

# PRESSUREVALVE CASE STUDY:

---

## Toynbee Hall

- Recruitment and training
- Conference production
- Project management
- Grant management



"Julie is an amazingly dedicated individual who is willing to go the extra mile for the people she works with. I had the pleasure of working with her for over a year and during this time was able to see her skills in communication, management, project planning and research.

Without her help and knowledge, I doubt we would have been able to provide an effective service for some of the most vulnerable people in our society".

**Paul Morden**  
**Head of Services, Toynbee Hall**

"Julie is an outstanding project manager, highly skilled and highly committed to any challenge or work stream she commits to. I had the pleasure to work with Julie in different projects and have enjoyed the benefit of her strengths, flexibility and professionalism throughout.

Julie is able to consolidate existing strands of work, as well as implement new ones, whilst gaining the trust and respect of all the staff, volunteer and stakeholders she works with. I believe that Julie's 'doer' attitude and competence would be an asset to any organisation she works for".

**Dolly Galvis**  
**Former Head of Debt, Money and Advice Services, Toynbee Hall**

"Julie was invaluable in this process, she worked alongside the team to ensure that we had the right candidates for the role. Her knowledge, experience and contacts within the sector meant she was able to draw on a diverse range of resources to help us in this process.

Her understanding of the charity sector – and patience – meant she was really able to take on a vital support and delivery role at a time when we were under real pressure to deliver on key priorities".

**Rowena Estwick**  
**Former Partnerships Manager, Toynbee Hall**

I've worked with Julie on two conferences, on both she was instrumental in researching and sourcing speakers, along with managing them on the day and assisting with facilitating in general. She was diligent and conscientious in her approach and her hard work was evident through the outstanding success and positive feedback from the events.

I would welcome working with Julie again and recommend her wholeheartedly.

**Michael Dunlop**  
**Marketing Manager, Toynbee Hall**

# THE CLIENT

Toynbee Hall is a community charity based in East London, with a national reach and 130-year heritage.\*

The organisation gives some of the U.K.'s most deprived communities a voice, providing access to free advice and support, working together to tackle social injustice. Their work includes:

- research on issues related to poverty, social and financial inclusion and wellbeing,
- youth and older people's projects and
- leading the Capitalise Debt Advice Partnership. A pan-London partnership of organisations working together to provide free debt advice.

Via my company Pressurevalve Ltd, I've taken pressure off Toynbee Hall managers and teams, by providing expert, versatile, temporary resource, for a range of projects.

If you have a learning and development, or management project that you need help with, whether it's a short assignment of a couple of days, or support over a number of months, please get in touch via [julie@pressurevalve.co.uk](mailto:julie@pressurevalve.co.uk) and we'll arrange a call to discuss your needs in more detail.

I look forward to working with you.

Julie Smith  
Director - Project Worker - Coach  
Pressurevalve Ltd

**Read how I helped the Toynbee Hall Team >>**

\* Toynbee Hall was created in 1884 by Samuel Barnett, a Church of England vicar, and his wife Henrietta, in response to a growing realisation that enduring social change would not be achieved through the existing individualised and piecemeal approaches.

Their radical vision was to create a place for future leaders to live and work as volunteers in London's East End, bringing them face to face with poverty, and giving them the opportunity to develop practical solutions that they could take with them into national life. Many of the individuals that came to Toynbee Hall as young men and women – including Clement Attlee and William Beveridge – went on to bring about radical social change and maintain a lifelong connection with Toynbee Hall.



# DISABILITY PROJECT

**The challenge:** Increasing access to free debt advice, for people with severe disabilities.

## CONTEXT

Debt advisers were already skilled at supporting clients with mild mental and physical health conditions. However, clients with more severe conditions such as: schizophrenia, long-term depression, brain acquired injuries and certain long-term health conditions, required more specialised and intensive support.

The project was designed to increase understanding of the needs and experiences of debt clients with severe disabilities, exploring ways to improve the debt services available to them across London.

## OUTPUTS

### **For this project I:**

- managed a pilot referral project, including: set-up, grant monitoring and reporting to funders.
- produced a toolkit to increase debt advisers' skills in helping people with severe disabilities. (The toolkit included: videos, infographics and easy-read materials for clients with learning disabilities).
- recruited and managed 'Disability Champions'.
- conducted field and desk research, plus analysis to: gather insight into the needs of clients, identify barriers to clients accessing services, identify barriers to agencies providing services, and to determine learning from the referral pilot.

### **Key skills utilised:**

- Project management.
- Grant monitoring.
- Partnership working.
- Research and evaluation.
- Creating learning materials.

## OUTCOME

Following this pilot phase, continuation grants were awarded, securing specialist debt advice services for a further two years. I continued working with the organisations delivering these services, monitoring their grant outputs.

Over 400 people have been directly helped by the project.

# ANNUAL CONFERENCE

**The challenge:** Provide debt advice agencies with new knowledge and ideas, to make their services even more effective.

## CONTEXT

Toynbee Hall leads the Capitalise Debt Advice Partnership, which is a group of London-wide agencies, helping people with unmanageable debt.

The purpose of the annual conference is to bring the Partnership together to: share learning, hear different perspectives from the debt landscape and to provide continuing professional development for advisers and managers. All with the end objective of helping advisers and their agencies, continue to provide the most effective help possible to their clients.

## OUTPUTS

### For this project I:

- produced the annual Capitalise Debt Advice Partnership conference for 2016, 2017 and 2018. Liaising with stakeholders to identify topics and themes, shaping the programme, sourcing and briefing speakers.
- provided event management support pre, post and during the event.

### Key skills utilised:

- Research.
- Learning and development design.
- Conference production.
- Event management.

## OUTCOME

Three successful conferences were delivered and attended by over 180 debt advisers and managers.



# INTERNSHIP PROGRAMME

**The challenge:** Recruit and train a flexible pool of debt advisers, to meet fluctuating demand from advice agencies across London.

## CONTEXT

Organisations within the Capitalise Debt Advice Partnership were struggling to fill vacancies for trained debt advisers. This was due to there being a lack of new, trained advisers entering the sector, plus the short-term nature of many of the posts available. On the flip-side, volunteers within the Partnership wanted to progress into debt advice but couldn't access training, without securing a debt adviser post.

A paid internship programme was proposed as a solution. Interns were given training and paid placements, creating a pool of staff ready to support the flexing needs of the Partnership.

## OUTPUTS

### **For this project I:**

- created the: role description, advertising, training programme, plus the shortlisting and interview criteria.
- was a panel member for the interviews.

### **Key skills utilised:**

- Writing job descriptions and job advertisements.
- Creating selection criteria.
- Conducting interviews.
- Structuring training programmes.

## OUTCOME

A pool of 13 interns were trained, ready for placement within the Capitalise Debt Advice Partnership.

## WHAT'S NEXT?

I'm currently project managing another pilot for Toynbee Hall.

Following feedback, Toynbee Hall have developed a digital version of one of their successful classroom-based, training programmes. This is to widen access to the training. We are testing different combinations (blends) of face-to-face and digital learning, to meet the needs of different learners.

Outputs so far:

- Enhancing the beta version of the eLearning course.
- Writing an online assessment.
- Gaining accreditation for online learning.
- Working with organisations to develop different blends to suit their needs and supporting them with their pilot.
- Reshaping existing materials to meet the requirements of different pilots.
- Creating marketing materials.

## HOW I CAN HELP YOU

I provide interim support for busy managers. If you have a learning and development, or management project, that you need help with, whether it's a short assignment of a couple of days, or support over a number of months, please get in touch via [julie@pressurevalve.co.uk](mailto:julie@pressurevalve.co.uk) and we'll arrange a call to discuss your needs in more detail.

Here's a flavour of the versatile skills I use to help organisations:

- Producing conference programmes.
- Event management.
- Interim team management.
- Creating training programmes and materials.
- Recruitment: writing job specifications, selection criteria, interviewing on panels.
- Chairing meetings and acting as Master of Ceremonies for events.
- Facilitating workshops on topics including: communication, motivation and peer coaching.
- Project management.
- Grant management.
- Leading partnership working.

I also have a network of associates, so if I don't have availability within your timeframe, or your requirements are out of my areas of expertise, I'll do my best to connect you with someone who can help.



## Did you know?

Pressurevalve can also release pressure through a range of coaching solutions for individuals and teams. Providing vital head-space and expert coaching to help you achieve your goals.

For more information, visit:

**[Pressurevalvecoaching.com](https://pressurevalvecoaching.com)**