

Community Development Dashboard



Summary

From June 2018, the Community Development team have been working with the Somali, Persian, and Arab communities across the estate.

In total, we have added **£451,377** of value to the estate.

This comes from **£10,803** in casework, **£10,020** in translations and **£430,553** in jobs and training for residents.

Residents from these communities told us that they felt excluded from housing management services historically. They experience particular forms of adversity as a result of language and cultural barriers, and historic socio-economic inequality. This correlates to higher rates of rent arrears among Somali residents, for example.

That's why our team includes Arabic-, Farsi- and Somali-speaking colleagues to engage directly with these previously marginalised communities and deliver accessible and inclusive housing services.

Creating opportunities for the whole community

In one year, we have seen:

- 83 highly engaged BAME clients
- 22% have needed language translation
- 24% are disabled
- 28% live in overcrowded home
- +£10,803 increase in household income

This is based on:

- 629 interactions
- 97 home visits
- 175 repairs undertaken as a result of the engagement

A follow-up survey also established that following our engagement these residents – on average - were:

- 80% more satisfied with their housing management service
- 75% more confident about accessing those services
- 75% more likely to use those services

Engaged BAME residents

83

What we did

| | |
|--|----------------|
| Increase in household income (per year) | £10,803 |
| Interactions | 629 |
| Home visits | 97 |
| Compliments received | 60 |
| Assisted with a move | 9 |
| Downsizing | 2 |
| LLP advice and assistance with application | 8 |
| Repairs undertaken | 175 |
| Demo flat visit to discuss refurbishment | 9 |
| ASB issues handled | 8 |
| CV Support | 10 |
| Volunteer referrals | 3 |
| Support with job applications | 4 |
| Health and well-being enquiries | 29 |
| Assisted with other service access | 95 |
| Rent enquiries | 55 |
| Support with benefits | 54 |
| Complaints resolved | 29 |

Who we helped

| | | |
|---|----|-----|
| Language translation needed | 18 | 22% |
| Disabled resident | 20 | 24% |
| Disabled household members | 17 | 20% |
| Overcrowded household | 23 | 28% |
| Under-occupation in property | 24 | 29% |
| Reported distrust of statutory services | 45 | 54% |
| Resident looking for a job | 30 | 36% |
| Household member looking for a job | 23 | 28% |
| Looking for children's activities | 38 | 46% |

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Data since June 2018

Lancaster West staff and repairs operatives, have provided translation services in up to 7 languages to residents of the estate.

In a typical month:

149 translations are provided in Arabic, 86 in Somali and 75 in Farsi.

The overall income saved by in house translation services amounts to an average of **£10,020** every month.

Average language translations per month

| | | |
|-------------------------------------|------------|----------------|
| Total saved per month | | £10,020 |
| Total translations per month | 334 | |
| Albanian | 5 | £150 |
| Arabic | 149 | £4,470 |
| Bulgarian | 0 | £0 |
| Cantonese | 0 | £0 |
| Farsi | 75 | £2,250 |
| French | 0 | £0 |
| French Creole | 1 | £30 |
| German | 0 | £0 |
| Greek | 0 | £0 |
| Italian | 0 | £0 |
| Mandarin | 0 | £0 |
| Polish | 0 | £0 |
| Portuguese | 0 | 0 |
| Romanian | 0 | £0 |
| Somali | 86 | £2,580 |
| Spanish | 0 | £0 |
| Turkish | 15 | £450 |
| Urdu | 3 | £90 |

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Creating opportunities across North Kensington

We have also focused on finding employment. Outcomes include:

- 23 jobs, 4 apprenticeships, 4 work experience and 16 training courses
- +£430, 553 increase in annual household income

Our diversity monitoring:

- 21 out of 34 people for whom we have found opportunities are BAME
- 5 speak English as a second language and 15 are younger than 25

| | |
|--|-----------------|
| Total number of residents supported | 34 |
| Total opportunities created | 47 |
| Total Income | £430,553 |

What we delivered

| | |
|----------------------------------|------------------|
| Jobs Found | 23 |
| Apprenticeships found | 4 |
| Total income | £421, 013 |
| Work Experience found | 4 |
| Training Courses provided/funded | 16 |
| Total value of training provided | £6,840 |
| Total from grants and funding | £2700 |

Who we helped

| | | |
|--|-----------|-----|
| Parents returning to work | 6 | 18% |
| BAME residents | 21 | 62% |
| English as second language | 5 | 15% |
| Disabled residents | 2 | 6% |
| Resident with mental health issues | 4 | 12% |
| Mothers | 7 | 21% |
| Supported with employment/career development | 4 | 12% |
| 16-24 | 15 | |
| 25-35 | 7 | |
| 36-50 | 9 | |
| 50+ | 1 | |
| Do not know | 2 | |
| Residents of Lancaster West Estate | 22 | |
| Residents of North Kensington (non LWE) | 12 | |

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Diversity Monitoring:

Our broad range of translation services has enabled us to engage with and support with residents from a diverse range of backgrounds.

This includes 22 residents who are from a Somali background, 24 who are from an Arab background and 13 from an Iranian background.

Demographics of residents we have supported on the estate

| | |
|-----------------------------|----|
| Somali | 22 |
| Arab Moroccan | 13 |
| Iranian | 13 |
| Arab | 11 |
| Black African | 9 |
| White other | 4 |
| White British | 2 |
| Mixed White/Black Caribbean | 2 |
| Asian Pakistani | 1 |
| Black Caribbean | 1 |
| Latin American | 1 |
| Mixed other | 1 |
| Mixed White/Asian | 1 |
| White Portuguese | 1 |
| White Spanish | 1 |

Demographics of residents supported into employment

| | |
|-----------------------------|----|
| Do not know | 11 |
| Arab Moroccan | 7 |
| White European | 4 |
| Black Somali | 3 |
| Arab | 2 |
| Mixed White/Black Caribbean | 2 |
| White British | 2 |
| Iranian | 1 |
| Latin American | 1 |
| White Portuguese | 1 |