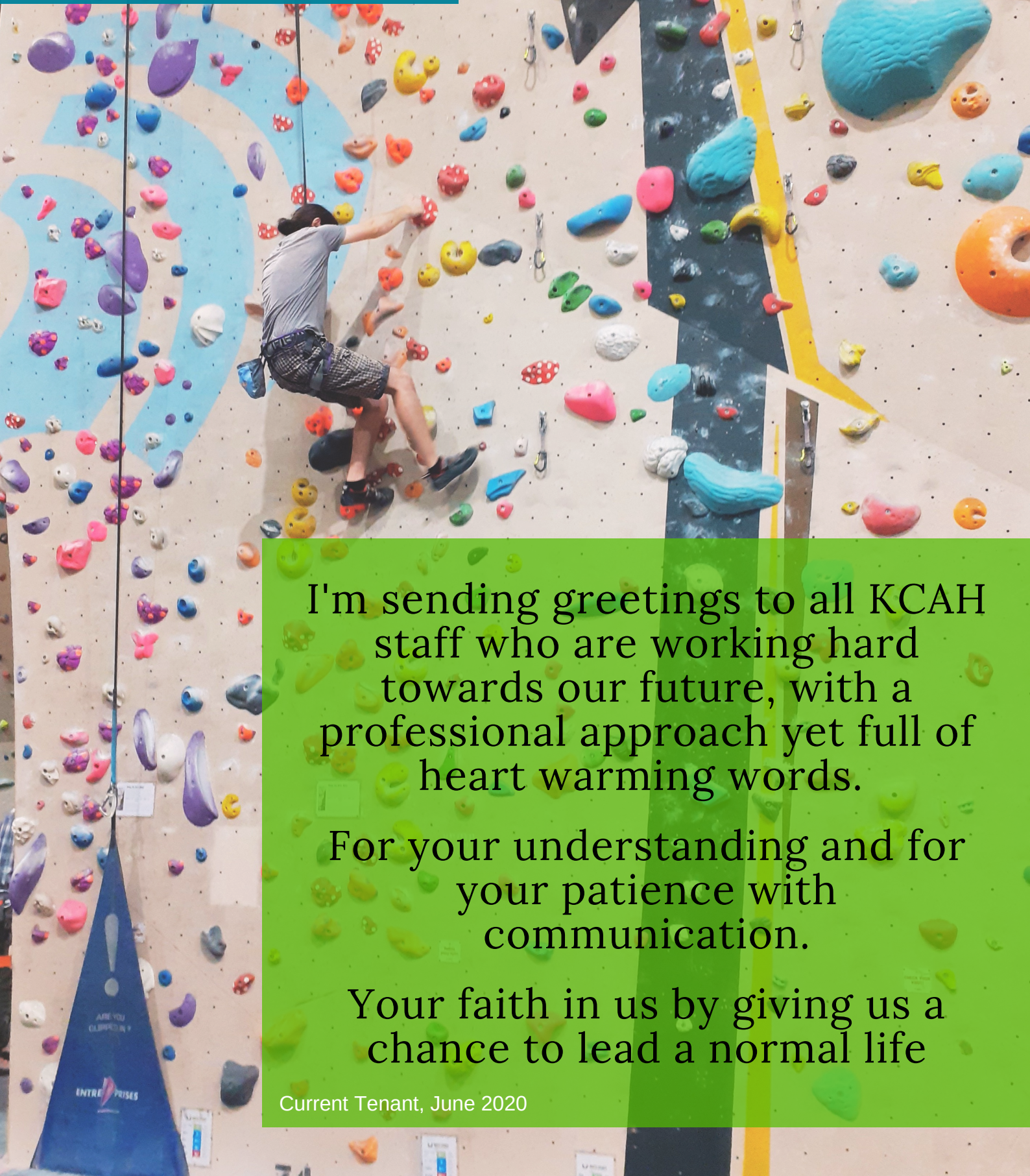


# ASSET BASED SUPPORT JULY 2019 - '20



I'm sending greetings to all KCAH staff who are working hard towards our future, with a professional approach yet full of heart warming words.

For your understanding and for your patience with communication.

Your faith in us by giving us a chance to lead a normal life

Current Tenant, June 2020



# ASSET COACH WORK

## ACTIVITIES AND EVENTS

The AC organised events and courses based on regular evaluations after events and via feedback from the rest of the Access Team.

Between January and March there were 2 outings, 2 different 3 week courses and the launching of a tenant led creative writing group hosted by Kingston University and facilitated by a retired librarian with extensive experience in facilitating groups.

The monthly events were well received, with people outside of the Access Project, such as guests from the Winter Night Shelter also taking an interest in the opportunities offered. The trip to Hampton Court Palace in March was organised and led by a tenant with whom the AC has been working with on a one to one basis to realise his dream of sharing his passion for local history. Many tenants have expressed a disappointment at not having these opportunities since Covid-19 and the Government Guidelines.

The events were also staffed by an increasing number of staff and volunteers across the organisation as a way of increasing the number of people who can facilitate

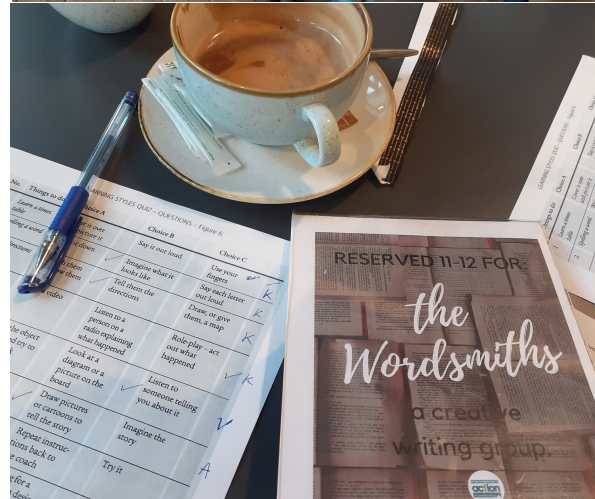
an outing. The aim for March 2020 was to recruit two ex-tenants to become formal volunteers, with the aim that they could be trained to plan, facilitate and evaluate events. This was unfortunately postponed. We have two ex-tenants who have expressed a firm interest in the opportunity and experience it can give them and so this will be pursued some time in the future.

**“It was a wonderful experience. I will not forget it in a hurry. I really enjoyed meeting the wonderful people and the overall atmosphere. A fantastic day! And I am truly Grateful. Thanks to KCAH ”**

**Access Tenant, visit to The Tower of London, February 2020**

## ONE TO ONE WORK

The AC continued providing tenants with an opportunity to meet on a one to one basis and focus on their individual strengths and aspirations. The AC has set up a Service Agreement to outline expectations and boundaries. This was discussed verbally with the AC's current caseload and has been added to the paperwork completed during the initial meeting. There were 4 Personal Asset Fund applications, funds towards an item/course/activity that helps towards achieving their overall goals. One of the best outcomes was a tenant who applied for funds to do an Indoor Climbing Course and then in early March was then able to use his skills and increase in confidence to teach another tenant to climb for the first time over 2 sessions. They agreed to meet for a third session.



# HOUSING SUPPORT WORK

The regular, everyday support given to tenants has been ongoing, with a close collaborative team approach and the integral involvement of the Asset Coach (AC). This meant that tenants who previously did not engage with the Housing Support element of the Access Project have been getting more involved. For example, an increase in the attendance of courses or going on the day trips were allowing us to see them in the office more and to have general conversations to build a better rapport. Some of the additional support has

included supporting a tenant to move within our properties. Pre-covid, 'Paul' was in a property where a clash of personalities led to him feeling bullied, his mental health deteriorated and he was at risk of drinking after many years of sobriety. He made his Housing Support Worker (HSW) aware of the situation who was able to move him into a more suitable property and ensure he had everything he needed to settle in. The HSW also referred him to a peer mentoring course which he completed and successfully graduated to the next level, an NVQ, which was originally due to start in March and is postponed until later in the year. Further support was given by his HSW around his ESA assessment which he was subsequently awarded - an outcome of 'income maximisation'.

## LEARNING OPPORTUNITIES - JANUARY TO MARCH 2020

We invited Christians Against Poverty (CAP) to run a 3 week **Money Course**. 8 people attended. It provided open and honest conversations around people's relationship with money and realistic tips around budgeting and saving. "The course has made me more mindful with money. Very useful. Can see where and what I should be doing." The HSWs are now able to monitor the improvement of managing money by the 5 tenants that attended with 4/5 having addressed their debt. The **Mosaics course** proved popular and was very therapeutic. It finished with an extra catch-up week and facilitated one of our tenants who is partially sighted. **Aspiring writers** had an opportunity to learn about the writing process with a workshop run by local author Malcolm Duffy who used his research from KCAH clients a few years ago to write his latest book 'Sofa Surfer'.

**"Your support was  
massively  
appreciated"**

**" Always available to  
contact on the phone  
- mostly emotional  
support and advice.  
Giving positive tips  
and making me feel  
loved and valued "**

**Feedback From Current Tenants**  
January 2020

Mosaics Course



Meeting writer Malcolm Duffy



Managing Money Course





# COVID-19 CHANGES TO OUR WORK

of the front-line team in the KCAH office to tackle the immediate challenges that lay ahead for KCAH's clients. In particular sourcing, packing and distributing basic essentials such as food, toiletries and cleaning materials to those in the Access houses who found themselves needing to shield or self isolate during the pandemic and the newly housed rough sleepers. The AC led the initial 'Food Response' for KCAH using our supplies of basic items, sorting through donations, recruiting volunteers to pack and deliver, sourcing local restaurants to donate meals and eventually by partnering with other organisations for a more sustainable solution such as the Hygiene Bank and the Kingston Aid Food Hub.

During Covid 19, support for our tenants has presented many challenges but also had some amazing results in the way we communicate and resolve issues that have arisen in a more 'remote' way.

We have had to work in a totally different way making sure the tenants felt supported in every way possible with the given restraints. All Access support staff, for various reasons, had no alternative but to work from home so our main concern was to look at the best and most efficient ways we could keep up

contact with all the tenants in the group houses. Firstly, we set up a call register categorising those who needed daily calls, or 2 or 3 calls a week. After some weeks, we reviewed tenant preferences, such as one call and one text message or twice weekly calls or texts only and adjusted this accordingly. However, every single one of our 42 tenants wanted to have that welfare check.

Secondly, we created a Covid-19 Mini Review Support Form. By implementing this, we were able to build a holistic picture of what type of support was wanted and needed to build into their support plan. We take into consideration their mental, physical & emotional health as well as how their finances were being affected through job losses and furlough. Done over the phone, actions agreed are still taking place which is reassuring for future planning.

A myriad of practical issues also has had to be taken into consideration so that things run as smoothly as possible and ensure all tenants are comfortable and secure in the houses due to lock down or self -Isolation. Weekly food deliveries, prescriptions, repairs, Health & Safety checks (Gas certificates-PAT testing etc.) cash pick up of Rent & Bills, liaising with statutory bodies and benefit agencies are all dealt with via homeworking.

Covid-19 and the lockdown that followed has created many challenges and changes to our way of working. This has included remote working for 75% of the Access Project team during the first few months. KCAH were presented with the mammoth exercise of getting over 90 rough sleepers off the streets and into accommodation where they could self isolate. Thus the AC was drafted into temporarily working with the rest



**"The stuff in my care package seemed pretty personal because everything is suitable and the hair products are exactly what I need and use. Thank you so much, it's going to help alot!"**

**Current Tenant, April 2020**



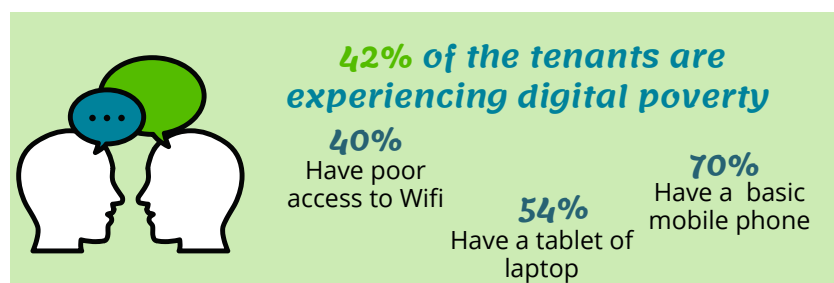
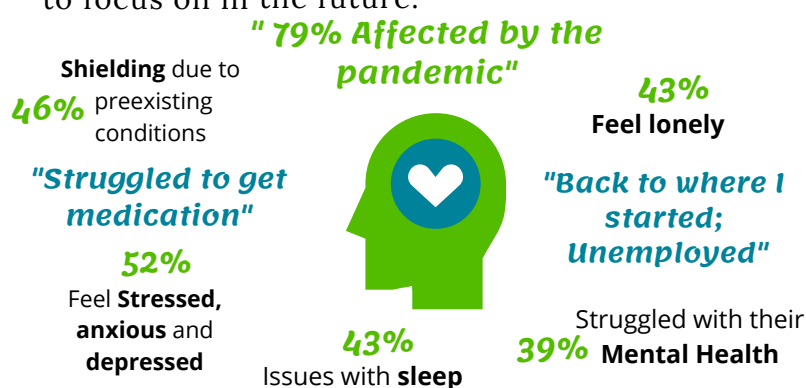
# IMPACT

In June we encouraged all 42 tenants to feedback on their experience over the lockdown period so far via online platform Survey Monkey.

24 tenants took part in the survey; results are used throughout this report and highlight the negative impact the pandemic has had on the tenants but also shows that many tenants feel supported by the team. The questionnaire also indicates the needs we need to focus on in the future.

**" A BIG THANK YOU TO  
KCAH STAFF FOR DOING  
ALL THEY CAN IN  
DIFFICULT  
CIRCUMSTANCES.  
AND A BIG CLAP TO THE  
NHS & VOLUNTEERS."**

**Current Tenant, June 2020**



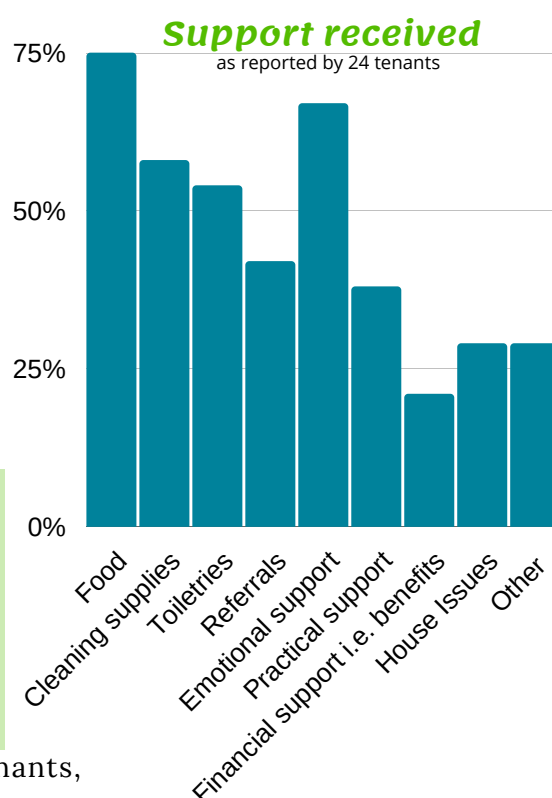
Phone calls have been our main form of contact with tenants, with an average score of 9/10 rating it a 'really positive experience'. Some tenants however, continue to prefer texts/email conversations.

## REFERRALS

Some tenants have been referred to mental health teams, Kingston Wellbeing (drug & alcohol service), GP surgeries and for deliveries of meals/food parcels during lockdown.

## CASE STUDY

Paul\*, mentioned earlier in the report, had never changed over to a new GP. He had run out of medication for his mental health condition and had been struggling to keep things under control and felt he was now floundering. The HSW contacted his GP only to find that he had been taken off the books 2 days earlier as he was no longer in their catchment area. A GP surgery closer to Paul's new flat was found and the HSW supported Paul in printing off and completing the registration for for the new GP. The forms were taken with his ID by a member of KCAH staff and was subsequently offered a telephone consultation and a prescription. The HSW also registered him with a local chemist to ensure he won't go without a prescription again. Paul was also helped by receiving food parcels which helped him during this difficult period. He is in a much better place and is enjoying going out for walks and exercising.





# JOINT CASE STUDY – TENANT INTERVIEW



***"I'm just rediscovering the other potentials in me" Stephen***

*untypical.....I'm not rebuilding a career or a family or dealing with dependency issues. I'm just rediscovering the other potentials in me, stuff I've rarely had time or circumstance to do."*

Stephen was signed off sick from work searching and was kept on JSA until he had to transition to Universal Credit. The HSW was able to support him during this transition which meant 6 weeks with no income, and KCAH was able to help with food bank vouchers, supplementary food via our regular donations and further benefits advice. *"Despite my moans, I've sort of been living the life of Riley in as much that KCAH has taken the burdens of dealing with all the hassles that central and local government create and I've been totally free to pick up other commitments or responsibilities at my own whim."*

Due to his health issues, Covid has meant that Stephen has had to shield. Although sometimes reluctant to accept help, he has accepted the support we sourced and has used his writing, the online Wordsmiths group and the one to one support calls by the team to process his frustrations. *"Covid has actually made my life better by simplifying things even further and reducing expenditure too. I'm well fed, comparatively clean and receive the support I ask for and more"*

When asked about the future, Stephen is hopeful despite the concerns around Covid and his preexisting condition. He continues working with the HSW on his move on options, having recently become eligible for sheltered housing. He is also be on board with contributing to a new tenant website. He looks forward to *"resuming Wordsmiths (face to face) and Tours of HRP / Hampton Court would be nice. For all this cossetting and the chance for a bit of self development I am extremely grateful. I have done nothing in my life to justify it, or so my conscience says yet here it is."*

## TENANT'S HOPES ONCE LOCK DOWN EASES

***"I would like day trips, but I would like to go back to volunteering"***

***"I need to get full time paid work. This is my top priority. Which I know may be a lot harder. I can't live just surviving."***

***"Maybe a social trip like a museum or doing something different. I am thinking of joining the gym once this is over. I am always up for new skills and a first aid refresher course. An amateur writing course or journalism."***