and Healthcare holiday programme, where we got involved in loads of interactive activities with current students studying Medicine at St George University. They ran a workshop on Paramedicine and Radiography and I learnt about Medicines Sans Frontiers. We practiced CPR and they gave us an insight into their day to day job and this solidified my goal of becoming a paramedic in the future.

Some of my best memories are from the Carnival Arts Programme. I've done it for 4 years in a row. Everyone works together and helps each other to make their costume which has improved my communication and teamwork skills. It's not an academic programme but it's a great way to meet new people. I am still in contact with the people I have met through Carnival Arts over the years.

Through coming to ClementJames my communication skills have grown a lot. I used to be quite shy, but now I can talk to anyone. I enjoy the aspect that I can go to members of staff anytime and for anything. Whenever I have questions, I know they will have the answer for it. ClementJames motivated me to think about my interests and moulded me to think about my career path through all the programmes and speaking to staff and volunteers.

Now I mentor on Wednesdays, to give something back to the centre that offered me ongoing support. I really enjoy it, it's cool working with the kids. I also have a corporate mentor myself who is great and they motivated me to explore different options to get to my career path. I have recently become a 'Trainee Emergency Ambulance Technician' with East Midlands ambulance service. Once I complete my one-year apprenticeship, I will go to university to study Paramedic Science. I would like to thank the charity for being there for me for over 10 years of my life.



“Through coming to ClementJames my communication skills have grown a lot. I used to be quite shy, but now I can talk to anyone. ClementJames motivated me to think about my interests and moulded me to think about my career path through all the programmes and speaking to staff and volunteers.”

Deloney



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 challenge

Unemployment is a major issue in the north of Kensington and Chelsea, with 5,000 residents unemployed 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.

What is distinctive about our employment programme?

When we evaluated the need for the programme back in 2010, we found that pre-existing provision was insufficient for long-term unemployed residents and those with multiple barriers. Nine years on, we are still the only organisation based in North Kensington that provides a comprehensive package of pastoral employment support, lasting as long as it takes for a client to find meaningful employment or training. Our weekly 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. 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
- Run business engagement days with corporate volunteers
- Provide a programme of career/life coaching
- Deliver workshops in schools and colleges

Our employment programme can demonstrate evidence of:

Improved chances of gaining employment

Improved confidence

Improved interview skills

Employment Support 2018/19 in numbers

648 individual clients supported

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

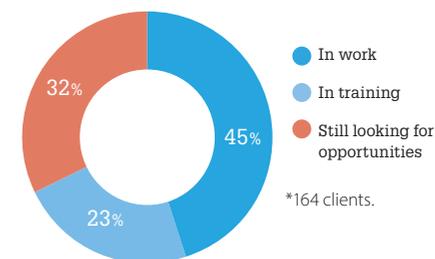
71 young people at risk of permanent exclusion from education attended a series of employment-based workshops and one-to-one sessions

17 adult mentoring pairs met regularly throughout the year

70 clients participated in Business Engagement Days

90% of Business Engagement Day attendees increased their confidence presenting in front of a group of people

68% of clients* (seen five times or more) found work or training



"I feel more confident, encouraged and supported. It was the encouragement and listening to what I wanted and picking out on things I hadn't noticed, which is a boost really. Fantastic support."

Client receiving one-to-one support

"I have gained insight and received invaluable feedback, which helped seeing myself not as a jobseeker but as a bundle of skills and desirable qualities!"

Business Engagement Day attendee

Jay's Story

Before I came to ClementJames I was a negative and cynical person. I used to hang out with people who were alcoholics and addicts and I didn't have a real purpose or goal to work at, so that was all I knew back then. I first came to ClementJames because I was stuck in a rut.

I was having therapy and decided that, rather than drinking and coping that way, I would seek support. ClementJames took me on straight away. They helped me with my CV and cover letter and I attended an interview skills day with volunteers from Barclays Bank. I got my first job as a cleaner after a few months.

I kept on coming to ClementJames for employment support as I was still on ESA [Employment Support Allowance] and only worked 10 hours a week, as I didn't feel I could do any more. Over time, ClementJames challenged my limiting beliefs about myself. They even challenged me to think about what I was getting from the people I was hanging out with. Being on benefits, you get stuck in a pattern, a bubble. I was stuck in the system and didn't feel like I could progress, but ClementJames made me believe that I didn't need to be stuck in that pattern. No one had ever had that conversation with me before, no one had asked me where I wanted to be in 5 years. They made me realise that the best therapy is work.

In January this year, I found full-time work as cleaner. It's not glamorous but I really enjoy it.

It has given me a purpose, a structure, a routine. I am also able to do acting on the side, which is my love. I am now off ESA and am making less money than I had on benefits, but I am earning my money and that feels good. I feel I have something to offer society.

Since coming to ClementJames I have had so much support. As well as the employment support, I have had a mentor who helped me with my presentation skills and now I can present myself in a more positive way. I have also had information, advice and guidance to help me with housing issues.

Without this centre my life would have taken a very different trajectory I'm sure. I feel so much more confident; I feel like I can hold my fort. I was recently diagnosed with autism, and a few years ago that would have crushed me, but now I can see that it's okay, there are lots of successful people who have autism. I think ClementJames has played a huge part in that as I have been challenged so much by people here, to recognise that I have skills and abilities, even if I have disabilities.

One of my managers said to me the other day 'you are so positive Jay, I love being around you'. I felt really good when she said that. Before coming here no one would have ever have said that. When I first came here I would always talk about my alcoholism, my depression, my anxiety. Now I get up early, work out regularly, I have lots to feel positive about.



"I think ClementJames has played a huge part in that as I have been challenged so much by people here, to recognise that I have skills and abilities, even if I have disabilities."

Jay

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 challenge

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 Kensington & Chelsea there are over 16,389 households where no occupant speaks English as their main language. This is the fourth highest proportion in England and Wales.

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
- Functional Skills ICT classes
- Literacy classes
- One-to-one literacy and numeracy support

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.

Our Adult Learning programme can demonstrate evidence of:

- Improved English, Maths and ICT skills
- Improved chances of gaining employment
- Improved chances of getting to further education

Adult Learning 2018/19 in numbers

39	Classes were delivered throughout the academic year	312	Students completed a course throughout the year
19	Accredited Functional Skills English, Maths and ICT courses, leading to external accreditation	81%	Students on accredited courses successfully passed their exams
20	Community Learning classes offering a range of preparation options to get learners ready for Functional Skills, incl. ICT and Maths classes	95%	Students on community learning courses met their learning targets
46	Students received intensive one-to-one literacy and numeracy support	82%	Of our students receiving intensive literacy and numeracy support improved their levels

"I feel very comfortable coming to ClementJames, because when I come here people are very supportive. I feel my confidence in English has improved. I know many more things than I knew before. My children say 'Mum, even you know English now.'"

Student receiving one-to-one literacy support

"I have more confidence to write and speak English, but also I feel community support. I am much more happy and content with myself and I feel secure having ClementJames to turn to for help."

Functional Skills English Student

Amal's Story*

*name changed

I first came to ClementJames in September 2018. Before I came to ClementJames I had no confidence to show up, to meet new people and to speak to people in English. It was very difficult for me. Since then I have done English Functional Skills Entry 3 and now I am studying for Level 1. They helped me with many other services here, like they helped me with my residential visa. I also had some problems about caring for my son and they advised me to take part in a course. ClementJames understood everything I had going on in the background.

Before I attended a different college to do my English Entry 2, but I did not have all the benefits that I find here. Here there is more support, it is a familiar environment, the teacher is targeting your needs, she knows your level and where you are weak and what your strengths are.

She works very hard with us and you absorb so much in one lesson. Even my private matters I brought here. I prefer to come here because it is different, you feel like in your family actually, like you are in a home. Sometimes, I feel discrimination in some places and here you feel comfortable. You engage with other people and there is respect and equality.

Now I am confident to go forward and speak to people and make mistakes, because you can correct mistakes. I feel my writing has improved a lot as well and I can fill in forms. This has impacted on my son too. He is in nursery and they have many homework activities.

Now we can do small projects at home together and take it to school and show the other children. I can also discuss with the teachers at school about how he is doing and how we can make things better. Before, because of my language, I couldn't go ever to the children's groups. I was not confident to speak with other parents, but now I feel comfortable.

If I hadn't come to ClementJames, life would be completely different, because I would be lonely. I now feel I have a relationship with my surroundings. I haven't got a lot of friends, but when I attend here I feel like I am a part of this community. In the class I am getting in touch with all people. Now I am open to other people and I have people I can trust in. Also in the lessons we talk about what is going on outside, e.g. Brexit, and it feels good to be engaged in all these matters.

Before I was not trying new things, but I decided this week to go to the library to ask about audiobooks to improve my listening and reading. This is one of my teacher's ideas. I have also signed up to volunteer at a hospital, to guide people where to go. One of the other students told me about this. I studied Biomedical Science at university in Sudan, so my big goal is to get a good job. I have told all my friends to come to ClementJames. I said if you want to know English and achieve your goals, you should go here, there is no wasting time, they go directly to your goals.

"If I hadn't come to ClementJames, life would be completely different, because I would be lonely. I now feel I have a relationship with my surroundings. I haven't got a lot of friends, but when I attend here I feel like I am a part of this community."

Amal



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.



The challenge

A quarter of adults in the poorest fifth of the population experience depression or anxiety. 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 achieve their potential, it is not enough for us to limit our services to education and employment support.

What is distinctive about our Wellbeing & Support programme?

Our Wellbeing and Support programme is designed to provide tailored support to young people and adults who require further help to overcome the barriers they are facing. Some people we support are facing personal problems that affect their ability to study or find employment, for example problems at school, debt or inadequate housing. By offering Information, Advice and Guidance we can get to the root cause of issues and resolve them quickly, preventing situations from escalating and causing further stress.

Some of our centre users suffer from low-level mental health problems, such as anxiety and depression, and many are quite isolated. Given our trusted position in the community, The ClementJames Centre plays a key role in reducing the stigma around mental health and supporting our students and clients to engage in strategies for self-help. By delivering a range of appealing wellbeing activities across the year, we provide our clients and students with space and time to meet new people, build confidence and resilience and learn about the importance of self-care.

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

For adults:

- Women's Confidence Programme, including a 5 week course and annual conferences
- Nutrition and Gardening Course and community gardening workshops
- Shared reading group
- Weekly Wellbeing Clinic, offering ear acupuncture and guided meditation
- Creative self-expression workshops
- Offsite trips

For children and young people:

- A Young People's Creative Programme
- Weekly art therapy
- A Children & Young People's Counsellor

In addition, we embed mental health awareness in all of our programmes, encouraging people to seek help early and take steps to improve their wellbeing.

"It has been a wonderful uplifting "girlpower" experience. The only thing I have done for myself in years. The kayaking trip has allowed me to have a "day off" from the craziness of life after Grenfell. Also a few hours to be an individual and not mummy."

Women's Confidence Programme Trip Attendee

"You were very helpful. I remember how you worked so hard, you booked one hour and then you got someone else to help me. I do not have the power to speak, to understand the rules, this is why I needed the help."

Information, Advice & Guidance Client

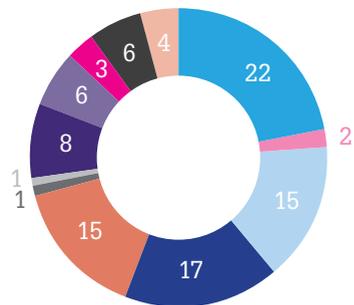


Our impact

Wellbeing & Support 2018/19 in numbers

205	Adults and young people received Advice & Guidance	74%	of clients attending wellbeing activities reported an increase in their support network
183	Advice issues were resolved, and 25 referrals were made to specialist providers	76%	of clients attending wellbeing activities reported an increase in their confidence
455	Clients participated in wellbeing activities	56%	of clients attending wellbeing activities reported an increase in their resilience
107	Adults attended the weekly Wellbeing Clinic	100%	of women who took part in the 5-week Women's Confidence Programme, which includes a 5-week course, a 2-day confidence and wellbeing conference and skills sharing sessions
82	Women participated in the Women's Confidence Programme, which includes a 5-week course, a 2-day confidence and wellbeing conference and skills sharing sessions		of children, young people and adults benefited from art therapy, providing a space to process and express their emotions
32	Children, young people and adults benefited from art therapy, providing a space to process and express their emotions		

Information, Advice & Guidance Advice topics 2018/19 (%)



- Benefits
- Consumer
- Debt & money
- Housing
- Education
- Immigration
- Tax
- Work
- Relationships
- Legal & rights
- Healthcare
- Mental Health



*"ClementJames is my second home.
They are like my family"*



Sada's Story*

*name changed

Before I came to The ClementJames Centre my life was hell, I had lots of debts that I couldn't afford to pay off and I felt so alone and sad. I felt like there was no one to help me and that every place just kept telling me to go somewhere else. I felt like no one really understood my needs.

I first heard about The ClementJames Centre through Crosslight who were providing me with debt advice. They referred me to ClementJames and I started seeing Maeve for one-to-one support. I felt like I didn't know anything or have anywhere else to go, so I decided to give it a try.

Since then The ClementJames Centre has given me a lot of support. I feel like they listen to me and help me in so many ways. They are so kind and the best discovery. I like that the staff work with all round problems and direct you on to other places if needed. I enjoy the social gatherings and the information sessions that ClementJames also offer. The cooking sessions make me feel like I am with family and the groups and classes are all good and useful programmes that have helped me to meet other people and learn new things.

After coming to The ClementJames Centre for a while, I now feel like I am not alone. I feel much stronger because ClementJames has made me realise the power and strength that I didn't realise I had. I feel that the staff are like my friends because I didn't have any other friends and by meeting them and sharing my problems I feel as though I am not alone anymore.

Through the support of ClementJames, my kids are also doing well in their studies and seem happier. They have benefitted from the homework club and mentoring and both love coming to ClementJames. My mother has also benefitted from coming to the centre for advice and guidance.

Everything in my life feels like it is getting better now. I am very happy I finally found the right help for me. I was looking for ClementJames all my life and I just wish that I could have found ClementJames before. No one in my life has ever provided me with this much help and support. The staff are always so happy and welcoming and when I come to the centre it feels like I am coming home.

“Through the support of ClementJames, my kids are also doing well in their studies and seem happier. They have benefitted from the homework club and mentoring and both love coming to ClementJames. My mother has also benefitted from coming to the centre for advice and guidance.”

Sada



Organisational Outputs

Total funding

for the 12 months ending 31st August 2019:

£1,091,724*

*Including £8,451 held on behalf of Grenfell United

2017/18: £1,172,800

Including £135,247 held on behalf of Grenfell United

Total expenditure

for the 12 months ending 31st August 2019:

£1,060,957*

*Including £8,451 held on behalf of Grenfell United

2017/18: £1,098,672

Including £135,247 held on behalf of Grenfell United

Total funds

brought forward at 31st August 2019:

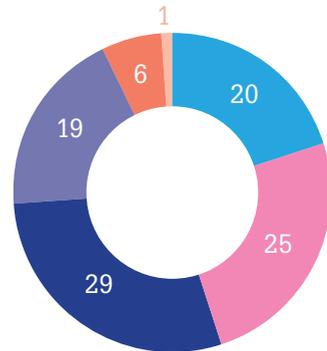
£569,997

(2017/18: £539,230)

1,952 children and young people used our services

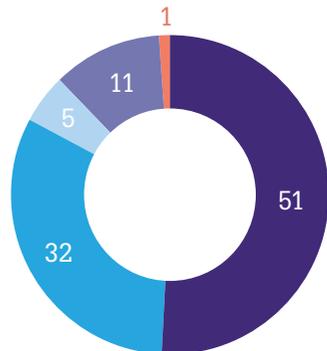
1,103 adults used our services

Total Expenditure by Project Area %



- Adult Learning
- Children & Young People
- Employment Support
- Wellbeing & Support
- Raising Funds
- Governance

Funding by source %



- Trusts & Foundations
- Statutory
- Corporates
- Individual donors
- Other



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.)



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

To find out more, please contact:

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20th Anniversary
charitytimes Awards
2019
Shortlisted

charitytimes Awards
2016
Recognising leadership and professionalism
Shortlisted

charitytimes Awards
Recognising leadership and professionalism
2015
Shortlisted

charitytimes Awards
Recognising leadership and professionalism
2014
Winner

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