



Impact Report 2022



"I know that if someone has been here for 15 years, 10 years or even one year, I know I will always get the same level of support."

ClementJames Client

A note from our CEO

ClementJames has been a vital part of the voluntary and community sector in North Kensington for decades. Today, we are just as important as we have ever been, working with young people and adults seeking guidance, focused support and a welcoming environment. Our impact report gives us an opportunity to reflect on everything the charity has achieved over the past 12 months, celebrating the successes of our staff and clients and acknowledging the contributions of partners.

Against a backdrop of economic uncertainty and various post-pandemic challenges, it has been particularly encouraging to see our staff consistently demonstrate a high level of resilience and openness to change. An example of the latter is our new advocacy strand, focused on giving targeted, independent support to young people and parents challenging the school exclusion process, something which is incredibly important given the impact that exclusions can have on the life chances of young people.

Going forward, ClementJames will continue to have an asset-based approach, placing an emphasis on people's strengths and the community's assets whilst also championing an understanding of personal experiences. This is at the heart of our work and is a strong reason for our considerable impact, which I hope is clear to you.

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

Helping people to gain meaningful and sustainable employment.

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

As students transitioned back to full-time education, the learning lost as a result of two years of disruptions, particularly in primary-aged students, translated into increased demand for our support this year. As well as this, varying levels of support at school for additional needs means that many have fallen behind peers, leading to low motivation and low self-esteem as a result.

Our support was more important than ever. This year we provided 7-18-year-olds with a combination of after-school Academic Support sessions and intensive 1-2-1 literacy and numeracy support as well as corporate and university mentoring and aspirational workshops.



1,707 children & young people were supported throughout the year

193 attended 3+ after-school Academic Support sessions

114 received intensive 1-2-1 literacy and numeracy support



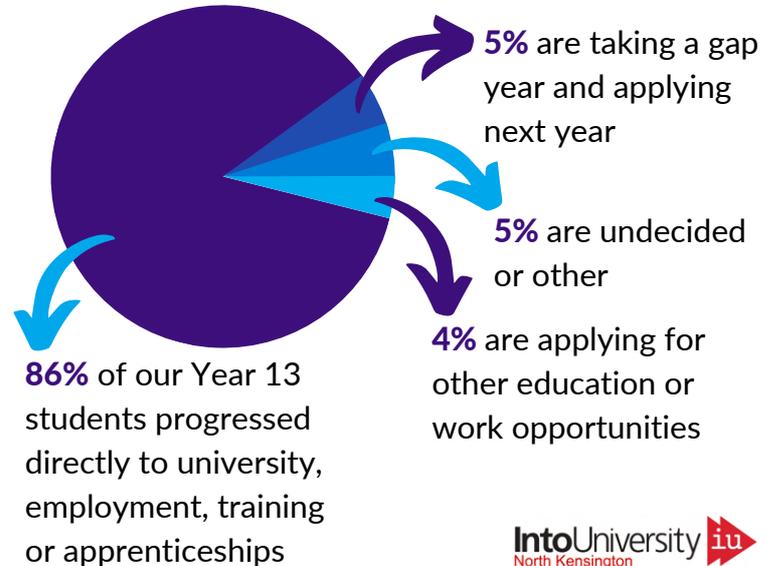
Our Impact

 **65%**

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

"1-2-1s benefitted me the most because [the] advisers always help you with your struggles and if you're sad or upset they always cheer you up."

IntoUniversity North Kensington school leavers 2022



Hermona's Story, Year 4



"Before I came to ClementJames, in maths I was feeling like I didn't really get a lot of things. After I'd had 1-2-1 sessions with my adviser I was getting things correct in my work. I needed help with number lines [to count] and my adviser taught me how to do them, and then I was getting them right at school. Sometimes I don't have any time to do my homework because I'm kind of busy and I have other things to do, so I come to ClementJames so that when I go home I've already done the things I was supposed to do.

1-2-1s have helped me the most as I do better at work. I was struggling before I had 1-2-1s. I ask my teacher for help and they give me an idea but I still don't get it. After having someone work one-on-one with me I really get it and when I show my teacher they're impressed."

Pictured at Notting Hill Carnival during our summer Carnival Arts Programme





"We really value our partnership with ClementJames because of our shared local approach and knowledge, enabling the delivery of academic and developmental support for the children and young people in our community who are at risk of marginalisation and exclusion. ClementJames' work contributes to providing the best opportunities for progression for those who are constantly told that they have none."

Louisa Mitchell, CEO at West London Zone

We work in partnership with WLZ to provide our intensive 1-2-1 literacy and numeracy support to children and young people attending local schools.

Early Intervention

At ClementJames, we pride ourselves on constantly evolving according to the needs of our community. Our Early Intervention programme was introduced to address the specific and recognised concern over high levels of school exclusions in the borough.

A year of taking action

Permanent exclusion rates in Kensington and Chelsea currently stand at the highest in London. Our Early Intervention programme directly challenges the disproportionate impact of exclusions on minority, special needs and lower-income students, offering a student-centred, contextualised approach where these vital components are often lacking.

We strive to support students facing a variety of challenges with positive intervention programmes. In addition, our new Children & Young People's Advocate works in collaboration with Coram to give families a voice when situations escalate. In this way, every student has the opportunity to reach their full potential.

coram

better chances
for children
since 1739

Introducing our Advocacy programme

2020/21: We piloted the programme

March 2022: Following the successful pilot, we secured funding to officially launch the Children & Young People's Advocacy programme, allocating a committed member of staff to the role

August 2022: By the end of the academic year, we had supported **15** young people through varying levels of exclusionary proceedings

We are excited to see what 2023 holds for advocacy at the Centre



Adult Learning

Our students have the confidence and knowledge to help them succeed and their place in the community is strengthened.

A year of taking action

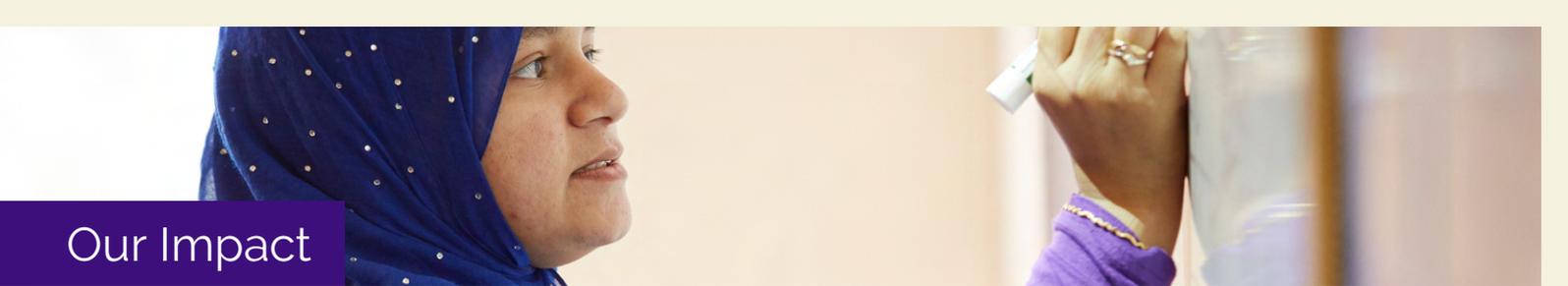
Our vibrant community is rich with diverse cultures and ethnicities: 48% of residents were born abroad. With 1/5 of households' first language not being English, we provide a safe space where all residents have access to high-quality learning programmes. Students don't just graduate with qualifications, but increased confidence and independence.

This year we provided courses from beginner level to GCSE-equivalent, Sunday classes for domestic workers unable to attend during the week and 1-2-1 sessions for those in need of focused support. All of our courses provide a positive learning experience which champions the ability of every client.



30 Adult Learning courses were offered throughout the year

188 students completed a course on the programme



Our Impact

 **89%**

of students achieved the outcomes of their course, providing qualifications to the majority of learners and increasing employment and further education opportunities comprehensively.

"I just want to say that starting at ClementJames ... has given me hope and belief in myself."

Adult Learning achievement 2022

 **79%**

of ICT students achieved their qualifications

 **78%**

of English students achieved their qualifications

 **50%**

of maths students achieved their qualifications

Employment Support

Gaining meaningful employment, training and volunteering opportunities means that our clients improve their quality of life, security and independence.

A year of taking action

The post-pandemic employment landscape combined with cost of living pressures meant that we saw a significant shift in clients' needs this year; reliable, sustainable employment in the midst of the uncertainty that many faced was top of the priority list.

Our uniquely comprehensive support package equipped clients with the skills to reach their goals and we are proud to say that several clients found volunteer and employment positions at the Centre, enabling us to become more reflective of the community we serve. Additionally, partnerships with local organisations opened doors for further employment and opportunities to gain experience.



144 clients received 1-2-1 Employment Support

59% of these clients are now in employment or training

5 of whom took up employment at the Centre

Our Impact

 27

survivors of the Grenfell Tower fire and bereaved relatives received 1-2-1 employment support at Grenfell United.



 61

clients benefitted from seven successful **Interview Skills Days** where a team of corporate volunteers worked with a number of our clients on a one-day challenge designed to develop skills, build confidence and manage under pressure.

 55

young people at risk of permanent exclusion from education attended a series of employment-based workshops and received 1-2-1 support.

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

Wellbeing support is a fundamental part of all the services we provide at the Centre. Our safe and compassionate space creates an environment where members of the community can come together to share experiences and discuss topics such as sleep and motivation, leaving with new skills and a renewed outlook.

With the cost of living crisis increasing levels of anxiety and leading many to feel out of control, this year saw our wellbeing ethos become even more instrumental. We provided a range of weekly groups, regular sessions and one-off events which all positively impacted clients' confidence, resilience and support networks.



325 adults attended a range of health and wellbeing workshops and events

134 adults benefitted from our weekly Wellbeing Clinic

81 women came together to share their experiences and boost their self-esteem during Women's Confidence Programmes



Our Impact



One-off Events

We held one-off events and celebrations across the year including a spring get-together and ending the year on a high with our festive celebration. We work in collaboration with generous corporate partners and volunteers to create spaces where clients can meet new people and feel part of the community.



Wellbeing Clinic

Our Wellbeing Clinic provided weekly ear acupuncture and relaxation in a peaceful environment to help clients feel calm and to de-stress.

Clients consistently felt less anxious and better able to cope with challenges, as well as relief from physical symptoms.



Creative Support

Our annual **This Is Me** exhibition saw art submissions from across the community and gave clients an opportunity to express themselves, whilst **Creative Connections Day** hosted a series of workshops to explore the theme 'Looking Forward', giving clients the time and space to focus on wellbeing practices.

"It helped me to [take a] break from isolation and from paranoia because I felt safe."

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 Information, Advice & Guidance service gets to the root cause of issues and resolves them quickly, preventing situations from escalating and causing further stress for our clients. Providing this support proved essential within the community this year as the cost of living crisis evolved.

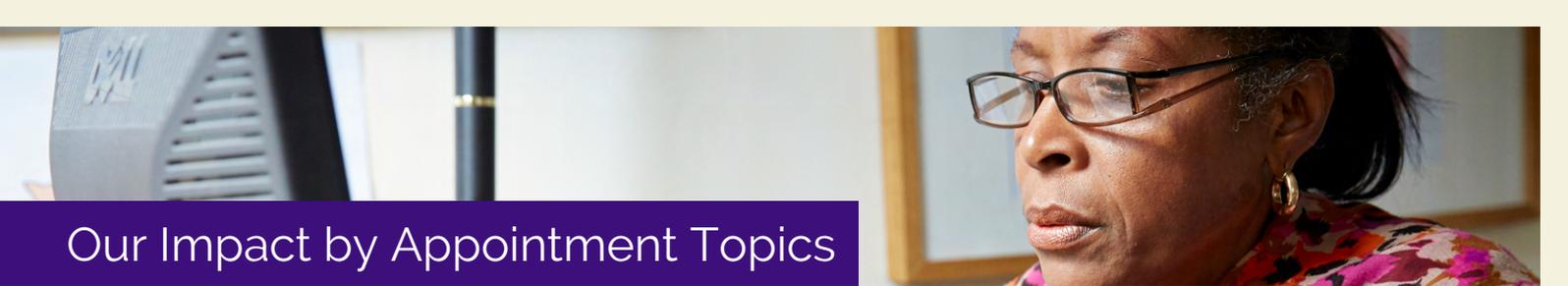
Issues surrounding housing, benefits and grants have been at the forefront of the support we have been providing this year. Demand increased across the board as decisions between energy and food became commonplace in North Kensington households, and our IAG team was ready to respond to the increasing need.



308 local people received information, advice and guidance

357 issues were resolved for our clients by the team

106 referrals were made to specialist providers for their expertise



Our Impact by Appointment Topics



29% Benefits

Clients faced increasing essential costs. We chased payments, appealed decisions and ensured they were receiving all of the support available to them.



20% Housing

We supported clients with rent increases and arrears and referred those facing homelessness to partners such as Shelter.



12% Grants

Highlighting the increased need of our clients this year, from household essentials to legal fees the team secured over £13,000 worth of grants for them.



6% Education

As well as 1-2-1 advice we held an appeals session after National Offer Day and support following GCSE and A-level results days.



5% Immigration

We supported clients through the application process and held regular revision sessions for those taking the British citizenship test.



4% Access to Food

We provided our clients with food bank vouchers and access to local foodbanks as food insecurity increased across the borough.



Jacqueline's Story

"I had some housing issues, initially experiencing serious clinical symptoms, and then it transpired that my house was suspected to be contaminated. My adviser looked at the case and said 'let me see what I can do'. The people at ClementJames are great at resolving things.

The first activity I attended at ClementJames was ear acupuncture as I had a low mood, low everything, feeling unwell due to the contamination. My adviser also said she thought it would be really good for me to join the Women's Confidence Programme (WCP).

Finishing WCP opened a door, a door of purpose which led to me choosing to volunteer at the Centre. I volunteered within Wellbeing and I applied for a job at the Centre too, an administrator job, but really it was about me trying to get back into the world of work again. I didn't get the job but what it did do was remind me of my skill set and my own talent.

I realise how important it was that ClementJames gave me the opportunity to look at myself and choose the direction to find my purpose. That's how brilliant ClementJames is."



"I really got to know the amazing work that is being given by a group of dynamic people for the community."

We couldn't do it without you

We wouldn't 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.

***Donations & Legacies 1st September 2021 - 31st August 2022**

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Individual Donors



We are delighted to announce that in the summer of 2022, The ClementJames Centre was shortlisted for the Charity Times HR Management Award and the Charity Times Corporate Community Local Involvement Award with SUEZ Recycling and Recovery UK.



Please recycle me!

To find out more, please contact:

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

020 7221 8810

reception@clementjames.org

www.clementjames.org

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