

WEST EUSTON PARTNERSHIP

Improving Life Chances For All

ANNUAL REVIEW 2015 - 2016

ABOUT US

West Euston Partnership (WEP) was set up in 1992 by local people to help make the area a better place to live and work. WEP was registered as a charity in 2008, and is an alliance of community, private, statutory and voluntary sectors.

Over the years, WEP has led in bringing considerable investment into the local area. WEP's bottom up approach: listening to local people and working with them to influence decision makers means that service users get the best possible chances in life through better health, enhanced employability, and wellbeing.

WEST EUSTON

West Euston is vibrant and diverse with a large minority ethnic population. It is one of the more deprived areas in Camden, with higher levels of low income earners, child poverty and health deprivation. It is situated north of Euston Road east of Regent's Park and west of Euston Station.

It includes the Regent's Park Estate, Peabody Estate, Cumberland Market, Drummond Street (with its popular restaurants), and the Regent's Place business campus: a 13 acre, fully managed mixed use campus currently occupied by nearly 16,000 workers and residents.

Vision

WEP's vision is to improve the life chances of Camden residents by enabling them to realise their full potential and make a positive contribution.

Strategic Objectives

1. To unite and engage a diverse community, to improve equality and cohesion;
2. To promote access to opportunities for learning and employment;
3. To build a healthier community through the delivery of a targeted healthy living programme;
4. To develop and maintain a robust, innovative and sustainable organisation.

WEP One Stop Shop

The year 2015 – 2016 has been good to WEP. We have settled into our new building, a bespoke shop front on Hampstead Road, and continue to provide our service users with high quality services in accessible and spacious surroundings.

WEP has built strong relationships in the locality with businesses, schools, partner organisations, the Council and service users. As a free community resource WEP provides training, job search, internet access and health based activities for everyone, in particular, those from disadvantaged backgrounds who need a helping hand.



WEP's strength lies in its personnel. WEP has a strong Trustee Board with

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trustees from all walks of life – community, voluntary, private and public sectors – with a strong connection and understanding of the local area and borough. WEP's staff team are dedicated, personable and highly experienced.

WEP volunteers are an essential part of the WEP team and through their commitment, hard work, and knowledge of the local area we have been able to ensure the continuity of WEP's services. Volunteers have benefited from their time with WEP by gaining work experience, and moving on to paid employment, education or further training.

The WEP One Stop Shop (OSS) has had 5,169 visits, including over 200 clients receiving one to one employment, advocacy, training or careers advice services. The building has meeting rooms and IT training facilities for community use and hire at reasonable rates. The HPod, WEP's Healthy Living Centre situated in Cumberland Market, has a meeting hall and kitchen facilities and is also available for hire. WEP's flagship WellFair project with its focus of addressing health inequalities is based at the HPod.

HS2 continues to be at the forefront of all key stakeholders in the area, and WEP continues to support the consultation process by providing free or low cost meeting space for local groups and helping to disseminate information to interested parties. We plan to do more to aid the consultation process in the future.

Next year WEP will be twenty-five years old! Since our inception in 1992 we have improved the life chances of a myriad of people. This would not have been possible without our partners, Trustees, staff, volunteers, and funders. I would like to take this opportunity to

thank them all for their incalculable contribution, hard work and commitment to WEP.

M Joynal Uddin, WEP Chair

WEP BUILDING LAUNCH

On the 25 June 2015 WEP had its successful official launch of the OSS building. Over 60 people attended many of whom were old friends of WEP; **Dr Alan Keith Huggins, Father Simon Grigg, Helen Peacock-Sevilla, Hilary Paterson, and Vivienne Lewis**, to name but a few. All these individuals played a key part in WEP's illustrious history of regenerating the local area.



Sadly, some old friends could not be there – **Steve Smith, Sheila Green** and **Jean Hurman**; much revered community trustees who are sadly no longer with us, but are remembered for the huge contribution they made to WEP's success.

Dr Alan Keith Huggins, WEP's founding member, opened proceedings and then Sir Keir Starmer, KCB, QC and Labour Member of Parliament for Holborn and St Pancras, spoke about WEP's achievements: over 4,000 people used WEP's services in the last year and the continuance of the partnership despite the fact that many other regeneration programmes were no longer around. Sir

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Keir and Dr Alan Keith Huggins then cut the ribbon and officially launched WEP into the future.

The local community choir, the Regent's Park Singers, entertained guests with some beautiful and uplifting singing.

Food for the event was provided by the Masala Hut restaurant from Camden's famous Drummond Street renowned for some of the best Asian food in London.

A fantastic time was had by all.

WEST EUSTON COMMUNITY FESTIVAL



The West Euston Community Festival took place on the 12 September 2015 and was a great success. The festival was funded by contributions from Camden Council (£800), The Crown Estate (£500), William Hill (£390), Diorama Arts Studios (£250), Mark Ross (£250), the Francis Crick Institute (£250), and various small donations. The event focused on promoting wellbeing and local services, and was attended by approximately 500 people.

WEP STAFF TEAM

WEP is blessed with a strong, professional, highly qualified and experienced staff team comprising:

Sharon Gordon, Director
Chuks Kamalu, Finance Manager

Luke Lloyd, Office and Venue Manager
David Hermanstein, IAG Employment Outreach Officer
Diana Young, WellFair Coordinator
Killian Condell, WellFair Monitoring and Development Officer

WEP OPENS ON WEDNESDAY

From January 2016 WEP OSS began opening on Wednesdays, meaning that WEP is open to the public 5 days a week.

WEP PATRONS

WEP is pleased to announce that it has two eminent Patrons; **Sir Keir Starmer**, KCB, QC and Labour Member of Parliament for Holborn and **Sir Michael Marmot**, President of the World Medical Association 2015 - 2016. It is hoped that the life experiences and expertise of these two renowned figures will enhance WEP's reputation and profile.

WEP STRATEGIC AWAY DAY

Building on WEP's successful Away Day in November 2014 WEP held another fruitful Away Day on the 12 February 2016 at UCL. The consensus from attendees was that both the facilitator and venue were excellent. The learning from the day was beneficial and positive steps were made in shaping WEP's future direction.

TRAINING AT WEP

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Improving life chances for all is WEP's mandate and the free training offered at the OSS embodies this spirit. The following are examples of the training offered at WEP:

WEP continues to host Camden Adult Community Learning courses. The two courses on offer were *Computer skills for life and work* and *Planning and budgeting for work and life using MS Excel*. Both courses have proved extremely popular and were over-subscribed. The spring courses finished on the 17 March 2016 and there will be further courses next year.

WEP's Website Building evening sessions taught by **Jed Keenan**, E-Literacy, these popular taught sessions ceased on the 28 October 2015.

West Euston Partnership continues to hold Study Support Sessions for Young People aged 11 - 18 years on Tuesdays, 4.30pm - 6.30pm. Young people can use WEP's public PCs and printers to do school or college related work. Supervisory support is provided.

VOLUNTEERING AT WEP



WEP currently has over 30 volunteers supporting its work and a good track record in volunteers moving on to paid employment. **Adrian Barclay**, WEP's Volunteer Coordinator, after long service with WEP, 13 July 2013 until 26 May 2015, left to start a new well paid job. **Adrian** was an exemplar volunteer who played a key role at WEP through helping WEP to move office, coordination of WEP's volunteers, providing Speaking English with Confidence training and improving his computer skills through extensive training.

FRIENDS OF WEP AND FUNDERS

Once again a big thank you to **David Elyan**, a WEP service user and Royal Albert Hall Trustee, who continues to support WEP with generous ticket donations from the Royal Albert Hall. In December 2015 David donated two concert tickets for the Nutcracker on Ice show (face value £105.00) for the benefit of WEP volunteers. The tickets were presented to **Valerie Odutoye** for her hard work in producing such delicious food for the WEP Christmas Party. Valerie and a friend attended the show and reported that they had a great time.

WEP received invaluable help with a large tender application from Atkins, a local business based in Euston Tower. Atkins are one of the world's most respected design, engineering and project management consultancies. WEP staff involved in the bidding process

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learnt a great deal about undertaking such an endeavour, so a big thank you to **Laura Wells** and **David Lennox** from Atkins, as well as **Tim Houghton**, a WEP Volunteer, for their fantastic contribution and work ethic.

WEP has successfully brought in additional funding from Community Cycling Fund for London (£9,999) for its Ability Bike Project. The Ability Bike Project provides nine specially built bikes suitable for use by people with disabilities and their carers, and is supported by Camden Council staff. It has been agreed that from April 2016 the project will become part of the WellFair Project. The People's Health Trust awarded Active Communities funding (£16,705) to Regent's Park Music.



Sharon Gordon, WEP Director

Venue Hire

For the Financial Year April 2015 – March 2016, the One Stop Shop generated £10154.75; **more than double** that of the previous Financial Year (£4917.50).

During the Financial Year 2015-16, Luke Lloyd, the Office and Venue Manager (OVM), has worked to improve the marketing of the OSS, and has liaised with both Diorama Arts Studios; and a

number of venue-promoting websites, including Zipcube.

Notable, long term hirers have been the "Chapel of Love" (who run a pre-marriage workshop from the space); the LGBT Foundation (who host Partnership Board Meetings), and Camden Council (whose Children, Schools, and Families' branch have been running their "Families in Focus" & "Parenting Group Programme" sessions from the OSS)

The OVM has also begun working with the Single Homelessness Project (SHP), about a long term hire: pending the successful completion of a 6-week 'pilot', this partnership, could lead to more than 200 days per year from them, alongside a potential desk hire also!

Office Management

In addition to the hiring out of the OSS's Meeting Rooms, the OVM has been working to hire out the unused desk space within the building, predominantly the mezzanine space previously occupied by Camden's U25's programme.

Discussions are now at an advanced stage with not-for-profit organisations to take up this space.

Should this be successful, it would provide a long-term source of unrestricted funds; in addition to reputational advantages and economies of scale.

Volunteer Management

Billy Magner is continuing in his role as Volunteer Coordinator, and has been actively representing WEP at Volunteer Fairs across Camden.

There remains a steady turnover of volunteers at the OSS.

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**Luke Lloyd, Office and Venue
Manager**

PROJECT UPDATES:

WELL LONDON PROGRAMME

The Well London Programme, ably managed by Diana Young, came to an end in June 2015. However, many popular elements such as the Regent's Park Singers have moved across to the WellFair Project.



THE WELLFAIR PROJECT

The WellFair Project offers a wide variety of classes, workshops and activities to encourage local people to lead healthier lifestyles. Together with our partners, we run youth leadership programmes, health MOTs, weekly walks, talks on common health problems, chair-based exercise, gym sessions, a community choir, quarterly music events, yoga, community lunches, a Bengali men's and a women's group focussing on health, English as an Additional Language course, free cycling in Regent's Park for people with disabilities and after-school cookery for children from Netley Primary School.



Killian Condell, our Monitoring and Development Officer, is responsible for ensuring information is collected from all the WellFair service users. He then analyses the data so that we can see whether WellFair services are making a difference to people's health and wellbeing and that we are reaching all parts of the community. So far, over 1,000 people have taken part in the project, including 10 Netley pupils each term, who have all enjoyed learning about cookery.

Through the year we have trained fourteen Health Champions about health inequalities and how to work with community groups and have recruited a further nine volunteers for specific roles: e.g.: producing newsletters, planning music events and writing case studies. To give an idea of the broad impact our service can have, here is one of those studies:

L spent a lot of time at home with her two children where most of her time surrounded their activities. She worried about her life situation, began to experience severe headaches and felt lonely and anxious. Her meal times started to extend until she was eating continuously. As a result, her weight rapidly increased and L felt uncomfortable and exposed when she went out.

A friend of hers told her about the Green Light Pharmacy Walkers Group, which she joined. As she walked through parks and places of interest, L began to feel

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more relaxed, although she avoided conversations with other members as she lacked confidence in her spoken English. As the weeks progressed she decided to take English language classes and found the confidence to make friends, gain much needed support and speak more readily with her children.

The relationship with them has improved, and the more contented she became... the more laughter was heard at home.

L looks forward to the walks and has now joined the more advanced walking group!

"My life has become fun and exciting again" she says.

Diana Young, WellFair Coordinator

WEP IAG PROJECT

Overseen by **David Hermanstein**, IAG Employment Outreach Officer, the aim of WEP's IAG Project (renamed Jobpod) is to expand its already existing IAG service to become a central information and referral service. By the end of December 2015, David had engaged with 205 clients. 2015 has seen an increase in client engagement (170 clients in 2014) and of the 205 engaged, 40 were supported into employment.

Further outreach and extended partnerships played a part in this increase. Jobpod is now established in Kentish Town Library, thus continuing its Jobzone sessions in various Camden libraries that already include Camden Town, Holborn and Pancras Square. Jobpod also teamed up with Camden Adult Community Learning to run end-of-term IAG support sessions at various community venues for their learners.

Jobpod's relationships with businesses within the Regents Place development

also took a positive turn, most notably through Ultimate Security. WEP and Ultimate (in partnership with Jobwise Training) joined forces to run a 2-week employment skills and recruitment programme which led to the successful recruitment of 8 local residents.

Jobpod's aim is also to be a focal point for all frontline staff supporting Camden residents in the areas of employment, education and training to find better ways of working together. WEP continued to host the Camden Advisors Network meetings and saw membership increase to include: Hillside Clubhouse, Women Like Us, Jobs In Mind, Volunteer Centre Camden, SHAK, National Careers Service/City Lit, St Mungos Broadway, Street Step, Connexions, Somers Town Community Association, Camden Society, Twining Enterprise, Hopscotch and Camden Adult Community Learning.



By the end of 2015 and into 2016, Jobpod took further steps towards introducing further vocational training for service users. As well as Creative Awakenings', again using their unique approach of drama and performance to run its 3rd and most successful Interview Skills workshop yet, WEP also ran its first Careers Workshop aimed at recent UK and overseas graduates.

The trend is set to continue with literacy support and confidence building

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workshops beginning in April. This step towards expanding WEP's provision as a learning resource led to clients in 2015 returning to training treble (63) and clients supported into voluntary work double (16) from 2014. This again demonstrates WEP's ability to respond to the needs of the local community.

David Hermanstein, Information, Advice and Guidance Outreach Officer

CONNEXIONS

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

- Supporting young people to search for and apply to apprenticeships. Dave is the advertised Connexions contact for young people who are applying for opportunities on the Camden Apprenticeships website - www.camden.gov.uk/apprenticeships He also regularly supports young people to use the National Apprenticeship Service website - www.apprenticeships.org.uk.
- Helping young people with job search activities including help with application forms, CV's and interview techniques; advice about how to go about looking for job and training opportunities.
- Referring young people with non-careers related issues to other agencies and services.
- Dealing with the display and distribution of careers related information, including circulating information to local community groups, e.g. Surma Youth Project, and Samuel Lithgow Youth Centre.
- Helping to identify relevant material for display in the OSS including

information about further and higher education, training and employment opportunities and volunteering and personal development activities.



Between 1 April 2015 and 31 March 2016, Dave carried out 439 interventions.

Connexions also have an advisor dedicated to work with young people with Special Educational Needs and Disabilities (SEND), **Penny Conlin**. Penny is currently based at WEP 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 Camden 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. Work this year has included:

- Working with the Leighton Project, a sixth form for students with special educational need, to help final year students to identify their next placement/college.

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- Advising families and young people on the new Education, Health and Care Plans that replaced Statements of Special Educational Needs this year.
- Referring young people to specialist services such as at the Camden Society and Elfrida Rathbone.
- Supporting young people into volunteering and work experience placements.
- Referring young people to other council services such as Camden Learning Disability Service to ensure they are receiving the support they need.

Penny is currently on maternity leave. Between 1 April 2015 and October 2015, Penny carried out 124 interventions with young people.

In October 2015, Cabinet approved in principle, proposed changes to the Integrated Youth Support Service (IYSS), following a review led by the Cabinet Member for Young People and Economic Growth and initiated a period of consultation. On the 6th April 2016, Cabinet agreed to proceed with changes to the Integrated Youth Support Service though over a longer period to 2018/19 rather than to 2017/18 as originally proposed. The changes outlined in this report include the following:

- Develop a consolidated model of youth service delivery, with the three main "hub" centres proposed as Somers Town Youth Centre, Fresh Youth Academy and Kilburn Youth Station.
- Reduce the number of posts delivering face to face Information Advice and Guidance. The Connexion service will focus on vulnerable young people as well as tracking and recording of participation in line with local authority statutory duties and continue to further develop the Connexions and Career Guidance traded services.

- Closure of the Under 25 Advice Centre for young people aged 16-25 as part of the wider welfare advice review.

As a result, from 29 July 2016, Connexions will cease to deliver an advice service from the West Euston Partnership One Stop Shop.

Under 25's Service

The 'Under 25's Service' joined WEP in September 2014, when it moved from its previous base in the Crowndale Centre. This service provided welfare advice to Camden residents up to and including the age of 24.

Unfortunately, this service lost its two most experienced welfare rights advisers, to retirement and moving to another post, respectively and **Samia Shire**, who joined the service in November 2014, left to join Camden's 16 Plus Service. Camden have decided that this service will cease to be funded under the IYSS Restructure as it is felt that young people have access to similar services through other advice agencies like the Citizens Advice Bureau and New Horizon Youth Centre.

Dave Jones, Connexions Lead Personal Adviser

REGENT'S PARK SOMALIAN WELFARE ASSOCIATION



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This project is run by a volunteer **Bashir Osman**. Bashir provides advice, interpreting and advocacy on areas such as Housing Benefit, Council Tax, issues with energy suppliers, Pension Credit, Immigration, form filling, writing Letters to different Government Departments and so on to the Somali community.

THE WEST EUSTON PARTNERSHIP TRUSTEE BOARD

- Mohammed Joynal Uddin, WEP Chair
Bengali Parents and Tenants Association
- Ross Houston, WEP Vice Chair
Third Age Project
- 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
- Mark Ross
Diorama Arts
- *Inspector Matthew Forward*
Metropolitan Police
- *Dr Ruth Siddall*
University College London
- *Abdus Samad*
Bengali Workers' Association
- *Suleiman Osman*
Regent's Park Somalian Welfare Association
- *Hazel Durbridge*
Peabody
- *Bill South*
William Hill PLC

CURRENT PARTNERS:

- *Argyle Primary School*
- *Babcock Enterprise*
- *Bengali Parents and Tenants Association*
- *Bengali Workers' Association*
- *Bridge School*
- *British Land plc*
- *Camden Black History Forum*
- *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*
- *Community Learning in Camden*
- *Creative Awakenings*
- *Cumberland Market Residents Association*
- *Derwent London*
- *Diorama Arts Studios*
- *Drummond Street Traders Association*
- *Elfrida Rathbone*
- *E-Literacy Programme*
- *Event Management Training*
- *Evolution Cycles*
- *Fitzrovia Youth in Action*
- *Green Light Pharmacy*
- *Haverstock School*
- *Hillside Clubhouse*
- *Institute of Education*
- *Kings Cross Construction Skills Centre*
- *Leighton Project*
- *Maria Fidelis School*
- *Metropolitan Police Service*
- *Netley School*
- *New Diorama Theatre*
- *Origin Housing*
- *Park Village East Residents Association*
- *Peabody*
- *The Pensions Service*
- *Pro Active Camden*
- *Pilotlight*

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- Queens Crescent Community Association
- QPR in the Community Trust
- Regent's Park Estate Residents Association
- Regent's Park Gardening Club
- 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
- Teenage Active
- 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
- Youthforce
- Youth League

OUR SERVICES:

Adult Information, Advice and Guidance

Connexions Service

Computer Assistance, IT Support and training

DWP Pensions Service

Regent's Park Somalian Welfare Association

The WellFair Project

West Euston Ability Bikes

Open Access Computers

Information on courses, careers and events

OPERATIONAL SITES:

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

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WEP can also be found on the web, at westeustonpartnership.co.uk; on Twitter [@WEPNW1](https://twitter.com/WEPNW1); and on Facebook at www.facebook.com/wepartnership

*Hpod, Cumberland Market, London, NW1 3RH.
T: 020 7387 4401*





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TACKLING HEALTH INEQUALITIES TOGETHER