

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 **£642,604** of value to the estate in that time.

This comes from **£15,323** in casework, **£120,020** in translations and **£507,261** 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:

- 84 highly engaged BAME clients
- 31% have needed language translation
- 25% are disabled
- 26% live in overcrowded home
- +£15,323 increase in household income

This is based on:

- 960 interactions
- 118 home visits
- 202 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

84

What we did

Increase in household income (per year)	£15,323
Interactions	960
Home visits	118
Compliments received	64
Assisted with a move	12
Downsizing	2
LLP advice and assistance with application	13
Repairs undertaken	202
Demo flat visit to discuss refurbishment	17
ASB issues handled	15
CV Support	20
Volunteer referrals	8
Support with job applications	20
Health and well-being enquiries	36
Assisted with other service access	175
Rent enquiries	161
Support with benefits	182
Complaints resolved	37

Who we helped

Language translation needed	26	31%
Disabled resident	21	25%
Disabled household members	17	20%
Overcrowded household	22	26%
Under-occupation in property	20	24%
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 January 2019

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:

- 24 jobs, 4 apprenticeships, 4 work experience and 28 training courses
- +£414, 562 increase in annual household income

Our diversity monitoring:

- 19 out of 35 people for whom we have found opportunities are BAME
- 5 speak English as a second language and 16 are younger than 25

Total number of residents supported	38
Total opportunities created	68
Total Income	£507,261

What we delivered

Jobs Found	32
Apprenticeships found	4
Total income	£488,506
Work Experience found	4
Training Courses provided/funded	28
Total value of training provided	£13,755
Total from grants and funding	£5000

Who we helped

Parents returning to work	7	17%
BAME residents	25	54%
English as second language	5	14%
Disabled residents	2	6%
Resident with mental health issues	5	11%
Mothers	8	20%
Supported with employment/career development	5	11%
16-24	17	
25-35	7	
36-50	9	
50+	1	
Do not know	2	
Residents of Lancaster West Estate	23	
Residents of North Kensington (non LWE)	13	

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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	23
Arab Moroccan	13
Iranian	14
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	4
Arab	2
Mixed White/Black Caribbean	2
White British	2
Iranian	1
Latin American	1
White Portuguese	1