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Adolfo Gaspar award

We are pleased to announce that the first winner of this award is Peter Hannon. The award is given, in memory of Adolfo, to the learner who the IT tutors consider has made the most progress during the past year. Peter came to Training Link never having used a computer before, and is now confidently doing OCN Level 1 courses.

Officers' Reports

Chair

Welcome to our Annual Review. Unusually it is some 15 months since our last one as we moved the start of our reporting year from January to April.

It has been a year of contrasts – of optimistic strides forwards and setbacks, moments of much to celebrate tempered with the sadness of loss. We lost our treasured friend, long time supporter and committee member Adolfo Gaspar. He represented the best of Training Link, coming to us first as a learner then staying in touch to help others make the learning journey he had successfully made. In thanks and celebration of his contribution we have launched a small award in his memory to recognise a student who has made the most significant progress in IT training.

An important challenge for us like so many organisations around the world has been the uncertainties caused by the credit crunch. We are grateful that our funders have maintained their support to enable us to help people in our community to make the most of opportunities.

We are working with Camden Working so that local employers have people with much needed skills. Our courses support and deliver added value as our students grow in confidence, achieve and move on to further training, work and volunteering. Our silver surfers are a revelation, enabling families to bridge the generation gap and reduce isolation.

Training Link too has never been afraid to move on, to explore new opportunities to empower our community. We are particularly pleased about the success of our newsletter and leaflet course which helped small organisations promote themselves. Our family history course brought a cross section of residents together to share their knowledge and experience of kinship.

We said goodbye to the Separation and Reunion Forum in the knowledge that, as it moves to its new home, our support has helped it to survive and continue to provide a platform for professionals and survivors to meet and deal with the challenges of family separation. Our Access to Criminal Justice project fulfilled an important objective for us to *provide knowledge for empowerment*, to empower our local community.

The work of Training Link is the work of a dedicated few who give their time and energy and ideas unstintingly. So it is a pleasure to thank the staff, particularly our energetic director Peter, our tutors, consultants and volunteers. I especially want to thank the management committee

members whose support throughout the year we have all benefited from and who made the challenge of chairing a pleasure and a privilege for me. Thank you to our funders, particularly the London Borough of Camden and most of all to our students who are Training Link.

Brenda Goring Moore

Vice Chair

This has been a good year for Training Link, especially considering the economic and social difficulties so many people are facing. While the provision of interesting, friendly and accessible courses in IT and English has continued, I am pleased that we have been able carry out some new projects, notably the Access to Criminal Justice project.

This is also the 10th anniversary of Training Link's sister project, the Separation and Reunion Forum and they look forward to celebrating this with a special anniversary conference in the autumn.

Frances Connelly

Treasurer

I was elected to the Training Link Management Committee at the last AGM. However, I know the organisation very well as I was its grants officer in my previous incarnation when I worked for the London Borough of Camden. It is quite a new and interesting experience to be a poacher now, instead of a gamekeeper.

I have attended the Management Committee regularly, and try to call into Training Link every week. I speak to Peter regularly about our financial position and several fundraising efforts successfully undertaken by him.

On behalf of Training Link, I attended a series of training sessions called 'Better Governance' designed for management committee members of voluntary organisations that was organised and delivered by Voluntary Action Camden. I found these very useful, in particular the ones on finance and legal responsibilities. Arising from this course I attended a 'Training for Trainers' course at the Mary Ward Centre. Through Training Link I have become a Trustee for the Fitzdale Trust, which is also very interesting.

The last year at Training Link has been enjoyable and satisfying, and I look forward to continuing to be involved in the future.

Maya Alva

Director's Report

The past 15 months have been a busy time at Training Link. The reason that this report covers from January 2008 to March 2009 is that we needed to run a 15 month financial year to bring our financial year back to April to March, which makes our financial management much easier! This means there is even more to write about.

Staff team

Following changes in the early part of 2008, our staff team has been fairly stable. When Liz Blaise (ESOL Co-ordinator) left at the end of March, we replaced her with Nelly Pineda as our IT Co-ordinator. This appointment has been successful – Nelly teaches IT courses, and has done a great deal of work with the European Computer Driving Licence (ECDL) students. Julian Adams has worked one day a month on finance, and has successfully kept our finance records up to date. Kim Cooper is still with us as our office cleaner, and I would like to thank her for all her work.

For our ESOL work, Tom Benson has worked very hard as a freelance tutor. He has also taken responsibility for liaison with Open College Network on ESOL issues. Fabienne Gimenez has joined us as a freelance IT tutor.

We have also used Daniele Lamarche to help with fundraising and some strategic work, Jack Beeby to update our website, and Steve McCarthy on publicity. All their efforts are valued by us, and give us the flexibility to call on them when we need their input.

Although employed by Camden Adult Community Learning Service as IT tutors, Tracey Hamilton and Mohamed Omar are both an important part of the team at Training Link. In particular, Tracey has done a great deal on our Open College Network course verification work.

Management Committee and Trustees

The Management Committee has seen some changes since the last report. Faize Bedirhan-Yakup and Elaine Arnold have both stood down from the MC, but continue as Trustees, along with Brenda Goring-Moore and Frances Connelly. Brenda continued to serve as our chair, and has also given me regular support through supervision meetings. Frances Connelly has continued as our vice-chair. Maya Alva took over as treasurer from Faize.

On 23 November 2008, we lost a longstanding MC member and volunteer when Adolfo Gaspar died. At very short notice, some of us attended a memorial mass held for him. We also organised a memorial evening for him at Training Link in

January, when some former staff, MC members, learners and friends were able to attend. There is an article about Adolfo elsewhere in this report.

As well as some longstanding members standing down, we have also welcomed four new members to the MC. Toni Bailey lives locally and also volunteers to run the weekly Drop In session; Farzana Ali brings wide experience of the Asian community, and Betty Creagh and Yasin Alzuhdi are both current learners and local residents. We are pleased that Elizabeth Ajith from the Sudan Women's Association has also continued as an MC member.

Volunteers

As well as our paid staff, volunteers are essential at Training Link. Chris Carr has continued to develop his experience as an ESOL tutor by teaching our ESOL E1 class with great skill and patience. Toni Bailey runs the Drop In session each week, and Louisa John-Baptiste covers in her absence. Emiflor Bahceci helps every week with our administration and filing. Elena Guarinoni also volunteered doing learning support for IT learners. Dave Farrar did valuable maintenance work on our computers.

Funding

Our main funders over the past year have been various parts of the London Borough of Camden. Camden Adult Community Learning Service provides funding and support for our IT programmes, and are always supportive of our work. Since March, our ESOL programmes have been under the remit of Camden Working. This has increased our contact with other agencies working with unemployed people, which is positive, but has also resulted in more meetings to attend and far more administration work. At the time of writing, Camden Working is under review, so what our future is with them remains to be seen. We also receive a Capacity Building and Fund Management (CBFM) grant which pays for some ESOL and Citizenship classes.

We have received various grants from other charities or grant making bodies over the past year. All these have been welcome, and have added to the variety of our work. They have enabled us to run projects outside our mainstream work, such as the Access to Criminal Justice Project, IT for parents with learning difficulties (in partnership with Elfrida Rathbone Camden) and classes in Adult Literacy and Numeracy, which will start in April 2009, paid for by the Richard Reeve's Foundation.

Monitoring and evaluation

We have had monitoring or verification visits from Open College Network, Camden Working and Camden Adult Community Learning Service. We also had an audit visit from the British Computer Society, where we again were given the top grade. As part of the OFSTED inspection of Camden Adult Community Learning Service, an inspector observed a Training Link class.

Separation and Reunion Forum

Training Link has continued its partnership with the Separation and Reunion Forum, and were represented at their conference in November. However, this year SRF has moved out of our office to south London. We hope to keep in contact with them, and publicise their work.

Basement Dance Studio

We have continued our partnership with the Basement Dance Studio, which helps them put students through OCN qualifications. I visited the studio to meet their director, Judy John-Baptiste, and was impressed with the facilities and the quality of their work.

Repairs and facilities

We received two grants to help pay for a new boiler, from the Fitzdale Trust and the CAFÉ Community Chest at the Centre for Sustainable Energy. We also had three thermostatic valves fitted to radiators as part of this project. We received a grant to help pay for a new staff computer and printer, funded by the Emmanuel Vincent Harris Trust. We had some minor repairs done, also paid for by the Fitzdale Trust. We have a new broadband network for the staff computers, and have installed Dreamweaver, which will allow us to maintain the Training Link website ourselves.

We have gradually been turning the back office into a meeting room and room for one-to-one meetings.

The future

In last year's Annual Report I wrote that we need to broaden our funding base and develop a wider range of courses to offer. While we have achieved the latter – to some extent – we have still not broadened our funding base enough. This is not for want of trying! However, even before the credit crunch there was huge pressure on funders, and we need to continue to apply for funds. We are looking to diversify, with ESOL for the central and eastern European communities in London, and

with courses for managing money for people on low incomes. We have been approved by the British Computer Society to run this course; now we need to find a funder to support us.

The demand for the work that Training Link does is ever-growing. There is still a demand from the deprived communities we serve to develop basic skills and enable people to enter the world of work or play a more active role in their local areas. If we can secure the funding, we can continue to do that valuable work.

Peter Lush
Director

Trustees

Elaine Arnold
Faize Bedirhan-Yakup
Frances Connelly
Brenda Goring-Moore

Management Committee meetings

There were six Management Committee meetings scheduled between 1 January 2008 and 31 March 2009. Of these, one was inquorate and one had to be cancelled because of bad weather. We also held the Annual General Meeting in this period.

The attendance at MC meetings was as follows:

Brenda Goring-Moore 5
Frances Connelly 4 plus 1 apology
Elizabeth Ajith 1 plus 1 apology (out of 2)
Farzana Ali 1 plus 3 apologies (out of 4)
Maya Alva 5
Yasin Alzuhdi 2 (out of 3)
Toni Bailey 1 plus 3 apologies (out of 4)
Betty Creagh 2 plus 1 apology (out of 4)
Adolfo Gaspar 4 apologies (out of 4)

Funders 2008-2009

Thank you to:

L.B. Camden – Camden Working
L.B. Camden – Adult Community Learning Service
L.B. Camden – Capacity Building & Fund Management
CAFÉ Community Chest
Deutsche Bank Small Grant Fund
Emanuel Vincent Harris Trust
Fitzdale Trust
Londonations
Ministry of Justice
Richard Reeve's Foundation

Adolfo Gaspar

Everyone at Training Link was very sad when Adolfo died on 23 November 2008. This tribute was prepared for the memorial evening we held in January 2009.

Adolfo first got involved at Training Link as a learner in 1998: "I didn't know how to switch a computer on" he recalled, "I started going to colleges to do ESOL – I got to level 5 and 6. I really liked studying. Louisa saw me with a translator and a computer and a book. She didn't know how I could do all this at once.

I started doing jobs at Training Link, helping out, things I could do. I was developing my skills. I did different courses – OCN Level 1 and 2, CLAIT, ECDL, Access, Word and Excel Advanced."

I asked how he started teaching, as he was an excellent computer teacher, and incredibly patient: "I got more involved with Training Link, and developed a bond with Louisa. I created and designed the Database, [which is still used today]. I was teaching two classes – basic IT, and ECDL practice. I had two teachers from Slovakia in my class. They said 'We like to come here, we learn a lot'. They said that they learnt more in one day than in three weeks at a local college. I used to set homework for them."

But it wasn't always easy: "With some people, you could waste time, having to stop the class, and I didn't know how to deal with that. I learnt to be respectful to everyone. And I had to be careful – some men were sexist, and wanted to be seen before women. I enjoyed teaching and found it fulfilling. I still see people that I taught. As a teacher, I realised that it was important that people see the reason that something happens. I would let people do the mistake and understand why. I taught courses at different levels, and learnt how to deal with different students."

Adolfo became well qualified in IT: "I worked very hard, and it didn't take that long. I would keep on trying until I managed to do something, I was very persistent."

He also became a member of the Management Committee, a position he held until he died.

He also worked on marketing for Training Link, running campaigns and leafleting local estates. He also involved other local people in our publicity campaigns. Even when he was ill, he would still discuss with me which were the good areas to leaflet. He had a long term commitment to building the organisation: "Training Link didn't have much money; we needed to do what we could. Often I would work late on the Database."

Adolfo also made many friends through his activity with Training Link: "I got on well with



everyone. Shingo became a friend, and I worked very well with Alp. But from the beginning, Louisa was a rock for me, and I supported her. Only once did we have an argument, she was very stressed and was stressing everyone else! She became one of my best friends." His former partner, Puri, was a student at Training Link, and her daughter, Paloma, has been a regular visitor to the organisation and has followed Adolfo's interest in computers.

Training Link gave Adolfo an award for voluntary service to the organisation. We had hoped to give it to him at the 2008 AGM, but he had undergone a chemotherapy session the day before, and was unable to attend. I gave it to him a couple of weeks later, and he was very moved. He said that he would show it to his mother on his next visit.

Before he became ill, Adolfo had been volunteering as a drugs worker, and found the work very interesting. He had planned to develop a career in this area, but his illness meant he never had the opportunity. He made a remarkable, long-running contribution to Training Link, and the Management Committee has agreed to present an award each year in his name to the IT learner who has made the most progress.

Peter Lush Director

This tribute is based on an interview in September 2008.

Photo: Adolfo and Louisa at Louisa's farewell dinner, November 2007.

ESOL courses

The past 15 months has been a successful period for our ESOL classes. We have run classes at Entry 1, Entry 2 and Entry 3 for Work. We decided not to run pre-entry classes any more as it was very difficult to recruit to them. Our new structure offers students a clear progression path.

We were given approval by OCN to run the Entry 3 for Work course. On all the courses we offer three units: reading, writing and speaking & listening. This gives the students the chance to gain a qualification even if they only complete one term of the course, although most students go on to complete all three units.

Our funding for ESOL has been from two sections of Camden Council. Some is through the Capacity Building Fund Management stream, the larger part, funded through the Local area Agreement and Working Neighbourhoods Fund is now under Camden Working. This change meant some administrative changes, and more emphasis on supplying data and records of 'outputs', but has also been positive as it has made us part of the network in Camden aiming to find people new employment opportunities.

Part of our ESOL work is to provide information, advice and guidance for learners who are looking for work. We asked the Camden Housing Employment Project to do this work on our behalf, and this partnership has been very successful. We would like to thank the staff of CHEP, in particular Joseph Kelly, for their work with our learners.

Liz Blaise contributed much to our ESOL work before she left Training Link in March 2008. Since then Tom Benson and Chris Carr have been our ESOL tutors, and have worked very hard to develop the courses.

We would also like to thank all the staff at OCN who have given support to our ESOL courses, in particular Becky Dumbrell who deals with the administration with great patience.

Feedback on ESOL

"I like Training Link – I learnt how to read. I would like to come here more. I went to a college for 6 years and did not learn anything. I come here for one day a week and get more support than I did in college. I have learnt much more here than in college. I get good support in my English class. I can talk to people now in English. I can spell my name in English and when someone talks to me I understand everything. I talk English with my kids now – because of what I have learnt at Training Link. Now I have the confidence to go for a job."

Latifa (ESOL E1 student)



ESOL tutor Tom Benson with two successful students, Shahida Abdul Karim and Sohaib Bin Farooq

Computer courses

We have continued to develop our computer courses over the past 15 months. We have reorganised the courses so that there is a clear progression path for learners. Absolute beginners start with IT for Fun, which covers the basics of how to use a computer, access the internet and send email. Many of our IT students are older people who have never had the chance to learn IT skills before. They get great pleasure from being able to use the internet and send emails to relatives and friends, and get pictures from their grandchildren. Some go on to buy computers themselves.

Learners then go onto study OCN courses at Level 1. We have restructured these so that in one term they do using the internet, email and Word, and can then continue on to study spreadsheets if they wish. We ran Level 2 courses (equivalent to GCSE) this year, but after advice from the OCN external verifier, have decided not to do this in the future. The main areas are similar to level 1, but a bit more detailed, and most of our students do not need a qualification to look for work, although they do enjoy receiving certificates.

Other courses

As well as the OCN courses, we have run various non-accredited courses. These have included Keyboard and Typing Skills, Multi-Media and Photoshop. They have given learners who have done the Level 1 courses the chance to find other uses for the computer. With the growth in the use

of digital cameras, many students have found these courses interesting.

IT and Family History

Another new initiative was to run a short course on studying Family History using computers. We hoped to attract new students to Training Link through this course, as there has been a lot of television coverage of family history recently. Although we got a couple of new students, most of the class were existing IT students. The course broadened out into a more general 'studying history using computers' course; discussing a topic and then doing research online. We also organised some external speakers, including Richard Knight at the Camden Local History Centre in Holborn library, Len Phillips (a retired London guide) who spoke about Covent Garden combined with a slide show, and Ian Rice, the Projects and Development Officer of the Architectural Heritage Fund, who spoke about their work in bringing historic buildings back into use.

Newsletters and Leaflets

In April and May 2008 we ran two short courses for local community groups in producing newsletters and leaflets. Both these were popular, and we will consider running them again in the future. A freelance graphic designer, Steve McCarthy, contributed his expertise to the courses.



Training Link IT classes

Left: Tracey Hamilton with her OCN level 2 class.

Right: The family history group on a visit to the Camden History Centre at Holborn Library

European Computer Driving Licence (ECDL)

ECDL is one of the most widely recognised computer qualifications. It covers the main Microsoft programmes, and is particularly suitable for people working in offices who wish to develop their all round IT skills. Unfortunately we do not receive any subsidy to run ECDL, so have to charge learners to do the course.

The course is run under the auspices of the British Computer Society. We had a visit from their external verifier / auditor in January 2009, and he was very pleased with our work. We were given the top mark available by him.

Our work on ECDL is run by our IT co-ordinator, Nelly Pineda, and its success is due to her hard work and consistent support for the learners. During the last 15 months, six out of 16 learners completed the course. One has left having completed half the course as she has gone to live in Ireland. We have had four learners sponsored by the British Library, and another by a local Primary Care Trust.

We hope to expand our ECDL work over the next year, and are looking at ways of making the course available to people on low incomes. However, ECDL is changing in September 2009, and it will be possible to do a basic version, which may be accessible to more learners.



Claudette and her manager, Adrian Shindler, with Nelly Pineda



Nelly Pineda with another successful student, Rosa Cabello. Rosa was the last learner recommended to Training Link by Adolfo Gaspar.

Reflections on ECDL

I started the ECDL course in January 2008 and finally completed it in February 2009. The course is in seven modules and is an internationally recognised certificate. I usually spent an average of 1.5 to 2 hours a week, depending on my work load and other commitments. The time was negotiated with my line manager and I found working in the evening after I had completed most of my regular duties was more suitable for me.

Completion of the course will vary from pupil to pupil as it depends on the level of your understanding as well as how much time and effort you're able to invest in the course. The course work is all done online and the software is interactive so there are plenty of opportunities to practice as you go along. It is a flexible and fairly easy way of learning and the modules can be done in any order. The course takes you through each topic step by step and gives you simple exercises as you go along to test your understanding of what has been covered. At the end of each module there is a quiz to test your overall understanding of the topic.

Assessments and exams are all done at the centre. A copy of the results is made available at the end of the assessment and the tutor, who is always very helpful & supportive, is always on hand to discuss the results.

There is also the opportunity to arrange other suitable times in the evenings with the tutor in case you feel some extra tuition with a particular subject is needed.

My line manager Adrian Shindler and Sharon Emmingham (Training and Development), have been very encouraging and supportive from the onset and this has helped me greatly in being able to complete the course. If anyone feels they would like to do a course to improve their computer knowledge & skills I would highly recommend doing the ECDL.

The course is designed with the assumption that you know very little about computers and the various applications. It starts off with very basic information and then builds up from there, so no prior knowledge of IT or computer skills is necessary to do the course.

Doing this course has helped me enormously in my understanding of file management; computer viruses, etc. and is beneficial in both my regular job as well as improving my basic IT skills and background knowledge. It has also helped me to better understand and solve simple IT problems that I encounter from time to time in my everyday job.

Even though some of the modules were totally new to me and were a bit of a challenge, I found the entire course extremely valuable and was glad for the opportunity the British Library gave me to do it.

**Claudette Hart
(British Library)**

IT for Our Group, Your Group

This was a new initiative for Training Link. We received a grant from Deutsche Bank, through the Capital Community Foundation, to run this course for members of Our Group, Your Group, parents with learning disabilities, who are based at Elfrida Rathbone Camden.

The course was run at Elfrida Rathbone Camden using their IT suite. This meant that the learners were in familiar surroundings. We would like to thank the staff of Elfrida Rathbone, in particular Esther Norman, for their support for this project.

It was a 10 week course, running from 19 September 2008 to 28 November 2008. The programme was developed specifically to meet the needs of the group - parents with learning disabilities. Although more students had shown interest in joining the class, we had six students, including two married couples, who themselves had more than one child either physically disabled or autistic. The two couples had a computer at home which was used mainly by their children to play games and watch videos. One student was afraid of touching the computer and another had difficulty in using the mouse. One student who joined in week five thought the lesson started earlier so that she could collect her children from school. Unfortunately as she would have to miss an hour, she dropped out. The time of the class was initially moved half an hour earlier, but due to other activities for the group, it was not possible to make it earlier in the day. Another student had a chest infection and only attended two sessions.

In order to establish their level of computer literacy the tutor used basic exercises: switching the computer on and off, using the mouse properly and some keyboard skills. Since most students had limitations in reading and writing, verbal instruction was the main method used. The type of tasks achieved required little typing in order not to discourage the students. Using the spell check was not very successful as too many errors originated. In a longer teaching programme, this feature of the software can be broken down in proper stages so that the students would benefit from it.

By halfway through the course, the students had developed trust and familiarity with each other and the tutor and were able to openly ask simple questions for example "how do you spell hello" and asked for help to spell their children's names. This was very touching and encouraging for all. They all were able to set up an e-mail address. Although they learnt how to open and send emails, the messages had to be very short due to the different levels of basic literacy, the task of writing a simple message was very time consuming. They learnt to

enlarge the font size and change text colour which they used a lot in their messages together with attaching graphics of smiling faces.

The students enjoyed the lessons and felt more confident to use the computer to explore the features within their ability. They felt comfortable in helping each other and always arrived on time for their class.

One of the highlights was recording and listening to their voices. This was really an exciting discovery for them and a positive and pleasant experience. One student wanted to spend the whole session recording nursery rhymes for her child. They also made movies with specific pictures which they searched and found on the internet. The success of these two tasks was due to not requiring much reading or writing, so they were quickly learnt and verbal instructions were passed from student to student with relative ease. All the students found following written instructions very difficult and time consuming.

In conclusion it was necessary to amend the programme and use more verbal one-to-one teaching. Ten weeks gave a taste of what is available within their current level of experience. This group would benefit from further training based on what they now know, although it would probably be necessary to have some refreshers of what was taught. Overall, the students have acquired an understanding of what they could learn or improve.

As well as being beneficial for the students, this was also good experience for Training Link. We now have a better understanding of how to teach computer skills for adults with learning disabilities. We are hoping to work with this group again in the future.

Nelly Pineda

Training Link has continued to have a productive relationship with Elfrida Rathbone Camden, and we are planning further courses in partnership with them.

Access to Criminal Justice Project

This project had the aim of introducing the court system, primarily magistrates' courts, to people from local community groups so that they would better understand how the courts work for witnesses, victims of crime and defendants. It was run in partnership with the Camden and Islington Witness Service, and Thames Magistrates Court. We would like to thank the staff from both organisations, and magistrates at Thames who helped with the open evening there, for their support. We would also like to thank Rachel Nicholas, the Camden Safety Net Domestic Violence Service Manager for providing the training in the workshop on domestic violence and the courts.

The project was funded by Londonations, a fund for 50 community projects supported by the *Metro* newspaper and Barclays Bank and administered by the Capital Community Foundation. We also received a further £100 from the Ministry of Justice for the project.

The project consisted of six Workshops for representatives of local community groups and local people on an Introduction to the Criminal Justice system; a workshop on Domestic Violence and the Courts and an open evening at Thames Magistrates Court about magistrates courts and becoming a magistrate. The main benefit for people at the general introduction sessions were to have some understanding of the criminal justice system and how it works. The sessions focussed mainly on magistrates courts. People were given information about the Witness Service, and what to do if someone needs support at court to be a witness.

Two groups were given a visit to a courtroom at Highbury Corner MC. Groups were also shown a DVD produced by the Ministry of Justice which shows how a magistrates court works. People were also given information and contact details about the local Witness Service. There was also encouragement to become involved, either as a volunteer for the Witness Service, or to become a magistrate.

Of the six general sessions, three were 'open' ones, two at Highbury Corner MC and one at Training Link. There were also talks for three local groups, the Islington Deaf Campaign, Irish Centre Housing Women's Hostel and Somali Human Hope.

There was one session on Domestic Violence and the Courts. This was held at Training Link and was led by Rachel Nicholas, the Camden Safety Net Domestic Violence Service Manager. This was only for representatives of local groups. 13 people attended and it was well received. One participant said: "Nice and compact training. Lots of

opportunity for comments and discussion. Kept me lively and engaged, because usually training can be boring and make you fall asleep." Another said it was "very educational and interesting."

The final session was an open evening at Thames Magistrates Court, which was attended by 63 people on a cold February evening, when it had been snowing for most of the week. Around half the audience were from BME backgrounds. There was a positive response to the presentations and everyone who attended took recruitment material.

The project will have given people who attended more confidence if they ever have to deal with an issue at court, and how to advise any members of their group who are involved in a court case. It should increase awareness of the witness service. It was particularly beneficial for people from some of the black and minority ethnic groups who attended, as it increased their awareness of how the British criminal justice system worked. It also made people aware that magistrates are ordinary people from all walks of life, and that some of them could consider applying to be magistrates. The session on domestic violence was very educational for the people who attended, and provided a lot of valuable information.

Peter Lush



Building on your giving

Information and people

Courses run

English as a Second or Other Language (ESOL)

Entry 1
Entry 2
Entry 3 for Work

Citizenship

Life in the UK
Life in the UK and IT

IT Courses

IT for Fun (beginners)
OCN Level 1
OCN Level 2
Multi-media
Photoshop
Keyboard & Typing Skills
IT and Family History
Newsletters and leaflets
European Computer Driving Licence (ECDL)

Other courses

Adult Literacy
Being a resident representative
(With Irish Centre Housing)

Partnerships

London Borough of Camden
Camden Adult Community Learning Service
Camden Working
Camden Housing Employment Project
UK Online
Separation and Reunion Forum
Basement Dance Studio
Irish Centre Housing
Camden & Islington Witness Service
Thames Magistrates Court

Trustees

Elaine Arnold
Frances Connelly
Brenda Goring-Moore
Faize Bedirhan-Yakup

Management Committee

Brenda Goring-Moore (Chair)
Frances Connelly (Vice-Chair)
Maya Alva (Treasurer)
Elizabeth Ajith
Farzana Ali
Yasin Alzuhdi
Toni Bailey
Betty Creagh

Staff

Peter Lush (Director)
Nelly Pineda (IT Co-ordinator)
Kim Cooper (Office cleaner)

Tutors

Tom Benson (ESOL)
Fabienne Gimenez (IT)
Mohamed Omar (Camden ACLS IT)
Tracey Hamilton (Camden ACLS IT)

Consultants

Julian Adams (Finance)
Jack Beeby (Website)
Daniele Lamarche (Fundraising)
Steve McCarthy (Publicity)

Volunteers

Emiflor Bahceci
Toni Bailey
Chris Carr
Dave Farrar
Elena Guarinoni
Louisa John Baptiste

Auditors: Latham Lambourne

Insurers: Allianz Insurance plc

Bank: Lloyds TSB

Staff training

Peter Lush and Tom Benson attended training courses and workshops organised by the London Region of Open College Network

Peter Lush and Nelly Pineda attended training to become approved invigilators for the British Computer Society.

Nelly Pineda attended training on using Fronter On Line organised by the London Borough of Camden Adult Community Learning Service

Peter Lush attended training on using Meganexus organised by Camden Working.



Maya Alva and Tracey Hamilton with two successful IT learners, Felizia Cadenilla and Jennie Lewis

Statistics: Courses and students

ESOL Entry 1, Entry 2 and Entry 3 for Work

Learners:	57
Female:	40
Male:	17
Asian (other):	9
Bangladeshi:	14
Pakistani:	3
African:	10
Mixed African:	1
White (other):	9
BME background:	8

(Funded by Camden Working and Camden CBFM)

Citizenship

Learners:	12
Female:	6
Male:	6
BME background:	12

(Funded by Camden CBFM)

Camden ACLS courses

Spring 2008 to Spring 2009 (4 terms)	
Learners	169
Male	52
Female	117
White-British	34

White-Irish	10
White-Other	13
White & Black Caribbean	3
White & Black African	1
White & Asian	1
Mixed other	1
Indian	1
Pakistani	7
Bangladeshi	12
Asian (other)	14
Caribbean	6
African	28
Black (other)	3
Chinese	4
Any Other	21

Course numbers

IT for Fun	57
OCN Level 1	48
OCN Level 2	19
IT & Citizenship	18
Keyboard & typing	30
Photoshop	5
Newsletters & leaflets	9
Multi media	12
IT & family History	8



Everyone busy at the weekly drop in. The learners can practice their IT skills or English, use the internet or check their emails! Toni Bailey is at the teacher's computer on the right.

Financial Information

Income

Our income was £77,646.00. This was mainly from three sources within the London Borough of Camden – Local Area Agreement (EDE10), Adult Community Learning Service and Capacity Building & Fund Management. Most of the rest of the funding was from grants from Deutsche Bank, Londonations, Richard Reeve’s Foundation, Emanuel Vincent Harris Trust, Fitzdale Trust, CAFE and the Ministry of Justice. We also received small amounts for room rental, training fees, course fees and bank interest.

Expenditure

Our expenditure was £82,425. The biggest item was expenditure on staff, although this reduced in the second half of the financial year due to changes in the staff team. The next biggest item was the rent to the London borough of Camden, then fees for freelance tutors. Other items of over £1,000 were our finance worker, fundraising consultant, advertising and promotion, maintenance and repairs, audit costs and exams and student registrations.

We received 100% business rates relief from the London Borough of Camden, which was a considerable saving.

We therefore made a loss of £4,779 over the 15 month period. This was covered from reserves. We expect to at least break even in 2009-10.

We started a new bank account with the Charities Aid Foundation Bank, which we are using as a reserve account.

A full set of accounts are included in the Annual Report, which is available on request from our office.



Louisa John Baptiste presenting an OCN IT Level 2 certificate to Gladys Corrigan

Course evaluation results

We carry out an evaluation of all our courses. The results are given to the tutor, management committee and the funders. Below are sample from a couple of courses.

IT level 1 Autumn 2008

Tutor: Tracey Hamilton

How good is the course is in terms of:

Quality and content:

Very good: 85% Good: 15% Average: 0 Poor: 0

Information and advice:

Very good: 100% Good: 0 Average: 0 Poor: 0

Accommodation and facilities:

Very good: 85% Good: 15% Average: 0 Poor: 0

Staff support:

Very good: 100% Good: 0 Average: 0 Poor: 0

Is the course what you expected?

Yes: 100% No: 0

Please explain why the course was/was not what you expected:

It would improve my IT skills

The course is what I expected

The course contents are very good and challenging to the learner.

I have enjoyed doing the course very much as it is very educational

The course was good for me as I could refresh myself with word processing and learn email and internet

What were the best things about the course:

Listen to teacher explain

Modern computers and qualified teacher

You have close contact with the tutor. The classes are small and friendly,

To advance in Microsoft word and more use of emailing

My fellow students are all very nice and friendly

I learnt my way around keyboard and toolbar and internet /email

Were there any bad points:

Maybe more than one tutor for class as Tracey does a great job but at times could do with help because of demand

No

Need more exercises

What other courses or learning activities should we offer:

More computer courses

More on the internet, family history

Level 3 on Wednesday afternoon

Typing

Any other comments

I enjoyed my time here.

The tutor is excellent and the centre is perfect

ESOL Entry 2 Summer 2008

Tutor: Tom Benson

How good do you think the course is in terms of:

Quality and content:

Very good 100% Good 0 Average 0 Poor 0

Information and advice:

Very good 50% Good 50% Average 0 Poor 0

Accommodation and facilities:

Very good 50% Good 50% Average 0 Poor 0

Staff support:

Very good 100% Good 0 Average 0 Poor 0

Is the course what you expected?

Yes 100% No 0

Please explain why the course was/was not what you expected:

Teacher and classmates are fine

Everything is good

What are the best things about the course:

The best thing is our teacher, very friendly, and he makes everybody understand (excellent)

Were there any bad points:

Table layout

What other courses or learning activities should we offer:

Reading, writing, listening

The 2008 Annual General Meeting



Pictures from the 2008 AGM:
Top left: Peter Lush and Brenda Goring-Moore
Top right: Guest speaker Hayley Watts – director of
Camden Volunteer Centre
Middle: Hayley talking to Betty Creagh
Right: Maya Alva, Nelly Pineda and Faize Bedirhan-
Yakup
Bottom left: Toni Bailey and Frances Connelly
(Photos: Louisa John Baptiste)

