

WEST EUSTON PARTNERSHIP

ANNUAL REVIEW 2013 - 2014

ABOUT US

West Euston Partnership is an alliance of community, private, statutory and voluntary sectors with a successful record since 1992 of working to improve services for the community.

Over these years WEP has led in bringing considerable investment into West Euston. WEP registered as a charity in 2008. This report provides an overview of our achievements and successes in 2013-2014.

WEP was set up by local people in 1992 to help make the area a better place to live and work. Local people were concerned about street fighting, racial tension and lack of facilities or opportunities. Community safety and the need for facilities for young people, central to the welfare of all local people, brought local stakeholders together.

WEP continues to help make change happen by listening to local people and working with them to influence decision makers.

WEST EUSTON

West Euston lies to the north of Euston Road east of Regent's Park and west of Euston Station. It includes the Regent's Park Estate, Peabody (formerly Crown Estate), Drummond Street with its renowned restaurants, and the Regent's Place business district. Its strengths lie in the vibrancy, resilience, and cultural diversity; around half of people here are from minority ethnic groups and 23% are of Bangladeshi or other Asian origin.

It is one of the more deprived areas in Camden, with higher levels of low income earners, child poverty and health deprivation. One locality is ranked in the 10% most deprived in England, and four are in the top 20%.

Life expectancy for local men is 6 years less than in Hampstead. A higher than average percentage of the local population describes their health as not good and a high percentage of people have a limiting long-term illness. Regent's Park ward has 40-50% more than the expected number of deaths for coronary heart disease in the under 75s.

Our Strategic Objectives

- Working to improve the delivery of local services
- Uniting and empowering a diverse community
- Building a healthier community
- Providing access to opportunities for learning and work
- Creating a safer and better environment

WE'RE MOVING ON!

It has been a hectic, but exciting year for the West Euston Partnership (WEP). We are preparing to leave our porta cabin on the corner of Hampstead Road and Robert Street for our new bespoke offices on the Hampstead Road. Our new location is in a shop front, larger and more accessible. The new One Stop Shop has meeting rooms and open access computers that are available to hire at competitive rates.

Despite making arrangements for our move WEP has continued to deliver its services and projects to the local community working with our partners and the valued support of our key funders; Camden Council and the Big Lottery. A big thank you goes out to our volunteers who have become a key part of WEP's staff team and it is through their hard work that we are able to ensure the continuity of WEP's services to our users.

The One Stop Shop is a community resource providing information on local services, volunteering opportunities and help for adults and young people looking for work, training

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and careers advice. Our advice and guidance on employment, training and education is an impartial, free service. In total the One Stop Shop has had over 3,386 users come through our doors including more than 213 clients receiving one to one employment, advocacy, training or careers advice services from our Information, Advice and Guidance Outreach officer.

Our other building the Hpod in Cumberland Market, NW1 3RH (next to Regent's Park Medical Practice) is a centre where health based community activities take place such as exercise classes, community café, families and youth activities. The hall, meeting room and kitchen are available for hire at reasonable rates for community activities.

In July 2013, our long-standing Healthy Communities Project Coordinator **Josie Nakos** went on maternity leave, and was ably replaced by **Myriam Rees** on a temporary basis. In January 2014 we received the welcome news that the Big Lottery granted us over £353,000, two years' continuation funding for the project. The new project gives an increased emphasis to monitoring and evaluation and maximising resources through enhanced partnership working.

After long and stalwart service with WEP **Steve Smith** stepped down as a Trustee in December 2013, we knew that his support and enthusiasm for local partnership working would be greatly missed. It was therefore with great sadness that I and all those involved in WEP, both past and present, received the sad news of his death from an infection in January 2014. Our sincere condolences go out to his family.

WEP recognises that the advent of the High Speed Rail (HS2) involving the redevelopment of Euston Station will have a considerable impact on the Regent's Park Estate and surrounding areas. WEP has continued to support the consultation process through the WEP Director's involvement in the Euston Community Forum and between May 2013 and October 2013 supported HS2 in their local consultation effort. We hope to do more in the future when our limited staff resources have increased.

Sharon Gordon, the WEP Director, as well as carrying out the day to day business of the organisation, has been busy preparing for the office move, revising policies and sourcing funding opportunities. Our intention is to build on WEP's successes and continue to meet service users' needs and aspirations.

In conclusion, heartfelt thanks are due to our invaluable Trustees, partners, staff and volunteers for their hard work, help and support on behalf of the WEP, which is much appreciated.

M Joynal Uddin, WEP Chair

PROJECT UPDATES:

WELL LONDON ON REGENT'S PARK ESTATE

WEP continues to co-host the Well London programme on the Regent's Park Estate in Camden and is one of ten similar services across London.

We target areas where there are marked health inequalities by enlisting local volunteers to get the message out to their friends and neighbours about healthy lifestyles.

Additionally, Well London commissions small local projects that enhance the services already present in the area, giving the community a wider choice of healthy activities.

This has been my first quarter in post and making contact with local people, both residents and community groups, has been a major priority.

I have spoken to groups at Surma Centre, parents at the children's centre, groups at the residents' association as well as their Chair and Vice-chair, met manager of Samuel Lithgow Youth Centre, contacted both primary schools and the health centre and awaiting meetings with them, met the residents' gardening club and spent time talking to regular users of West Euston Partnership, many of whom are local residents.

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Participative Budgeting Day in March was our first event. Twenty applications were received for the funding from a wide range of local organisations including three from local residents.

- 179 people voted for 20 applications totalling over £110,000
- £40,000 was on offer

The day attracted a good number of local residents, who all had a chance to speak to the 'applicants' before moving into a separate voting room. I had help from 6 of my WLDT during the day, plus several others who offered their time, including two from Central Well London.

After the event one applicant wrote:

"...Thank you again for such a fun day. While I know we won't have got near the number of votes needed, it was great to meet the other community groups..."

It is anticipated that at least six of those applications will be funded.

We are also fortunate to have a youth work apprentice, **Ashley**, as part of the Well London team: She has worked hard in her first three months to make contact with many Camden youth services and has already spent time in two different settings getting to know local young people. She planned a paintballing trip for them in April of this year.

Diana Young, Well London Coordinator

WEP IAG PROJECT UPDATE 2013-2014

The WEP Information, Advice and Guidance (IAG) Project was originally funded from the period of January 2012 to December 2013 to offer support to the most disadvantaged groups.

By the end of December 2013, the project had engaged with 450 clients, exceeding its target. As a result of this and excellent feedback from both clients and partners, its funding was extended until the end of 2014.

39 clients were supported into sustainable employment in 2013. This amounted to 19% of all clients who received IAG, an increase of 50% back into work from 2012. Of the 39 clients, 13 were long-term unemployed.

46 clients were supported in training, further education or voluntary work. This amounted to 20% of overall clients and an increase of 34% from 2012.

The project plans to expand to provide careers advice in the Kilburn and Highgate areas. Already operating in the Gospel Oak, Kings Cross, Euston and Somers Town areas, this means WEP will be operating in all of the most deprived areas in Camden.

WEP continues its excellent partnerships with organizations as diverse as Jobcentre Plus, NHS Camden, Camden Under 25s Service, Camden Library Services, Volunteer Centre Camden, Hopscotch Asian Women's Centre, Homestart Camden and CITE (Communities Into Training and Employment).

In July 2013 WEP and Training Link began working in partnership on the Get Into Catering project, aimed at supporting clients who have completed the latter's Food Hygiene and Customer Care courses into employment within the hospitality industry.

WEP and Bengali Workers Association have also been working together, organizing workshops to help local residents gain the essential core skills to secure sustainable employment.

New Partnerships Update

The project plans to form new partnerships with Origin Housing to provide support to its tenants in the Kentish Town, Holborn and Central Camden areas. They will also be working alongside Camden Council's Serious Youth Violence Team to help their clients committing serious crime or re-offending and towards education and employment through confidence building.

The demand for such a service remains high and is anticipated it will grow with WEP's move to its new premises.

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The project continues to exceed targets and expectations and saw itself being awarded its Matrix accreditation for the fourth time in February 2014, meaning that again, it meets the highest industry standard for IAG delivery.

David Hemenstein, IAG Employment Outreach Officer

CONNEXIONS REPORT - Connexions

The Connexions Service provides help to 13 – 19 year-olds (up to 24 for young people with Special Educational Needs and Disabilities (SEND)). At the West Euston One Stop Shop you can get advice and information on jobs, training and further and higher education which includes:-

- Help with completing application forms and CVs
- Free access to the internet to look for jobs, training and education opportunities
- Professional and impartial careers advice
- Referral to a range of other services – dealing with health, housing, welfare rights advice
- Specialist advice for young unemployed people with learning difficulties or disabilities

Dave Jones, Connexions Lead Personal Adviser, is based at the WEP One Stop Shop. He deals with young callers (16-19) and referrals from other agencies who want help to access employment and learning opportunities. This includes:-

- Supporting young people to search for, and apply to, apprenticeships: Dave is the Connexions contact for young people applying for opportunities on the Camden Apprenticeships website (www.camden.gov.uk/apprenticeships)
- Dave also regularly supports young people to use the National

Apprenticeship Service website (www.apprenticeships.org.uk).

- He helps young people with jobsearch activities, including help with application forms, CV's and interview techniques; advice about how to go about looking for job and training opportunities.
- He refers young people with non-careers related issues to other agencies and services, particularly Camden Under-25's Centre and New Horizon Youth Centre.
- Dave deals with the display and distribution of careers related information, including circulating information to local community groups including Surma Youth Project, and Samuel Lithgow Youth Centre.
- He supports users of the drop-in facilities at the WEP One Stop Shop including dealing with IT related queries.
- Dave also chairs a monthly meeting (NEET Working Group) which brings together community based Connexions Personal Advisers and representatives from the Camden Apprenticeships Team and Kings Cross Construction Skills Centre. This meeting also has regular guest speakers from relevant community organisations, training providers and the National Apprenticeship Service.

The Connexions Service at the West Euston Partnership One Stop Shop will be further enhanced from April 2014 by the fact that the premises will be shared with the Camden Under-25's Service who provide significant and complementary support to young people in the Connexions age range and beyond.

Between April 2013 and March 2014, Dave carried out 440 interventions.

David Jones, Lead Personal Advisor

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Connexions also have an advisor dedicated to work with young people with Special Educational Needs and Disabilities (SEND), **Penny Conlin**, is based at West Euston Partnership, but works across Camden with young people up to and including the age of 24.

Penny takes referrals from other professionals in Camden when a young person needs additional support due to SEND.

Young people who work with the SEND Connexions advisor receive advice and information about specialist provision in the borough for education, training and employment opportunities and receive help to apply for places and funding.

Much of the work is with parents/carers and families of young adults with special educational needs and disabilities who require information about services.

Penny Conlin, Connections Personal Advisor - SEND

Contact:

David Jones or Penny Conlin. Tel: 020 7388 6007/7932

Email – david.jones@camden.gov.uk

Camden Connexions Service

West Euston Partnership One Stop Shop
29-31 Hampstead Road, London NW1 3JA

Centre is open Monday, Tuesday, Thursday and Friday: 10:00 a.m. to 1:00 p.m. and 2:00 p.m. to 5:00 p.m.

REGENT'S PARK SOMALIAN WELFARE ASSOCIATION

Our remit has covered many areas such as Housing issues, Housing Benefit and Council Tax, Energy suppliers, Thames water, Pension

Credit, Immigration, Form Filling, Writing Letters to different Government Departments etc.

We have seen 270 clients some of them were new while others were returners.

Regents Park Somalian Welfare Association, 29-31 Hampstead Road, London NW1 3JA.

Tel: 0207 388 7932.

Website: www.rpswa.gov.uk.

Twitter: @rpswa1

Facebook: rpswa1

Suleiman Osman, Chairman, Regents Park Somalian Welfare Association

WEST EUSTON ABILITY BIKES

The Saturday sessions at Regent's Park continue to be popular and ably supported by UCL volunteers. The success of WEP's bike project has been recognised this year as the project was runner up in UCL's VSU Organisation of the year contest.

CAMDEN UNDER 25's

The Under 25s service will be joining WEP in June 2014. It offers a confidential advice and information service for young people, on welfare benefits, housing, employment, education, money and personal problems.

PILOTLIGHT PROJECT – STRATEGIC BUSINESS PLANNING

WEP began work with the Pilotlight Project in the New Year. Pilotlight will help WEP:

- Build on existing skills and encourage strategic thinking
- Encourage innovative work
- Nurture leadership
- Develop organisational infrastructure and improve systems
- Increase organisational effectiveness and the efficient use of resources

Pilotlight is a yearlong process, which will consist of monthly meetings between the

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Director, WEP trustee(s), a Pilotlight programme manager and four successful partner businesses. At the end of the process WEP will have produced a Business Plan to take the charity forward positively into the future.

IT COURSES VIA CAMDEN ADULT COMMUNITY LEARNING

WEP began hosting Community Learning in Camden courses in January 2014. The two courses were Computing for Beginners with English language support and Computer Skills to apply for work and JSA. The latter, a five week course, was continued because of its popularity with users.

WEST EUSTON STUDY SUPPORT GROUP

As part of a contract with the Council following the closure of the Regents Park Library, WEP has been providing a study support service for young people aged 12 – 16 years. Tony Louki, then the WEP Partnership Coordinator and a qualified tutor has been on hand to help students with their work.

THE MATRIX ASSESSMENT

On the 17 February 2014 WEP successfully retained its Matrix accreditation status. The accreditation will run for three years with continuous improvement checks at the end of the first and second year.

The Matrix Standard is the unique quality framework for the effective delivery of information, advice and/or guidance on learning and work. It promotes the delivery of high quality information, advice and/or guidance by ensuring organisations review, evaluate and develop their service; encourage the take up of professionally recognised qualifications and the continuous professional development of their staff.

WEST EUSTON COMMUNITY FESTIVAL

This year WEP intends to hold a community festival with a health focus to publicise the work that we and our partners do e.g. Well London, WellFair Project and other WEP initiatives and partnerships. Funding for this event will come from British Land's Community Festival Funding, Camden's Community Festival Grant Scheme and the Well London programme.

Sharon Gordon, WEP Director

THE WEST EUSTON PARTNERSHIP TRUSTEE BOARD

- Mohammed Joynal Uddin, WEP Chair
Bengali Parents and Tenants Association
- Ross Houston, WEP Vice Chair
Peabody
- Councillor Heather Johnson, Chair of WEP Finance and Strategy Chair
Camden Council
- Councillor Nasim Ali, Chair of WEP Planning Working Group
Camden Council
- James Danby
British Land plc
- Jean Hurman
Regent's Park Tenants and Residents Association
- Mark Ross
Diorama Arts
- Inspector Anthony Douglas
Metropolitan Police
- Dr Ruth Siddall
University College London
- Sheila Green, Older People Representative
Golden Years Committee
- Steve Smith (until January 2014)
Cumberland Market Residents Association
- Councillor Tulip Siddiq
Camden Council

WEST EUSTON

PARTNERSHIP

- Mohammed Salique (from December 2012)
Bengali Workers' Association
- Suleiman Osman (from March 2013)
Regent's Park Somalian Welfare Association

CURRENT PARTNERS:

- Argyle Primary School
- Babcock Enterprise
- Bengali Parents and Tenants Association
- Bengali Workers' Association
- British Land plc
- Camden & Regent's Park
- Camden Community Sports Team
- Camden Connexions
- Camden Cycling Team
- Camden Economic Development Team
- Camden Ex-Cell
- Camden Housing
- Camden Leaseholders
- Camden Libraries
- Camden Parks
- Camden Peoples Theatre
- Camden Society
- Camden Voluntary & Community Sector Team
- Camden Youth Service
- Capel Manor College
- Christ Church School
- Cumberland Market Residents Association
- Derwent London
- Diorama Arts
- Drummond Street Traders Association
- Fitzrovia Youth in Action
- Green Light Pharmacy
- Haverstock School
- Institute of Education
- Kings Cross Construction Skills Centre
- Maria Fidelis School
- Metropolitan Police Service
- Netley School New Diorama Theatre
- Park Village East Residents Association
- Peabody
- The Pensions Service
- Pro Active Camden
- Queens Crescent Community Association
- QPR in the Community Trust
- Regent's Park Estate Residents Association
- Regent's Park Safer Neighbourhoods Panel
- Regent's Place Management
- Regent's Park Nursery
- Regent's Park Somalian Welfare Association
- Richard Cobden School
- The Royal Parks
- Somers Town Community Association
- St Aloysius Primary School
- Surma Youth Project
- Swiss Cottage School
- Third Age Project
- University of the Arts London
- University College London
- University College London Union
- Volunteer Centre Camden
- Voluntary Action Camden
- Well London
- West Euston Time Bank
- Youth League

OUR SERVICES:

Adult Information, Advice and Guidance

Connexions Service

Camden Under 25s Service

Computer Assistance and IT Support
for Young People

DWP Pensions Service

Regent's Park Somalian Welfare Association

Well London Programme

The WellFair Project

West Euston Ability Bikes

Open Access Computers

WEST EUSTON PARTNERSHIP

OPERATIONAL SITES:

NEW OFFICE

West Euston Partnership One Stop Shop
29-31 Hampstead Road, London NW1 3JA
T: 020 7388 7932



HPOD

Hpod, Cumberland Market, London, NW1 3RH.
T: 020 7388 7932



STATUS OF FORMER SITE:

Corner of Roberts Street and Hampstead Road,
London, NW1 3ED.



connexions

CAMDEN

