



Kingston Voluntary Action

Our Impact
2025/26 

kva.org.uk



Welcome

In my seventh year as CEO of Kingston Voluntary Action, I am prouder than ever of our continued growth and impact. This progress reflects the dedication of our skilled trustees, staff, and volunteers, as well as the strength of our relationships – particularly within our vibrant and hardworking Voluntary Community and Social Enterprise (VCSE) sector, our statutory partners, the Royal Borough of Kingston, the NHS and other key organisations across London.

It wasn't long ago that we took the bold step to restructure KVA. Alongside strengthening our core infrastructure role, we reimagined how we collaborate with the sector, local authority, health partners, communities and residents to tackle health inequalities and improve wellbeing across the borough. These changes and the continued offer of digital, data and tech support by our Superhighways programme across London have opened up new opportunities and enabled us to build important, lasting partnerships within our borough and wider.

I invite you to celebrate with us our achievements of 2025/26 and to help us continue making Kingston an even better place to live, work and study, despite these challenging times.



Sanja Djerick Kane, CEO
sanja.djerickane@kva.org.uk

Who We Are[!]

Our Vision

Communities and people, that Kingston Voluntary Action works with, are empowered to drive social change towards a fairer, more inclusive, healthier and happier society

Our Mission

To meet the needs of community organisations and individuals by equipping them with relevant tools, skills, knowledge, confidence and voice to drive positive change

Our Values

We are:

- Collaborative
- Resilient
- Creative

Our Strategic Aims



Building



Bridging



Advocating



Thriving



Our 'Why'

We asked some of our team members what motivates them, and their reflections highlight the shared purpose behind supporting Kingston's communities every day.



Jill Darling

Policy and Partnerships
Manager

The range and diversity of VCSE organisations in Kingston and their impact on people is amazing – it's hugely important and satisfying to me to shout out about this to everyone, and make a difference.



Paul Firby

Tech Development
Adviser

I enjoy helping people and if that means they are then in a better position to help others, that's great!



Kathy Wong

Community Health
Officer

I do this work to make health feel reachable and human for people who are often overlooked. I know I've made a difference when someone leaves feeling listened to and more confident.



Sue Doherty

Project Support
Officer

I very much enjoy working with and supporting colleagues and all the many different amazing organisations that we work with. I also never stop learning – something new most days!



Eneida Capaldi

VCSE Development
Manager

I work at KVA because I care deeply about people and communities, and I get to help amazing people from local organisations find the support they need to make real change.



Alissa Slaffer

Buddy Scheme
Coordinator

My 'why' is about creating opportunities for inclusion and the appreciation for social connection and seeing the happiness that brings is so fulfilling.

Healthy Organisations^{sun}

Our Healthy Organisations work helps charities and community groups grow and thrive through tailored support, training, funding guidance, and expert advice.

We strengthen collaboration, safeguarding, governance, representation and advocacy to help the voluntary sector maximise its impact for local communities. Through our Superhighways programme, we also empower organisations across London with digital, data and technology support.





Capacity Building & one-to-one support^{sun}

At KVA, our driving purpose has always been to empower Kingston's VCSE organisations to take root, grow with confidence, and thrive within the community, while delivering pan-London digital, data and technology support through our Superhighways programme.



272

Unique organisations supported in Kingston and across London



102

'Community Accountancy' sessions delivered



41

'Setting up Groups' sessions delivered



40

Kingston organisations receiving digital, data & tech support

132

additional organisations across London receiving digital, data & tech support

832

helpdesk tickets resolved for 38 tech support members



“

Jacky [KVA's Community Accountant] was invited as an observer to our December Finance Sub-Committee meeting. His insights were invaluable, and we really appreciated his feedback regarding our current set of financial controls.

Mind in Kingston, Community Accountancy Support

”

“

Paul [Superhighways Tech Development Adviser] has been able to save all our data which is quite a relief!

RBKares,
Bring Your Own Tech Day

”



Funding Support

Equipping organisations with the insight, tools, and support they need to access funding opportunities and achieve financial resilience.

221

funding
interventions
provided

£1,165,172

brought into the
borough

35

grants distributed to
organisations

5,271

visits to the KVA
funding web page

49

'Funder Focus'
pages,
attracting:

20,555

combined views

488

funding opportunities
posted on KVA's
website

“ Thank you very much for the time and attention you have given to our project, John [KVA's Fundraising Officer]. It feels very supportive and I really appreciate your guidance.

Umay, one-to-one fundraising support ”

“ It was really great to get specific questions answered so we can best tailor our next application!

RBKares – KVA's 'Meet the Funder':
The National Lottery Community Fund ”





Building



Bridging



Thriving

Training & Events

Empowering organisations with the skills, knowledge and connections they need to thrive locally and across London.

134

training &
events
delivered

616

unique
organisations
attended

“ Using pivot tables will enable me to look at my data more easily. Clare [Superhighways Data Support Adviser] is a gem!”

Excel next steps 2 participant

“ This training was fantastic. My knowledge improved considerably, although it highlighted to me how much more I need to learn. We need to develop an onboarding path for new trustees. ”

Attendee, Governance in Action

“ Thanks to this training, we were able to develop a website from scratch, and we are now live within four weeks. Thank you once again for helping us achieve this milestone. ”

Build your own website cohort participant

8.

The Kingston Voluntary Sector Leadership Programme brought together leaders from 10 local organisations for five facilitated sessions focused on reflective practice, peer learning, and practical leadership tools.

Rated **4.8/5** ★★★★★

“ The training was framed so that it impacted all attendees uniquely and at your own pace. Alongside being able to grow existing relationships with service heads and broker trust. ”

Leadership Programme Participant

The 2025 Celebrating Communities Awards brought together over **250 guests** at All Saints Church to honour outstanding volunteers and community groups across Kingston, co-hosted by Kingston Council, KVA, local VCSE organisations, with support from Places Leisure.

“ To have this moment where you actually have the opportunity to look back, and to be recognised, to celebrate the achievements of myself, my team, is a great moment. ”

CEO, Kingston Sightloss Support

Superhighways

Digital, Data & Tech Support

Helping small charities and community groups across London build the digital and data confidence, skills, and tools that lead to stronger services and bigger impact. In addition to our tech support, training, advice and capacity building, we also:

Wrapped up our 6 year funded Datawise London programme

Launched the London VCSE Dashboard in London Data week

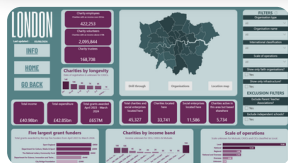
Led on co-designing an Introduction to AI train the trainer toolkit with NAVCA

Continued to grow our reach, with a focus on smaller organisations



Our external evaluation showed we'd democratised data by:

- Increasing the confidence and capability of individuals in VCSE organisations
- Improving data collection, sharing and use within and between civil society and public sector organisations
- Influencing change in civil society data infrastructure through convening and collective action with funders and tech companies



“I've just been having a play on the dashboard and it is totally AWESOME! Being able to access data about civil society seemed such a pipe-dream. Well done for keeping going and making the reality so much better than I had imagined it could ever be.”

User feedback



“Covers all areas of AI, from beginner to policy, and is thoughtful and hopefully action-provoking.”

User feedback

469

unique organisations supported across London



28%

of organisations with income under £100k



Representation & Partnerships^{sun}

We advocate for the sector, highlight and celebrate its successes, and influence stakeholders to recognise and support its vital contribution.

Kingston Compact was ratified

at Kingston Partnership Board and launched at Kingston VCSE sector Forum in December.

KVA's Surplus to Supper Hub delivered food to **33 organisations** in Kingston, in partnership with **Places Leisure, Surplus to Supper, Felix and City Harvest.**

KVA led on a **South West London cross borough partnership** to deliver the Funding Focus Conference.

We supported **London Plus** to develop a free Community Development Course with Birkbeck University.

We were selected by **NAVCA** as one of only four local infrastructure organisations (LIOs) nationwide to participate in research exploring the convening role of LIOs.

We continued to partner with **Refugee Council, HEAR Network** and **VOICE Online Communities** on Superhighways' **Digital Foundations** programme.

We worked with Kingston University and University Of The Arts London on the **Abundance Project** to enhance cultural and green inclusion while addressing ethnic inequalities in Mental Health.





Spotlight on: Launching the Compact

Inspired by the national Covenant, KVA worked with Kingston Council, the local NHS, and Lev Pedro Associates to develop a new Kingston Compact. Following workshops and consultation, the draft was refined throughout 2025.

Launched in December 2025, the Kingston Compact is a shared agreement between Kingston Council, the NHS, and the Voluntary, Community and Social Enterprise (VCSE) sector to strengthen collaboration and improve outcomes for residents through prevention, inclusion, and community wellbeing. Its vision is:

“Together, Kingston’s public bodies and the VCSE sector envision a borough where everyone can thrive in a fair, inclusive, and supportive community to improve the lives of all, particularly the most vulnerable.”

Kingston Compact 2025–2028

“

VCSE services will continue to be an integral part of how we deliver neighbourhood health and care as part of the NHS 10 Year Plan. The Compact will ensure that the VCSE are represented in the development of Neighbourhood Health Plans and considered in service design decisions.

Denise Madden, Deputy Executive Lead for Kingston and Richmond Places SWL ICS

”





Spotlight on: Funding Focus

The Funding Focus six-SWL borough conference strengthened fundraising confidence across the VCSE sector. The event offered practical guidance on funding priorities, grant applications, impact measurement, and fundraising skills.



173
attendees



Rated

4.45/5



by

126

respondents



“ Meeting other fundraising colleagues, being able to talk to the National Lottery and the Exploring Corporate Partnerships panel discussion was really interesting and informative... ”

Attendee response

“ Hearing directly from the panel also helped me understand why funding programmes are often oversubscribed and the challenges funders face in supporting smaller organisations. ”

Attendee response

“

Everything was valuable including meeting other colleagues, exchanging ideas and the most valuable is that funding application preparedness (compiling all possible information required to complete an application) is an ongoing process and we must try to keep up so as not to be fire fighting.

Attendee response ”



Spotlight on: Kidney Awareness Week

World Kidney Day (WKD) 2026 provided an important opportunity to raise awareness of Chronic Kidney Disease (CKD) across Kingston's diverse communities. Over the course of a week, we visited nine venues, including libraries, community centres, refugee support hubs, cafés and church groups, as well as environmental and family centres, helping us engage with residents in a range of trusted community settings.

Supporting

139

community
members

We engaged with:

- Older adults
- Refugees and ethnic minorities
- Families
- Carers

Support provided:

- Blood pressure checks
- BMI measurements
- One-to-one conversations
- Signposting



Meeting the Community Health Officer was a huge relief. She took the time to listen to my concerns, acknowledge my fears, and explain my kidney health in a way that I could understand. I felt heard and supported rather than dismissed. She also signposted me to the right services and resources, helping me understand the next steps I could take to better manage my health.

I left feeling much more informed, reassured, and confident about looking after my kidney function. I never realised how valuable community health support could be, especially during such a difficult and uncertain time.

KVA Outreach clinic visitor



Networks and Groups

Through our Networks and Forums, we bring people together to share knowledge, build partnerships, and collectively address challenges and opportunities facing the VCSE sector.



90

attendances at

4

**Health & Wellbeing
Networks**

153

attendances at

4

**Kingston VCSE
Forums**

“

It was a valuable forum, offering useful insights into current challenges and emphasising on collaboration and the need for continued dialogue between community groups and statutory bodies.

Kingston VCSE Forum attendee

”

131

attendances at

8

CEO Networks

63

attendances at

2

**Good Food
Group meetings**

27

unique attendees
at our CVS
Development
Workers Network
meetings, from 17
London boroughs

“

I think it's just great to have this space to exchange information and raise issues in the sector. To actually step back and talk about resources, successes and challenges.

CVS Development Workers Network's
in-person unconference (VCSS Camp)
attendee

”



Communications

Through KVA's communications activities, including Kingston Eco-op and Superhighways, we provide trusted information, showcase impact, and support stronger, better-connected communities.

KVA

164,749

website visits 25/26

168

website news stories



9,595

unique website visitors/month



11

videos produced or co-produced



48

e-bulletins sent out



Watch our 'Kingston Voluntary Sector Leadership Programme video!



Superhighways



19

e-news

1,902

subscribers

34%

average e-news open rate

338

net subscriber growth

Watch our video interview with the Iranian and Kurdish Rights Organisation (IKRO)



Kingston Eco-op

29,492

website visits



730

Facebook followers



1,720

unique visitors/month



400

Instagram followers



Follow us on Facebook!



Healthy Residents & Communities

We improve health and wellbeing by developing initiatives that respond to local needs.

Our programmes connect residents with support and opportunities to live healthier lives while strengthening community wellbeing.

Key initiatives include the Community Health Programme, Good Food Group, Kingston Eco-op, Buddy Scheme, KVA's Surplus to Supper Hub and Connected Kingston, which helps residents access local services, activities and support.





Building



Thriving

Community Health & Wellbeing

Our Community Health programmes support residents to engage with their communities and access services across Kingston.

Community Health & Wellbeing Workers (CHWWs)


1,544
household visits

636 
meaningful residents contacts

Our Chronic Kidney Disease Programme

33
outreach activities delivered


636
residents engaged

The Trailblazer Employment Programme

 **67** referrals made in **7** months

Our CHWW Heather became top referrer into the scheme!



12 months extra funding accessed

35 

Attendees at the Trailblazer 'Accelerate Career & Employment Support' Event

Key Impact:

- Improved access to healthcare and support services
- Reduced health inequalities through prevention and early intervention
- Increased health awareness, confidence, and healthier lifestyles
- Reduced social isolation and enhanced wellbeing
- Stronger trust and partnerships between communities and health services



Kingston Eco-op & The Larch

Kingston Eco-op and The Larch support adults with additional needs and autism through wellbeing activities, skills development and social opportunities. The Larch is the borough's only dedicated social club for adults with autism.



Client numbers
grew by

15% to 45



Client **activities**
included: accessible
cycling, walking
club, chair-based
exercise, table
tennis, games and
Health Club
sessions.

Discovering Books
and **Woodwork** were
launched to improve
cognitive skills, social
interaction, motor
skills and confidence.



Staff members Chris
and Sharon received
Certificates of
Recognition at the
RBK Star Awards for
Front Line Adult
Social Care Staff.



We represented client
voices on **three
partnership boards**:
the All Age Learning
Disability Board, the
Autism & ADHD Board,
and Mental Health
partnerships.



We had the
pleasure of hosting
two **VIP visitors**:
Ed Davey MP and
Sarah Ireland, Chief
Executive of
Kingston Council.



17

registered members
attended The Larch
regularly, helping to
reduce isolation.



“The staff are very friendly
and nice and I'm grateful
that everyone makes me
feel welcome and wanted.
My mental health has got
a lot better since coming
to Eco-op and I feel so
much more relaxed in
general since coming
here.”

Member feedback

Kingston Buddy Scheme^{sun}

A befriending scheme supporting adults with learning disabilities and/or autism to participate in leisure activities.

We recruited and trained

12

new
volunteers



90%

of service users
reported increased
confidence as a result
of having a buddy

33%

growth in buddy
partnerships to

28



705

volunteer hours

19%

higher than
previous year

We visited Hampton
Court Palace and the
Rose Theatre



80%

of respondents felt less
isolated as a result of
being part of the Buddy
Scheme

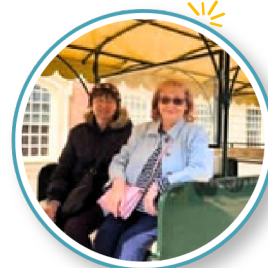
“ I’m grateful to have
been included in the
scheme, and I feel like I
am getting a lot out of
the experience –
maybe more than I
realised at first! ”

Buddy Scheme client

“ [I feel] safe, excited,
interested and involved! ”

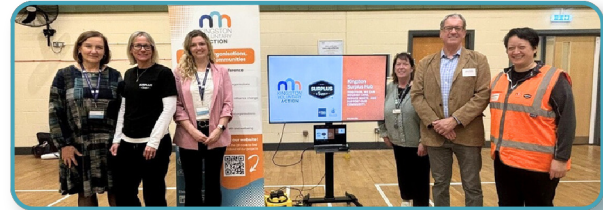
Buddy Scheme client

We said goodbye to Andy
King and welcomed Alissa
Slaffer as Buddy Scheme
Co-ordinator.



KVA's Surplus to Supper Hub

KVA's Surplus to Supper Hub is turning food waste into opportunity, connecting communities with nutritious food while building a more sustainable and resilient local food system across the borough.



59,850 kg

surplus food
redistributed



34

community
organisations
engaged



26

regular volunteers
contributing

174

hours/week

300

crates of food
distributed every
week



5-star

hygiene rating
achieved



1,300+

healthy meals
provided



52%

increase in
number
of people reached



30+

community
pop-up markets
delivered





Good Food Group

The Good Food Group connects organisations across Kingston to tackle food insecurity through collaboration, shared learning and collective action.

33

local groups and charities working together



26

food safety qualifications achieved



12

newsletters to

156

subscribers



36

support visits to local food banks, affordable supermarkets and organisations



“With KVA’s support, we established Kingston Pantry nearly four years ago. Since then, hundreds of families have been strengthened, with many becoming financially independent again. What began as food support has grown into a thriving community and a gateway to wider wraparound support.”

Susan Bence, Kingston Pantry Manager

Kingston Community Football

A free weekly football session for men aged 18+, welcoming all abilities and promoting fitness, wellbeing and social connection.

178

participants



30+

sessions



Ages

18–80



We went on a football trip to Wales!



The project received funding from Go London!



“... it’s never just about the game, it’s about creating a family, it’s about showing up for each other, talking, listening, being part of something bigger than yourself.”



KCF Participant



Building



Thriving

Digital Inclusion

We help residents and community organisations build digital skills, confidence and access to reduce digital exclusion and health inequalities.



8

basic digital skills
community outreach
sessions in Kingston



182

data SIM cards
distributed across
Kingston via referrals
and partnering with
RBKares and KCAH

8 NHS app information
sessions at cancer
awareness
community events



27

donated tablets and
laptops distributed

“As a care leaver, currently in temporary accommodation and actively seeking employment, access to a tablet would significantly enhance their job search by enabling them to apply for roles more efficiently, access resources, and communicate with potential employers.”

Local referral organisation

Connected Kingston

Connected Kingston is a borough-wide social prescribing service that connects residents with community support, activities and services to improve their health and wellbeing.



80,000

Summer campaign
social media views

30,000

Winter campaign
social media views



6



newsletters
sent to

600

subscribers



2 videos
created in
collaboration

528,485

Facebook views



Thank YOU



This impact report is a reflection of what we have achieved together, and none of it would have been possible without the dedication, generosity and commitment of our community.

To our **staff and volunteers**, thank you for your passion, professionalism and generosity. Your efforts are at the heart of everything we do and enable us to reach and support more people.

To our **trustees**, thank you for your guidance, governance and steadfast commitment to our vision. Your leadership helps ensure we remain focused, effective and sustainable.

To our **supporters, donors and funders**, thank you for your trust, partnership and investment in our mission. Your support makes our work possible and helps us create lasting change.

Thank you for being part of our journey and for helping make this impact possible.

Donate
to KVA



kva.org.uk



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our newsletter

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Charity No: 1160403



superhighways
harnessing technology for community benefit

