Social Enterprise Kent's (SEK) objective is “Improving Lives, Supporting Communities”. We deliver positive social impact, strengthen communities, empower people and improve lives. Guided by our principles as a social enterprise, we are committed to ensuring sustainable outcomes for communities, leaving those we support, stronger and more resilient.

**EMPLOYMENT SUPPORT**

Through the Building Better Opportunities and Community Led Local Development (CLLD) funded programmes, SEK has worked with hundreds of people who need support getting back into employment across Kent and Medway.

We understand the various challenges that people face to reach their employability goals, so we aim to support people on our programmes to access services and move that one step closer to reaching their potential.

**TRAINING AND SKILLS**

SEK delivers a huge range of short courses to businesses and consumers through our trading business on subjects such as business planning, marketing, through to first aid and safeguarding and much more. The training is high quality/low cost, so that small to midsize enterprises (SMEs) and voluntary, community and social enterprise (VCSE) organisations can get the same advantages as larger organisations.
SOCIAL ENTERPRISE SUPPORT

We support a huge range of new and existing social enterprises through support capacity building programmes. We deliver training specifically for charities and social enterprises with anything from grant fundraising, to Theory of Change, HR, governance, crowdfunding, social impact and more.

COMMUNITY SUPPORT

As part of The National Lottery Community Funded 'Fulfilling Lives, Ageing Better' programme, **Ageless Thanet** helps socially isolated older people in the Thanet district connect with their communities, engaging with over 4000 people.

**Macmillan** has commissioned Social Enterprise Kent to help run a ‘Cancer Champion’ programme for Thanet, focusing on Margate and Ramsgate. The aim is to develop a network of volunteer Cancer Champions in these local communities.

**Connect Well East Kent** is a four year programme is provided by the East Kent Strategic Partnership; a consortia comprising Social Enterprise Kent, Age Well East Kent (Age UKs) and Red Zebra Community Solutions. Carers Support East Kent provide the Community Navigation for Carers service.

ALL SEASONS CIC

We support our trading domiciliary care business, All Seasons, which delivers care to clients in East Kent, allowing them to remain independent in their homes. Operating for over 30 years, All Seasons Community Support is one of Kent’s leading and largest Health and Social Care companies with over 250 carers and support staff.
In October 2019, the annual social enterprise conference was held at Westgate Hall, a beautiful social enterprise in the heart of Canterbury. It was packed with inspirational speakers such as Andrew O’Brien from Social Enterprise UK, Jo Dyer from Animate Arts CIC, Kent Community Foundation and many more. We also heard inspiring stories from social entrepreneurs. Attendees had plenty of opportunities to network and the event saw over 100 people from a wide range of sectors attend the conference.

**WHAT ARE OUR BIGGEST CHALLENGES?**

- Social Enterprises: 46%
- Charity: 29%
- Private Business: 7%
- Community Group: 4%
- Government: 3%
- Other: 11%
**NETWORKING EVENTS**

The social enterprise sector is rapidly growing with over 100,000 social enterprises in the UK. SEK host location-specific social enterprise networking groups in Thanet, Canterbury and Ashford. Across those three areas, over 100 people have attended and taken part in the networking events, building connections, and helping each other with their challenges.

SEK was part of a successful application for Ashford to become a social enterprise place. We are so excited that this hub of social enterprise activity was recognised by Social Enterprise UK. We were honoured that Ashford Borough Council commissioned SEK to prepare a research report.

“*The social enterprise sector in Ashford is thriving – and Social Enterprise Kent is so proud to be part of it. With our oldest Ashford social enterprise dating back to the 1920s, and brand new social enterprises starting up each month, we are excited to see the strength and growth of the sector in the borough. We are in challenging times, and social enterprises are uniquely placed to make a real difference in our communities due to the combination of entrepreneurial skills with social and environmental causes.*"

**Rebecca Smith**

**DEPUTY CEO, SOCIAL ENTERPRISE KENT CIC**
At the heart of what we do at Westgate Community Trust is run and maintain a significant event space for hire accessed by a wide range of individuals and businesses; we are a sustainable business with a very strong social impact remit. Claudia and Rebecca understood our model straight away which helped enormously. This is often a hurdle with receiving any kind of business support. We received several hours of support; from helping to source funding opportunities to connecting us with the right people. This has enabled us to extend our network, raise our profile and created new business opportunities. Through our connections with SEK, Claudia and Bec and I feel that Westgate Hall is now part of a greater movement of businesses making a difference in Kent.

Clare Millett
WESTGATE HALL

Through the South East Business Boost programme, SEK had the opportunity to work on a one-to-one basis with 25 social enterprises for 12 hours each. In addition we supported a further 13 social enterprises with diagnostic meetings. We achieved so many amazing outcomes together including:

- Funding support resulting in over £20k of successful grant applications.
- Business planning for all social enterprises, with growth plans in place for the coming years.
- Operational advice/support, and helping them to get through some tricky situations unique to their business.
- Two CIC conversions.
- A senior management development session resulting in a team-led approach to business growth.
- A board development session and help with vital governance.
- Advice about the launch of a county wide Women in Business event which was hugely successful.
- Workshops about Theory of Change and Grant Writing with satisfaction rates over 95%.
IMPROVING LIVES, SUPPORTING COMMUNITIES

“The support given to us by SEK and our mentor Rebecca has been invaluable to us as a newly formed CIC. Rebecca helped us to form our ideas into a structured plan going forward. Without SEK’s help we wouldn’t have submitted our first grant application. Despite being open as a community cafe for over 3 years it is so important for us to have some external help to get us over hurdles, partly to give us the confidence and largely to help with the technicalities. Working with SEK and Rebecca has given us the opportunities, confidence and skills to go on and apply for other grants independently. Also with increased networking opportunities, working with SEK has allowed us to work with more organisations and access extra support.”

Jo Verney, The Umbrella Café CIC

“The Theory of Change workshop was the beginning of our now completed Theory of Change and Strategic Development plan for our 2 new businesses. It planted a seed that inspired our whole project and I can’t stress that enough. It was the missing cog in all of the wheels we are currently spinning. We’re SO thankful for SEK for giving us a well informed and fun session, thank you!!”

Kris Searle, Sweet Community on the Go

“Rebecca at Social Enterprise Kent was a brilliant and inspiring mentor for Animate Arts, helping us steer through some organisational changes with confidence and ease. SEK have been so helpful and informative - they really are such a positive, friendly and important service that all small organisations need!”

Jo Dyer, Animate Arts CIC
In 2015 Social Enterprise Kent received £3 million as part of the National Lottery funded ‘Fulfilling Lives: Ageing Better’ programme. We are one of 14 areas nationally exploring the best ways to reduce social isolation and loneliness and improve the wellbeing and quality of life of people over 50.

Ageless Thanet has five key areas to the project:

**Wellbeing Activities:** A variety of physical, arts, crafts, cultural and social activities, our Wellbeing activities have been chosen based on the extensive feedback we’ve received from older people across Thanet.

**Life Planning:** High-quality advice, information, guidance and support for people who have reached a ‘trigger’ point in their life.

**Ageless Entrepreneurs:** Designed to give 50+ people who wished to start a small business or expand an existing one the skills, opportunities, training and confidence to do so.

**Active Citizenship:** Encourages people to volunteer their time to give something back to the community in which they live and help make Thanet a great place to grow older.

**Age-Friendly Business:** The businesses commit to meeting the needs of older people, whilst offering discounts, offers and incentives to 50+ Thanet residents who hold one of our Reward Cards.
Stephen contacted Ageless Thanet when his friend suggested he should see the Life Planners. At the time, Stephen was homeless, living in a tent on a local beach with no money, little food and no hope of things improving. He said “My life was a nightmare. I had been sleeping rough, had items stolen, including my armed forces medals and needed help resolving my financial affairs”.

Jaime, one of Ageless Thanet’s three Life Planners, worked with Stephen to get him the benefits he was entitled to, resolve financial issues that were causing significant mental anguish, secure him a new home and obtain furniture from an armed forces charity.

“\textit{The one to one support I received from my Life Planner has given me peace of mind, given me a home, made me realise I’m not alone and there are people out there who can help. My life would not be the same without Ageless Thanet.}”

\textbf{THE LIFE PLANNING SERVICE}

\begin{itemize}
  \item Over £1m of income maximisation across all clients
  \item 75\% of participants report a significant increase in quality of life
\end{itemize}

Since August 2015, Ageless Thanet’s Life Planners have supported 1014 clients, offering 1 to 1 support to reduce loneliness, reduce social isolation and improve mental wellbeing, helping them live better, more fulfilling lives.
110 Volunteers

39 of those have completed 50+ hours of volunteer work with Ageless Thanet

"Life Planning has helped me not to feel so depressed. I am definitely happier now, though I still have my health problems. It has broadened my world. I would not have had the knowledge of how to deal with how things work. I feel empowered."

Judith, Life Planning Participant

"The staff here at the Ageless Thanet Feelgood Factory have always been supportive, and check positions on the equipment regularly and are just generally helpful. The toning tables have improved both my physical strength and stamina and mean I can continue with other activities."

John, Toning Suite Member

"To help our drivers to understand the issues faced by those living with Dementia, Ageless Thanet worked with Thanet District Council and the Police to run a Dementia awareness session. I personally think the Ageless Thanet initiative is having a wonderfully positive impact on our local community."

Maria from Central Cars, Age-Friendly Business

"It's very rewarding to get the goods that have given our members so much pleasure back to their lives. They have had to give up many of their hobbies due to their eyesight and the audiobooks enable members to enjoy books in a different form. More books mean more members can come, and we have had new members join. The support I received from Ageless Thanet for the application was brilliant and the help is there for all groups who would like to apply."

Rita, Thanet Macular Support Group
"I attended a Ukulele course with Ageless Thanet and, while I still battled with should I or shouldn't I go each week, I did. I now have more confidence in going out and leaving the house and have joined the Ukulele Club at The Ageless Thanet Feelgood Factory and I attend every Monday evening."

**Eddie, Wellbeing participant**

"My Life Planner applied to Hospitality Action for a charitable grant, due to my long service in this industry they awarded me £30 per week for a year and gave me £200 to spend on an interview suit which made me feel much better in myself. I am now saving for a break to go and see Andre Rieu in Birmingham. This is the first time I will have been away in over 20 years."

**Paul, Life Planning client**

"I get a sense of achievement doing work I feel is worthwhile. It's great to use my skills often and I work very well with all of the other members of the team. I also enjoy the social aspect of working on the project as I take part in many of the other activities such as Exploring Drawing, Knitting Club and The Ageless Thanet Toning Suite"  

**Claire, Ageless Thanet volunteer**

"The Life Planner helped me to maximise my income as well as looking for activities for me to engage in. She referred me to the Falls Clinic to help me improve my confidence in getting out and about. Signposting me to the Toning Suite has been a help both socially and physically"

**Penny, Life Planning client**

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**71% increase in motivation**

Focusing on outcomes relating to people's confidence and self-esteem, the majority of people felt positive changes in these areas as a result of volunteering.

Over 2,000 Thanet residents attended our fifth annual 50+ Festival at St. Georges School in Broadstairs, Kent.

Over 8,000 Ageless Thanet Reward Card Holders and over 300 Age-Friendly Businesses.

Over £1.2m in maximised income for Ageless Thanet Life Planning clients.
Let's Get Working is an action research project lead by Sussex Community Development Association (SCDA) piloting a new relationship between employment support and social prescribing for people with long term health conditions and/or disabilities. It is funded by the National Lottery Community Fund and the European Social Fund, and is co-delivered with Royal British Legion Industries and Social Enterprise Kent.

We provide intensive, personally tailored and ongoing practical support for disadvantaged people over the age of 16, who are not in work or training due to a disability or long-term physical health condition. Participants are assigned a dedicated Community Connector who will work closely with them to help them take their next steps towards employment, volunteering, work placements or getting involved in their local community.

The project can offer support with:
- CV writing
- Job applications
- Cover letters
- Getting involved in the local community
- Meeting new people
- Preparing for the workplace
- Getting active
- Building self-confidence and self-esteem

"I needed education, not medication"

"LGW really helped to set me on a path"

"Let’s Get Working project has restored my pride and self-worth as well as my faith in the local community."

LET’S GET WORKING PARTICIPANT

1018 PEOPLE SUPPORTED SO FAR
- 49% into work
- 24% into training
- 68% improved mental health
- 53% improved everyday living conditions
- 63% more community connections
- 50% reduced need for medical intervention

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Social Enterprise Kent are proud to be the lead delivery organisation for Lots More to Offer; a great project operating across Kent and East Sussex, which aims to help people over the age of 45 get back into employment. The project is funded by the National Lottery Community Fund and the European Social Fund, and is co-delivered with Sussex Community Development Association (SCDA) and Swale Community and Voluntary Services (SCVS).

When signing up to the project participants complete a self assessment to help identify what support they might need. This form is revisited at three-monthly intervals to review and evaluate their progress.

62% of participants increased their score by one or more

69% of participants increased their score by one or more

73% of participants increased their score by one or more

"I am very happy and that's a boost in life to have my confidence getting better and better."

LOTS MORE TO OFFER PARTICIPANT
Within Central and East Folkestone, the Harbour District, and Broadmead, there are around 8,500 people who are not currently in work and over the age of sixteen. The reasons for this can be wide-ranging, including being in full-time education.

Just over 40% of the households within this area are classified as having no adults in employment, and almost 30% of households have at least one person with a long-term health problem or disability.

The Working Together Project has already achieved 30% of its referral target with two years to go. Volunteers are dedicating their time to learn to skills and contribute towards the project.

"I found out about Working Together when my Mum saw an article in the CommunityAd magazine. I like to volunteer with SEK as it's helped me build my confidence. It's nice to have a routine and meet new people when I come to the office and help out with various admin tasks. I will continue to volunteer because I look forward to coming in every Thursday."

Conor Cruise, Working Together volunteer
EMPLOYABILITY DAY 2019

For the fourth annual Employability Day - the UK’s largest celebration for organisations supporting local people into work, Social Enterprise Kent hosted an event at Folkestone Jobcentre Plus.

The event was attended by over 50 local people who took advantage of our free workshops that included:

- Cooking on a budget.
- Interview tips.
- How to deal with interview anxiety.

Those that attended had the opportunity to meet the Social Enterprise Kent team as well as over 10 different organisations that offered support, advice and guidance on matters such as finance, education, training and health.

This was the first time that Folkestone Jobcentre Plus had opened its doors to an external organisation to host the Employability Day Event, working together to improve lives and support communities is something that we are very proud of.

"After working for a few weeks with Mark, my Employment Support Advisor, I’m now on a counselling course, which will lead me to my dream job! I didn’t even know what steps to take to accomplish this, but with all the help and support from Mark - I’m now on a journey I didn’t think possible."

GEORGINA WORKING TOGETHER PARTICIPANT
DELIVERING TRAINING SINCE 1985

- Compliance training
- Health and social care training
- Digital skills training
- Leadership and management training
- Children’s services and schools training
- VCSE sector and social enterprise training
- Over 50 different eLearning courses

"I would not hesitate in recommending their services to anyone and at very competitive prices too!"

"The whole experience was great from initial booking to the training and follow up. SEK Training was easy to book through, incredibly accommodating and helpful - even suggesting the most cost-effective way to book so we booked a bespoke first aid course."

"We have been using SEK Training here at KMS for the last 2 years to help with our staff training requirements. Every booking is a seamless process and they are always extremely flexible with our requests, often creating courses and dates to suit our needs and even changing dates at short notice! On every occasion that staff have been on courses they say that course content is excellent and extremely worthwhile in helping with their personal development."
"We did a 1.5 day course on Digital Leaders training with Seb. The second day was a corker, absolutely crammed with really useful information and tips, perfectly tailored to almost all of the people who attended the course. Couldn't recommend more highly. Very impressive. Thanks very much, SEK!"

"Thought the course was excellent and I really enjoyed the pace and subject matter. David was very knowledgeable and grabbed the audience's attention, would recommend this course for any organisation."

"The training SEK deliver is fantastic! I went to Angie's first aid training and it was brilliant! She made the training simple to understand, fun and most of all made everyone welcome! I'm always encouraging people I know and companies I work with to go to SEK for their training needs!"

"The course was brilliant. I found it really useful for the specific things I wanted to get out of it – how to conduct 1:1s, how to best support the team members I am line managing. I got some really good ideas and learned new ways of thinking."

We deliver our open courses across Kent at accessible locations at a very high standard. Whether you're looking to book an individual or small group of delegates, open courses are often the most cost-effective solution.
SEK is working in a new consortia called East Kent Strategic Partnership, including Age Well East Kent (Age UK), Red Zebra Community Solutions and Carers’ Support East Kent, to deliver the 4 year contract. Covering East Kent, this service is available to all residents aged over 55 years, regardless of whether or not they are receiving any other services from Adult Social Care. The service is also available to those under the age of 55 years and have complex needs. The Community Navigation service is a community resource that aims to improve people’s quality of life, health and wellbeing by recognising that this can be affected by a range of social, economic and environmental factors.

**AIMS AND OBJECTIVES**

- People are empowered and supported to achieve their personal goals and address any immediate concerns.

- People are provided with appropriate up-to-date information, advice and guidance.

- People are engaged and supported to plan for the future, including ensuring any ongoing support required is in place.

- People’s health, well-being and independence is improved, or maintained, as a result of the support received.

“Our approach is very holistic and the support we provide is very much person-centred. It is all about what the person wants and what the person needs to try. We promote the individual’s independence.”

**Contract Manager, Jack Packman.**
3566 ACCEPTED REFERRALS

IMPROVING LIVES, SUPPORTING COMMUNITIES

REFERRAL SOURCE

- Kent County Council: 30.5%
- NHS: 22.3%
- Other: 23.3%
- Self Referral: 13.3%
- Voluntary Sector: 9.3%

AGE

- 55 plus: 86.8%
- Under 55: 7.3%
- Not recorded: 5.9%

REASON FOR REFERRAL

- Care Provision
- Condition Specific Support
- Daily Living Enablement
- Household Tasks
- Property Maintenance
- Transport
- Falls Risk
- Finance
- Healthy Living Services
- Housing Support
- Social Opportunities
- Support for Carers

ACCEPTED REFERRALS: 3566

Care Provision: 500
Condition Specific Support: 250
Daily Living Enablement: 250
Household Tasks: 200
Property Maintenance: 150
Transport: 100
Falls Risk: 75
Finance: 1,250
Healthy Living Services: 75
Housing Support: 50
Social Opportunities: 50
Support for Carers: 50

IMPROVING LIVES, SUPPORTING COMMUNITIES
People who are affected by cancer can significantly benefit from opportunities to meet and talk with others who have similar experiences.

Our Cancer Champions assist their local communities to take charge of their own health and wellbeing. We provide information booklets and posters to raise awareness of the early symptoms of cancer, as well as signposting to services where people can seek help. By supporting deprived communities, we are looking to reach those who are the least likely to seek support for cancer.

By increasing awareness of cancer, we aim to improve the uptake of screening services, increase early diagnosis and help reduce inequalities in accessing treatment.

\[
\begin{array}{c|c|c}
\text{Information provision} & \text{Signposting to national service} & \text{Simple Interaction (discussion)} \\
0 & 0 & 400 \\
100 & 300 & 200 \\
200 & 400 & 100 \\
300 & 500 & 0 \\
400 & & \\
500 & & \\
\end{array}
\]

**Thanet Cancer Champion Interactions since April 2019**

"It's helpful, it's not difficult and makes you feel good about yourself as it's for such a good cause, it takes time to raise awareness and sometimes it's not easy, but the end result is lovely as your giving something back to Macmillan."

Jenny
MACMILLAN VOLUNTEER
We support our trading high-quality care business, All Seasons, which delivers care in people’s homes to thousands of clients in East Kent, allowing them to remain independent in their homes. All Seasons is one of Kent’s leading and largest health and social care companies. With over 250 carers and support staff, All Seasons has been operating for over 30 years and is partly owned by our amazing team.

“The care my mother receives makes all the difference to her daily routine! She feels supported, yet more independent than ever.”

5,000

hours a week of support is provided

80%

of clients reported an increase in quality of life

400

clients receive support from All Seasons