

SLA Organisations Appraisals Summary **January 2014**

KCU

- Regular budgetary reviews ensure the project stays within budget.
- KCU were awarded NCC funding through the Dragons Den to deliver furniture restoration and upholstery courses. This enables items that otherwise may have gone to landfill to be restored and sold in the shop. This not only helps fundraise but also gives learners new skills and raises the awareness of the importance of recycling.

Youth Work CIC

- Youth Works had two volunteers receive nominations for the KBC Sports Awards, The William Knibb Centre has become Mayor Keli Watts' charity for the year, and the organisation has seen the Production of Rowell Fayre film and radio project.
- This year the organisation has been developing training programmes that can be 'sold' on to schools and others e.g. Bikeability, C&G Employability, the organisation has seen the delivery of Preparing for Teaching and Learning in Lifelong Learning sector
- Youth Works has also developed an OFSTED robust systems for their schools programme
- The organisation is also beginning to develop a range of training programmes that can be offered out to schools and other organisations.

The University of Northampton – Northampton Business School

- The organisation has been building on the great turnout for the programme's initial launch which showed the actual response from the people and businesses of Kettering to the fact that they have access to free business support where other areas do not.
- The fact that Kettering Borough Council has not only recognised the need for this service, but financed the programme too has gone down really well.
- Demand is increasing at a steady pace due to word of mouth recommendations, networking by the team, leads coming through Chesham House, advertising, the Enterprise Club and increased referrals from Job Centre Plus and Papworth Trust and other intermediaries.
- Thanks to this the organisation now has a waiting list for the enterprise training and a full diary of appointments for the business coaches/advisors.

Community Watch

- Community Watch has arranged three large meetings that have been held in Brambleside, Ise Lodge and Barton Seagrave. From these meetings the organisation was able to set up no fewer than 25 different schemes, these meetings were set up following police requests due to an increase in burglary in the area.

Citizens Advice Services

- Citizens Advice Services are proud to be continuing to meet the increased need of their clients, despite limited resources, due to the dedication and commitment of their team of paid staff and volunteers and believe their partnership work with the Borough Council continues to strengthen.
- The organisation has recently been audited by Citizens Advice in both areas of Organisational and Quality of Advice and passed both with flying colours.
- The organisation has raised £49,102 so far this year.
- Citizens Advice Services have been able to secure funding from their Children's Centre partners of £29,177. They also received £9,987 and £9,938 from Awards for All and the Santander Foundation respectively.

Accommodation Concern

- The organisation has been conducting regular sweeps of the streets of Kettering to identify and monitor rough sleeping levels in the borough of Kettering. The sweeps have identified a rise in rough sleeping in Kettering (this is reflected nationally) - Accommodation Concern has put in several funding bids to continue this essential service. Kettering Borough Council Housing Options team have assisted the organisation by referring bids and supplying relevant information.
- The service has seen a rise in young people in immediate need; therefore Accommodation Concern has applied for further grants and is working closely with Northamptonshire County Council to plan future services.
- They have been able to source two new funding streams. As well as this the organisation has been conducting a variety of fundraising events and activities including charity markets, town centre stalls, craft fairs, supermarket collections and quiz nights.
- In the first six months Accommodation Concern has advised a total of 471 individuals. 237 of these (50.31%) are new to the service. They have also prevented homelessness in 44 cases. Extra information has been submitted to KBC on a monthly basis, which includes a breakdown of problems presented, referral sources, outputs and outcomes.

Age UK Northamptonshire

- The organisation's developing relationship with Northamptonshire Healthcare Foundation Trust generated a proposal to employ Care Navigators to guide older people more effectively through the maze of therapies and services. In the Kettering pilot area, the service aimed to visit people, usually with long term conditions, in their own homes and help them to develop a Wellbeing Plan and put it into action.
- The Care Navigators (Age UK staff), provided a coordination role, helping service users along their care pathway; removing barriers such as transport problems; helping with caring responsibilities and access to personal care, and providing advice and support to the individual, their families and carers.
- This project saw Age UK staff located with District Nurses, using the NHS IT framework, SystemOne and being awarded the runner up prize at the NHFT Simply Improving Services Conference in July 2013.
- Age UK Northamptonshire staff will provide practical and emotional support to older people aged 55+ and support professionals in the hospital by

attending to patients non-medical needs, supporting discharge requirements and providing further care or support after discharge

Vine Community Trust

- The maintenance side of the community support is expanding as the organisation is becoming known in the local community for this work. As a direct result of this service, Vine Community Trust is receiving more referrals from the local community for their meals on wheels and day centre services.
- The board of trustees has agreed as demand increases that they will expand services to the refurbished upstairs area at Marlow House, and when the need arises, more staff will be employed for the community support department.

Hearing & Mobility

- Shop Mobility has noted that their general numbers have been increasing at a steady rate over the period.
- Customers have noted that the staff are pleasant and helpful; customers also note the organisation offers an excellent service.

Victim Support

- During the period under review a lot of training has taken place for new and current volunteers as well as staff. Courses have included core training; supporting young victims through their parent/carer; supporting victims of domestic abuse and sexual violence; supporting people bereaved by homicide. Awareness sessions have included mental health and disability. There has also been deaf awareness training in conjunction with the 'Louder than Words' accreditation
- The service has found that historically, it had been a challenge to recruit volunteers from the KBC area and it is very pleasing that 40% of the current volunteer team come from Kettering, Barton Seagrave and Rothwell.