

Housing and Worklessness Project

Bi-monthly update, August to September 2013

Welcome to the ninth bi-monthly update on the work of the Royal Borough's Housing and Worklessness Project.

Royal Borough residents on the pathway to work

Photo by Robin Lawrence



The Housing and Worklessness Project launched its *Pathways to Work Charter* in October 2012. As part of the Charter, the project set up a gateway referral model. This enables housing providers to refer their tenants living in the borough directly to services that help residents into work. The gateway agencies are The ClementJames Centre, Nova New Opportunities, Kensington and Chelsea College and Nucleus Legal Advice Centre (see p2).

Doreen Holness was referred to The ClementJames Centre by the Kensington and Chelsea Tenant Management Organisation (KCTMO). Doreen had been in temporary, part-time cleaning and care roles for several years. She started attending the IntoWork service in June 2013, receiving one-to-one support with her CV, cover letter, job searches, and the application process each week. After three months of regular meetings with staff at The ClementJames Centre, Doreen secured a permanent cleaning role locally in early September 2013.

"It is a brilliant service – the help that they gave with my CV and job search, it was the first time that anyone helped me so well. It was something I couldn't do myself. I was offered a job at a school but I took one that I found myself. Thank you very much for helping me."

– Doreen Holness

All 15 housing providers signed up to the Council's Charter are able to utilise this referral model. Their tenants can access a range of employment related support and advice including CV help, work focused training, job searching techniques, job and apprenticeship opportunities, and one-to-one support to find work and more. The KCTMO began making referrals in May 2013 through its newly appointed welfare reform officers, who directly made contact with residents impacted by welfare reform.

Peabody helps residents to find jobs

Peabody signed up to the Council's *Pathways to Work Charter* in June 2013 at Silver level. Peabody's employment team has helped Royal Borough residents to access job opportunities.

Jeff Thomas, Peabody's Senior Employment Broker, has shared a range of employment opportunities through the project's network. These include customer assistant roles with London United Buses based at Hammersmith Bus Depot. Four Royal Borough residents were successful in securing jobs with London United and have now started full-time work.



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Nucleus Legal Advice Centre new addition to the gateway referral agencies

In August, Nucleus Legal Advice Centre became the fourth local agency to be part of the Housing and Worklessness gateway referral model.

Based on Old Brompton Road, it is a registered charity and has been providing free legal advice, help and representation since 1974. During that time it has helped thousands of people and is a member of AdviceUK, the largest group of independent advice centres in England.

Nucleus aims to help people use information to get out of poverty. It offers confidential advice and assistance, including representation, mainly but not exclusively on debt, housing and welfare benefit issues.

Work with housing providers

Between December 2012 and July 2013, the Housing and Worklessness Project signed up 15 of the 18 housing providers with at least 100 social housing units in Kensington and Chelsea to the *Pathways to Work Charter*. **Viridian Housing** has now signed up to the Charter at the **Bronze** level and A2 Dominion and Shepherds Bush Housing are supporters of the Charter. Sign up to the Charter is now closed.

Octavia Foundation Gold	Network Stadium Bronze	Kensington and Chelsea Tenant Management Organisation Silver
Housing for Women Bronze	Notting Hill Housing Bronze	Women's Pioneer Housing Bronze
Catalyst Gateway Gold	Westway Housing Association Bronze	Affinity Sutton Silver
Family Mosaic Silver	Guinness South Gold	Genesis Bronze
Peabody Silver	London and Quadrant Bronze	Viridian Housing Bronze

A series of *Map out your future* road shows has been planned as part of the KCTMO's commitment to the *Charter*. The next road show is a joint event with Viridian Housing on 17 October from 10am to 4pm at the Chelsea Theatre in the south of the borough.

For more information on the Housing and Worklessness Project, please email Charlene.Hallal@rbkc.gov.uk

Next update will be at the beginning of December 2013.

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