



Asset One-to-One & Activities Report

January 2021



Activities & Workshops

May 2020 - January 2021

1

Workshop by
Published Author
Malcolm Duffy

2

Trips to Kew
Gardens

3

4

New Activities

Art Group, Gardening Group,
Bike Repair Workshops
& Zoom Social

**Wellness
Workshops**

Sleep, Anxiety &
Mindfulness

8

People
Moved-on to
Permanent
Accommodation

4

**NEW areas of Staff
Wellbeing & Training
Developed**

see page 10

1

Trip to Glow
at Wisley
Gardens

9

New Asset-based
Volunteers

As a result of the activities or one to one work ... are there any positives that you are willing to share?

Participant Questionnaire January 2021

"They have given me confidence, and its made me feel useful, I hope it will continue."

Hotel Guest

"I'm a more confident person." Access Tenant

"Doing something different & meeting other people has really improved my mental health. Things could be a lot worse! This has all helped." Access Tenant



Asset Coach Work

Activities and Events

Throughout late spring, Summer and early Autumn, the Asset Coach (AC) continued offering activities in the constantly changing landscape of lockdowns and meeting restrictions. As loneliness and isolation were the most reported issue amongst the people we were working with during the first full lockdown it was a priority to create opportunities to connect people to one another in a safe way.

This involved gaining access to a COVID Safe building where measures such as social distancing and having an allocated seat/table were possible. We also did as many outdoor activities as possible and stayed local. Despite the number restrictions, even having a small group (max of 6) was still welcomed and attended. We had two separate trips to Kew Gardens; one was a ladies only trip (with a new volunteer) which included someone from the 'Everyone In' accommodation provision and another person who had never attended any activities in the past. The second was a 'Hotel Guests only' trip with another new volunteer. Other trips included a walk around Holme Park and a trip to Glow at Wisley Gardens attended by those recently housed in Council procured HMO's.

There were various workshops delivered two of which were in Partnership with Kingston Adult Education and two others delivered by local volunteers, one of whom was published author Malcolm Duffy ('Sofa Surfer', 'Me mam. Me dad. Me.')

Local Artist Lili Giacobino approached us with free art kits to encourage local people to submit their creations to an online art competition. We handed out the kits and an Access Tenant won! This sparked the idea of making art accessible and together with another local artist, Charlotte Ackary, we were able to launch a 7 week 'Create Your Space' workshop series to 4-6 regular participants with the aim of creating a group piece for display in the final 2 weeks. **"It gives me a chance to let loose, I would do it again and recommend it to other people"** Access Tenant (voice recorded feedback)

In light of being outdoors and reflecting that most of the people that KCAH work with don't have access to their own gardens, in late summer we launched a fortnightly Garden Club to transform the unkempt gardens outside the KCAH offices. The garden created a new focus point for keen gardeners, both volunteers and people KCAH work with including tenants.

The Garden has become a place of ownership and pride, with each participant making decisions around what to plant or grow under the guidance of an experienced horticulturist volunteer. The group also noticed that more people would sit in the garden and the litter picking became unnecessary as the space was respected in its new state, with people gravitating towards the smells of the newly established herb garden.



One-to-one work

One-to-one work has continued but again has had to reflect lockdown restrictions. Some people decided not to continue their support due to the avenues we were exploring not being available during the pandemic. Some, who preferred face to face contact support, were offered support on an ad-hoc basis due to venue restrictions.

One-to-ones were focused on accessible avenues so there was an increase in walks by the Thames, local parks as well as Royal Parks as part of one to one sessions. There were also more one to one sessions exploring accessing IT and utilising WhatsApp or Zoom for video calls.

The sessions were sometimes centred around group activities. One tenant, Bob*, with a gift for bike maintenance, set up a fortnightly workshop which we hosted and funded via our Asset Fund. This led to a partnership with Full-Cycle a local Charity that Bob* and an ex-tenant now volunteer with as a result. Bob initially took an interest in teaching others to repair their own bikes when he was staying in a night shelter. One of his new friends admitted to stealing bikes to get about as he didn't know how to repair his actual bike, another reason for running these sessions.



"One-to-one support from my coach has helped me to see changes to make, and to persevere with those changes. It helped me have the confidence to get a new job, which unfortunately I lost due to COVID."



"My confidence is slowly improving. I'm even starting to feel excited about getting back into work."

Housing Support Work

MOVING ON

COVID-19 aside, the Housing Support Work continues to assist tenants to make sure they can move on by supporting their prospects and aspirations toward the next part of their housing journey.

This has been even more of a challenge this year due to the shortage of local properties and access to physical viewings. Further issues that continue to hinder the move on process is the lack of affordable accommodation, deposits to secure properties and financial check failures.

We contact organisations on behalf of tenants who feel ready to move-on such as housing providers and relocation agencies. The HSW will look at Open Rent, Gum Tree, Spare Room and investigate other ways to contact local Landlords via Estate agents. This said, we encourage tenants to be proactive and to work toward this goal by searching web sites themselves and to contact Landlords directly.

Even with the ongoing barriers over the past 10 months, 8 of our tenants have successfully been helped into various housing opportunities. We continue to explore and seek all options that come our way.

2 SHELTERED OVER 55'S HOUSING

2 INTO SHARED HOUSING

2 PRIVATE RENTALS - 1 WITH DEPOSIT VIA A LOAN WITH KCAH

2 INTO PRIVATE LEASE VIA THE COUNCIL-HOUSING PATHWAY



WELLBEING

Although support is still being offered while working off site, we have made use of resources available to tenants such as The Working Well Trust for CSCS cards, training and other employment support. As we began facing the prospect of another full lockdown we reviewed tenant needs by running a questionnaire in Winter 2020, this informed the overall support we offered:

We supported tenants to access emergency dentist appointments, prescriptions to be delivered and when needed additional telephone calls for those who identified they would struggle with loneliness during that period.

At Christmas some tenants in shared houses and those who had moved on were offered Christmas Hampers via the local Foodbank.

We have also been having conversations around Track & Trace, and encouraging tenants to attend Flu Jabs and to think about the COVID-19 Vaccination.

BOILERS, DRIPS & LOCKS

The ongoing repairs within the Access project continue and everyday brings something different. Over the past few months, we have dealt with an array of disrepairs and we have developed a relationship with incredibly supportive contractors to get void rooms cleared, painted, beds ordered, rubbish disposed of and rooms cleaned. Getting void properties turned around in a timely fashion is one of the most important issues facing us, especially now going in and out of Lockdown as we have a list of applicants waiting to come to the Access Project and not having to experience homelessness.

83%

Found a
Zoom Social
helpful.

"Thank you for today's
(group zoom) session.
It was the most
socialisation I have
had in the last year
since Covid hit.
Definitely up for more
of it."

New Tenant

"AC paired me up with
the perfect business
coach who has since
been nurturing my idea
- I'm now about to
register my own
company! I've learned
lots already and feel
confident."

Tenant - Meetings via
Zoom

83%

Requested regular
socialising activities
on Zoom.

"I mentioned my
creative abilities and
my asset coach got me
on board with
designing the tenant
newsletter and event
fliers."

New Tenant

Digital Inclusion

KCAH has been upgrading Broadband to have better connectivity in most of our group houses enabling tenants to be in contact with their families, support workers and other agencies. Tenants have been able to gain skills, attend education classes, AA meetings worldwide, face to face counselling and be part of social groups to reduce isolation.

Furthermore, learning digital skills and navigating the web has become an even more essential and necessary part of our everyday lives. We have worked in partnership with Superhighways who have links to funders that have donated phones with 2 years' worth of Data, also supplying Tablets and laptops when available.

This has been crucial for those who are trying to find work and who need to stay in contact with Universal Credit, playing an important part in their finances not being impacted by sanctions. Furthermore increasing opportunities to get support from The Working Well Trust & Reed Employment to explore employment and training opportunities.

Superhighways work with KCAH to enable the people we work with to learn online skills to navigate the technology they now have access to.

KCAH staff can interview applicants applying to come into the Access Project via Zoom or Teams and can now arrange social events, competitions, Book Clubs, Tea & Chat Zoom Sessions, information forums and in the near future House Meetings.

We are currently on our 7th Zoom Social meeting. We are seeing new faces week by week and lots of creative ideas around how to best utilise the group.

One of the participants suggested a Talent Show and designed a poster for us to pass around. This has since led to the group creating their own music.

Future activities will include a virtual movie night and a book club facilitated by Kingston University's Big Read.

COME AND LIFT YOUR
LOCKDOWN BLUES THIS
FRIDAY AT..

KCAH'S ZOOM
TEA AND
TALENT
SHOW!

EACH TENANT WILL HAVE UPTO 5
MINUTES IN THE SPOTLIGHT!!
FRIDAY 29 JAN | 2 PM
ZOOM INVITE AVAILABLE

BRING ANYTHING YOU ARE WILLING TO
SHARE WITH THE REST OF THE GROUP:
SPOKEN WORD/ART/MUSIC/COMEDY.
DON'T WORRY IF YOU DON'T WANT TO
TAKE PART, WE'D LOVE TO SEE YOU
CLAPPING AWAY IN THE AUDIENCE!

EMAIL JHOANA (JHOANA.S@KCAH.ORG.UK)
FOR MORE DETAILS. LET US KNOW IF YOU
ARE INTERESTED IN TAKING PART!

Impact in their words

Questionnaire January 2021 (11 participants)

"I think (AC & HSW) are very good at adapting to the needs of the client and maximising the opportunities for that client based on their skill set. For myself and possibly similar characters, the COVID-19 pandemic has minimised the number of 1-2-1 meetings. This is often how I can be most productive. So that is very unfortunate but understandable."

"Talking with my coach has given me ways to talk about things and tools to be stronger in breaking through depression and low-self-esteem."

"During a difficult and complicated time for everyone, my Asset Coach and Housing Support Officer have kept up very good communication, ensured I have 'socialised more' and helped me register for a course at college which I believe will eventually lead to employment. These are all massively positive things for someone suffering with depression and anxiety."

"My asset coach also recognised my sobriety as a strength. She offered me the opportunity to take part in the recruitment process for JOEL (a substance reduction residential centre). This was very valuable experience for me - I got some very useful insight into this field of work/useful interview tips. I was even granted a Sainsbury's gift voucher by KCAH, which made me feel appreciated!"

Impact

The Asset Coach widened the offer of partaking in activities and informal one to one work to the wider KCAH community as various departments recognized the need for socialising and gaining confidence by attending activities and having one to one support.

A questionnaire was sent to a small group of people who had participated in group activities or who remained receiving support from the AC. 11 people completed the Questionnaire.

They were asked to score out of ten (10 being the best possible outcome) how they felt before and after working with the AC in that area.

Working with the Asset Coach has improved the following areas in my life:

| | |
|----------------------------|------|
| Employment or volunteering | 64% |
| Self-esteem | 91% |
| Confidence | 100% |
| Making friends | 64% |
| Physical health | 27% |
| Getting out more | 64% |
| Mental health | 64% |
| Training | 73% |
| New opportunities | 91% |
| Emotional well-being | 64% |
| Access to other services | 73% |

| AREA OF FOCUS | BEFORE | AFTER |
|---|----------|------------|
| How supported did you feel (inc. activities & one to one) | 5 /10 | 9 /10 |
| How isolated/lonely did you feel (inc. activities & one to one) | 5 /10 | 8 /10 |
| How would you rate your Health & wellbeing | 4 /10 | 8 /10 |
| How would you rate your Income Management | 5 /10 | 7 /10 |
| How would you rate the impact of your substance use | 4 /10 | 6.5 /10 |