

# 23<sup>rd</sup> ANNUAL REVIEW 2007 - 08

Enhancing the quality of life of the Tamil Community



**SOUTH LONDON TAMIL WELFARE GROUP**  
தென் லண்டன் தமிழர் நலன் நிறை அமைப்பு





Directors and Staff Members of South London Welfare Group

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2008**

**Trustees**

Dr. P. Arumugaraasah, Chairman  
 Dr. Kingsley Shadish (Resigned on 25/6/2007)  
 Mr. T. Sripathmanathan  
 Mrs. P. Balarajah  
 Mr. S. Thambyrajah  
 Mrs. R.P. Sanmugathan  
 Mr. B.M. Manoharan  
 Mr. N.R. Manikkawasagan (Resigned 9/8/2007)  
 Mr. M. Murugappa  
 Mr. V. Kulasingam (Appointed on 9/8/2007)  
 Mrs. M. Yogashangary (Elected on 16/2/2008)  
 Mr. S. Sabanathan (Elected on 16/2/2008)  
 Mrs. S. Kandasamy (Elected on 16/2/2008)  
 Mr. S. Sivayoganathan (Elected on 16/2/2008)

**Company Registered Number : 03816209**  
**Charity Registered Number: 1077602**

**Registered Office**

36 High Street, Colliers Wood, London SW19 2AB

**Company Secretary**

Mr. T. Sripathmanathan

**Community and Operations Manager**

Selestin Lidwin Nayagam (from 1/03/07)

**Auditors**

Haysmacintyre  
 Chartered Accountants  
 Fairfax House, 15 Fulwood Place  
 London WC1V 6AY

**Bankers**

CAF Bank Ltd  
 25 Kings Hill Avenue  
 Kings Hill, West Malling  
 Kent ME19 4JQ

HSBC Bank Plc.  
 5 Wimbledon Hill Road  
 London SW19 7NF

# **SOUTH LONDON TAMIL WELFARE GROUP**

## **23<sup>rd</sup> ANNUAL REVIEW 2007 - 08**

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## Objectives

The objectives of the charity are:

- Provision of advice and information service
- Advancement of education, and
- Provision of facilities for recreation.

The charity has a general aim of contributing to the quality of life of the Tamil community, looking to include expanding their other groups' horizons through the provision of exciting, challenging and accessible projects for children, youths and elders.

The main objective for the year continues to be developing projects for the future sustainability of the organisation and provision of accessible, quality services. They can be summarised as follows:

- To develop and set up a social enterprise for the future sustainability of the organisation
- To implement a robust quality management system and work towards obtaining Matrix, National Quality Marks.
- To work in partnership with other institutions, sharing good practices and contract out services where feasible.
- To bring awareness within the Tamil community about our services and encourage others to benefit from the same.
- To increase the contribution volunteers make to the welfare of the community, by recruiting more volunteers and providing them with the necessary support.

## Strategies for achieving objectives

- Deliver our services in a manner that allows our clients to have a rewarding and satisfying experience.
- Respect the individual needs of each client and achieve an environment to provide equality of opportunity for all our clients, irrespective of race, religion, gender, sexuality, age or infirmity.
- Work closely with our clients to ensure that high quality services are provided and as well as a positive experience.
- Concentrate on involving people of different age groups in service delivery, to help a culture in which different age ranges play a complimentary part.



Our advice support service Manager on Service

## Activities Performance and Achievement

The organisation during the period under review experienced accelerated growth in terms of expansion and consolidating of the present services and achieving further quality standards.

Matrix National Quality Standard was awarded to the organisation for delivering quality advice services. We also retained OISC standard after successfully completing the audit. We are able to sustain our key services such as parenting support, customer care, supplementary classes for newly arrived migrants and family learning programme this year with funding from Parenting Fund, Merton Annual Grant, Pea body Trust and BIG lottery fund.

## Plans For The Future

The trustees have reviewed the operations of the Charity over recent years, assessed the changing needs of the community and other accessible services available locally, deciding on the following future plan for the organisation.

- Develop services on community involvement programmes
- Intensify the marketing and publicity of the organisation
- Effective lobbying and advocacy programme on policies affecting the users, and
- Develop a fund raising strategy to include purchasing of own building
- Preparing the organisation for undertaking commissioning
- Accessing Fund-raising expertise to sustain current services particularly the advice services.
- Expansion of health advocacy services to Tamil mothers in Wandsworth borough after its proved success in Merton.
- Further funding for advice, children support services, supplementary class, post of the director, early years.
- To review, update and continue to possess the standard of Investor in People.
- Strengthening staff, volunteers and trustees through focussed training
- Expand services to Croydon, Wandsworth and other boroughs to accommodate the increasing demands to include all members in the community



Yearly planning meeting of board of directors with All staff



Trustees at Training

## Chairman's Report



It is indeed a great privilege and pleasure to write this report for the year 2007 /2008. On behalf of the South London Tamil Welfare Group (SLTWG), I am proud to announce our continuing success as was written in my last year's (2006/2007) report.

I am very happy to say that we have had another successful year 2007/2008. Our Community and Operations Manager, together with our other Project Managers and dedicated Staff Members have worked extremely hard to keep up the aims and objectives of SLTWG to the highest level.

During the year 2007/2008, the trustees promptly addressed the risks highlighted by the above managers in their risk analysis report. The trustees also implemented new policies in order to effectively rectify other areas of weaknesses in control procedures that were brought to their attention and thus strengthening the charity's internal control system.

The objectives of SLTWG were to provide advice and information service, advancement of education and provision of facilities for recreation to all age groups. The main objective for the year was to develop projects for the future sustainability of the Organisation and provision of accessible, quality service to the community.

As far as our progress is concerned, 2007 /2008 has continued to be a good year for SLTWG. We increased our services, strengthened our financial position by building up our reserves, developed new partnerships, widened our services to the neighboring

### **The main objective for the year was to develop projects for the future sustainability of the Organisation and provision of accessible, quality service to the community.**

boroughs and increased the number of volunteers. This has enhanced our standing as the leading service provider for the Tamil Community in South London and the neighboring boroughs.

The role of our organization is recognized at both a local and national level. The SLTWG is represented at key partnership forums such as the Merton Change Up Steering group, the Local Network Partnership, the National BME forum, the Merton BME Housing Strategic Forum, the Home Office user panel, the National Asylum Support Forum, the National Women forum and the Legal Service Partnership.

With respect to the activities of the organization; in addition to the existing activities we have also developed new projects. In summary, we were providing an advice and information service in the areas of immigration, welfare benefits, housing and health & social care. All these services have been provided with funds raised by local fund raising activities. Although the number of asylum seekers from Sri Lanka has diminished, we have increasing demands on our services of immigration matters for people seeking naturalisation as British Citizens and from those of other EU countries wanting to settle in UK.

We are pleased to say that we have underpinned the quality of our advice work by obtaining the required Quality Mark/exemption from the relevant statutory bodies.

The achievements and performance for the year 2007/2008 were indeed remarkable. In summary, the SLTWG, which started with only a few volunteers in 1983, has grown gradually over the years and employed 14 staff last year. This included full-time and part-time officers. SLTWG will be celebrating its twenty-five years of successful operation in 2010. I would like to take this opportunity to thank all the Staff for

their loyalty and support in making our aim and vision a great success.

For easy access of our services to the Tamil Community, we have expanded our services to other boroughs. In the year 2007/2008 we strengthened the quality assurance measures of our service provision. We obtained additional funds and expanded the family support service to Croydon.

We successfully managed the situation when the Corporate Services Manager left the Organization. To achieve this, we requested the Community Service Manager to take over the task of managing the organization, which she accepted. Through her dedication and hard work, she emerged as the key figure behind the organisation's success and progress. I would like to stress that she and her team deserve much credit and praise for their skilful and enthusiastic effort in providing all the services to the expanding and varied range of clients.

Lastly, I would like to thank the Trustees for all their hard work, cooperation and selfless services given throughout the year, which has also contributed to the great success of SLTWG.

The Chairman  
**Dr.P.Arumugaraasah**

## Secretary's Report



I am indeed proud and pleased to report that South London Tamil Welfare Group (SLTWG) has continued to maintain its integrity and reputation as an efficient and highly regarded organisation at all levels during the year under review. Thanks to the co-operation and dedicated services rendered by the trustees and the staff to the Community.

**As will be seen from the reports, the various projects undertaken by SLTWG have been quite successful during the year.**

There were nine members in the Board of Directors at the commencement of the year. One director has resigned due to personal reason and hence there are currently eight directors. Board meetings have been held regularly every month. Every aspect of the working of the organisation were gone into and discussed in detail and appropriate decisions were taken at these meetings. The Community & Operations manager's and the Treasurer's reports were scrutinised and approved.

The current paid-up members of SLTWG are 125. A few of them help in

some of the activities and participate at the various cultural functions. The social gatherings of members commonly known as "Drop-ins" are conducted under the Elderly Project. four days in the week on Mondays, Wednesdays, Thursdays and Saturdays in Colliers wood, South Wimbledon, Tooting and Mitcham. Keep-fit classes, namely, physical exercises are conducted by experts at these sessions. These are very popular with the elderly users of the drop-ins. They are indeed a great relaxation for the members especially the older people. This project has been very successful during the year under review.

It is indeed gratifying to note that a new project, Education & Training

was initiated during the year. There has been good progress in the work of this project. As will be seen from the reports, the various projects undertaken by SLTWG have been quite successful during the year.

The problem of fund-raising has been a worry and it is hoped that future efforts in fund-raising would bear good results despite the current so-called 'credit crunch'.

**T. Sri Pathmanathan**  
Honorary Secretary



Elders at drop-inn centre



Christmas celebration of SLTWG

## Treasurer's Report



I am delighted to have this opportunity to present my report as Treasurer of South London Tamil Welfare Group (SLTWG). Here at SLTWG, we have an experienced and dedicated team of trustees, staff and volunteers constantly striving to improve the activities and outcomes of the organisation year on year.

The growing demand for our services stands as evidence for our quality performance. Our values guide the attitudes, behaviours and decisions of all SLTWG trustees, staff and volunteers as we interact with our service users, our partners and most of all each other. Our equal opportunity policy is an important and critical part of that commitment, as its focus is to ensure that we treat every one with dignity, fairness and respect.

Our reserve fund has been reduced from £88,948 to £61,675. This is partly due to the fact that £76,000 has been designated to cover costs for specific work anticipated in 2008-9. For further details, please see the section headed 'Reserve Policy' on page 7 of the

forward SLTWG must invest resources to develop services and solutions to better cater for the needs and concerns of the younger generation of Tamils in Britain.

As we close the 2008 financial year, I would like to take the opportunity to thank my fellow trustees, staff members and volunteers for their commitment and contribution and wish them all the best for the future. Finally, it is with much regret that I announce I will be standing down as treasurer shortly due to my increasing work commitments; I will however, remain as a trustee.

**Mathew Manoharan**  
Honorary Treasurer



Board of Directors of SLTWG

### **I believe that it is time for SLTWG to develop its identity and personality, so that it evolves from its current customs to recognise the emerging influence of the second generation of Tamils.**

We have sound and reliable financial procedures and a system, which ensures that Trustees have consistent and accurate financial information and reports at regular intervals during the year. I am happy to report that our total income for this financial period, compared to previous year has increased from £337,867 to £370,336. It is very encouraging to see how staff has secured longer-term funding to help fulfil our commitments to the community.

financial report. We are grateful to Haysmacintyre, our auditors, for their continued guidance and support to our management team.

I believe that it is time for SLTWG to develop its identity and personality, so that it evolves from its current customs to recognise the emerging influence of the second generation of Tamils. It is important that the organisation creates an environment that gives young Tamils the opportunity to contribute to its future strategy and services. Moving

## Community and Operations Managers' Report

The year 2007-2008 was another remarkable year for South London Tamil Welfare Group, which demonstrated its resilience amidst challenges both internal and external

One of the major challenges this year was to make necessary internal changes following the resignation of two Senior Managers; Corporate Services Manager and Refugee Services Manager. The Board of Directors reviewed the previous management structure and proposed new one. Accordingly, I became Community and Operations Manager – a role that involved multiple responsibilities including staff management, day-to-day operations, organisational development, fundraising and financial management.

### The achievements this year included obtaining Matrix Quality Standard, successfully completing OISC audit and renewal of Investor in People for another three years.

Also, the senior project staff became managers of their respective sections. The organisation adopted the changes so quickly that no time was wasted in transition and thus went on making outstanding progress this year.

The achievements this year included obtaining Matrix Quality Standard, successfully completing OISC audit and renewal of Investor in People for another three years.

The year under review also witnessed increasing fundraising activities.

The organisation was successful in receiving additional funding of £38,000 from Parenting Fund to expand the Family Support project. We were also successful in our funding application for a Family Learning project. It was for the first time we received a major funding for a 5 years project. Other successful funding applications are Pea Body Trust, Merton Annual Grant, Transition Funding from Parenting Fund to continue the services in Croydon and Emerging Communities Fund to provide support for the Parents through Extended School activities, Merton.

The year under review also witnessed growing recognition of SLTWG's quality services across the boroughs and sectors. For example, the Parenting

Fund project in Croydon was positively evaluated and the organisation was asked to continue the project. Our pilot project with St. George's Hospital to work with young Tamil mothers was another project acclaimed to be a model project by all the stakeholders. In spite of limited human resources, the organisation was able to demonstrate a high quality service delivery in all its services. The credit goes to the dedicated staff team who work with real passion and love for their community.

Keeping up with the changing times and needs of the community, the organisation will focus on the following areas in the coming year:

- 1. Business Plan:** The service users, management committee and the staff will jointly draft a new business plan reflecting the changing needs of the community.
- 2. Serving the younger population:** The organisation will focus on the needs of the increasing number of second generation Tamil community.
- 3. A new base in Croydon:** To cater to the needs of the large number of Tamil population in Croydon, the organisation will explore possibilities of establishing a base at Croydon.
- 4. Commissioning:** SLTWG has already made a move towards delivering services under commissioning. More efforts will be taken to further this move.

**5. Fundraising:** Funding has become one of the major challenges for SLTWG to continue its services. The possibility of seeking the expertise will be explored in the coming year.

The organisation has passed through a difficult phase during the year under review. In spite of that the organisation has never compromised the quality of its services and on the contrary went on making considerable progress in all fronts. This is made possible because of

the effective teamwork among the staff and the support from the Board.

I would like to thank all the Board members, the staff team, and the volunteers for their dedicated contributions.

I would like to thank specially our Funders, Partners and well-wishers who have worked along with us to make lasting impact on the lives of Tamils. In spite of growing challenges, all I can see is the light at the end of the tunnel, because we are a strong team of people who are dedicated and determined to serve the community.

**Selestin Lidwin Nayagam**  
Community and Operations Manager

## Training & Employment Support Service

### Introduction:

'Tamils into Employment and Training' is a 3-year project running from 2007 to 2010, developed by SLTWG, with the funding support from London Development Agency (LDA). This project started in July 2007 with the recruitment of staff members and an official launch with media coverage of its training services took place on 19th September '07. Initially based in Colliers Wood, the project soon moved to its own venue in Mitcham. The new Employment Training Centre has a total of 5 rooms and includes 3 training areas, as well as a shared Kitchenette and a lift for disability access. Based at the Ambassador Suite, Justin Plaza3 in Mitcham (Merton Borough), and operating between 9.30am- 5.30pm Mondays to Fridays, the Employment Training Centre is easily reached by Trams and buses from nearby boroughs of Sutton, Croydon and Wandsworth. 'Tamils into Employment & Training' project is staffed by a Project Coordinator, ESOL support & IT Tutors, as well as intricately supported by the SLTWG Community and Operations Manager, Finance Officer and Receptionist.

### Aims

Tamils into Employment & Training project aims to provide the opportunity to the unemployed and disadvantaged Tamil community to access relevant

training and employment support, with a view of enabling successful integration into the UK labour market. The major component of the project is Employment Support that comprises of Introduction to the Job seeking process, Motivation & Time Management modules, CV preparations, Job searches, Body language & Interview Skills and analysing Job types & Job descriptions. Beneficiaries are encouraged to take up Voluntary works at local community organisations as a way of gaining additional job skills. The project is also designed to provide job focused and user relevant ESOL training (Entry 1, 2 & 3), Skills for Life (Pre-Entry English & IT), literacy, numeracy and customer Care.

Interested people (Beneficiaries) are enrolled on this project usually via a telephone call or a personal visit by appointment. The LDA has set the selection criteria, and only Tamil speaking people who are settled in the UK or are eligible to work may participate in our project. Following enrolment, beneficiaries are requested to participate in our monthly Induction programme that covers terms & conditions, expectations, Health & Safety and other administration matters. Following this, the class room style Employment Support sessions commence in the form of Introduction talks on employment topics, worksheets, exercises and discussions. Practical sessions such as CV writing,

role-play, workshops, Job clubs, Internet Job searches and Application form filling also take place. Following core topics training, Beneficiaries attend IT classes, and may also arrive by appointment for additional help and support from our Staff.

### ESOL delivery

We currently have a developed partnership with Horizon Training and Education Centre (HTEC), who are affiliated to South Thames College and based in Tooting Broadway. HTEC provides ESOL courses to our Beneficiaries who are in need of basic English training at Entry1,2 or 3 levels. These courses are intensive and run 4 days a week for 6 months, leading to official exams in Speaking & Listening, Reading and Writing- for which Trinity College London provides recognised certificates.

### Support

A major attraction and benefit to people, in addition to the actual training is that all Beneficiaries attending regular sessions at our training centre & at HTEC are entitled to full reimbursement of their travel costs, usually Oyster fares. In addition, at our discretion, we are also able to support a small number of parents with their Childcare costs when those parents attend our core Employment support sessions.



Funders and Partners at Project Launch

## Targets

Our target outputs for the duration of 3 years of this project are to provide Employment support for 375 Beneficiaries, ESOL E1/2/3 training (6 months) for 90 Beneficiaries, and Pre-ESOL English & IT training for 60 Beneficiaries. In addition there are also targets for outcomes such as full and part time employment, further education & training and voluntary work. Geographically, this project targets Tamil Beneficiaries from all nearby boroughs, especially Merton (100), Wandsworth (125) and Croydon (50), though we are also receiving Beneficiaries from Sutton.

## Achievements:

By the end of the first year, we have enrolled a total of 118 Beneficiaries of whom 54 had completed Employment Support, 20 had completed ESOL Entry1/2/3 classes and more than 10 had completed Skills for Life (Pre-Entry English & IT) sessions. Furthermore, 7 Beneficiaries have begun to engage in Voluntary work as a way of gaining further Skills as well as contributing their services to local community. These achievements were recognised in Award Ceremony in June 2008, which formed part of SLTWG's Refugee week celebration. It is also worth mentioning that this project was one of the services assessed for quality of delivery in Information, Advice and Guidance – which led to SLTWG gaining the prestigious MATRIX quality standard in 2008.

## Way Forward

Given the demands of the work involved in this project, we are in the process of recruiting an Admin Support worker. On the training & delivery front, we are developing plans for outreach work, whereby we can take our Employment Support sessions to other areas and communities, as well as facilitate Employment seminars, Job Clubs and visits to Career Fairs. We are also planning to actively engage disabled members of our community in their own Career Development needs. In Year 2 of the project, we shall place a higher focus on networking and job placements for our Beneficiaries, which will naturally lead towards more employment prospects for all participants.

### **Manivannan Navasothy**

Training and Employment Support Services Co-ordinator



Our beneficiaries at IT Training



Our Children participating in Family Learning week

## Education Support Service

The main aim of the service is to provide Supplementary Educational Support to Tamil Children. Due to language barriers and lack of understanding of British Education System, Tamil Parents often find it hard to support their children with their home works, assignments and fail to support them. As a result, these children are at high risk of underachieving. This service supports such families and children by providing educational support in various subjects like English, Mathematics and Science.

The volunteers help to run this service. Since there is an increasing demand, we have employed 3 sessional teachers to train the Children for 11+ SAT exams and for GCSE O level.

These classes allow the children to learn in a more relaxed and happier environment. The children have vastly improved in their listening, reading, speaking and writing skills. Their self-esteem and self-confidence have improved as they practice without inhibition among themselves. Overall, the children's communication and social skills have noticeably improved, thus enabling them to do better at schools.

Apart from Educational support, we also organise cultural events to celebrate various festivals like Navarathri, Diwali and Christmas. We include children and their parents in the proceedings if not making them

the integral centre of the event, so that the children learn their cultural values. It also gives the families a wonderful opportunity to share and learn together in a friendly atmosphere.

Currently we are supporting 70 children and these classes take place on every Sunday at Colliers Wood Community Centre. We are certain that these supplementary classes are highly beneficial to our community children in a multi-dimension way. Parents are also included and taking advantage in this positive and friendly learning process.

### Quotes from a Tamil Mum:

I came to this country in 2005 and I couldn't speak any English, and I could only read very basic little words. This made me very isolated and most of the time I felt so frustrated and sad. I have three children and I was unable to support or provide any assistance for their education, this situation made them underachieve in their education. Since I sent them to this Sunday Supplementary classes, they are doing very well in studies and I also have the opportunity to learn and share things with other parents.

### Comment from an 11-year-old girl:

I came to Britain in 2006, with my parents and I have two younger brothers. When I started school, I hardly could speak English; therefore, I could not play or talk to any other girls in my class. The teachers tried

to help me, but they could only speak in English. Slowly I started to hate school. My parents were so upset about my situation. When we heard about the SLTWG's Sunday Supplementary classes, my parents sent me there. It was really helpful and I felt that I can learn many things and I also made lots of friends. Now I am so happy and feeling great.

### Comment from a Volunteer:

I am teaching and supporting Children in these Supplementary classes, since September-2007. I am a student, and studying Teaching Assistant course. As a volunteer I share my skills, but I have learned a lot from this experience. It also gives a mental satisfaction and a happy feeling. Spending some quality time with these young innocent children and doing some team work is great. I also believe teaching Basic skills is quite vital and I get all the support from the Education Coordinator who always liaises with me and provides the worksheets.

### Kanjana Ranjan

Education Support Service coordinator

## Advice and Information Support Service

The target boroughs for this service were Merton, Sutton, Kingston and Croydon. A considerable amount of time was invested in advocacy and lobbying, which greatly benefited the Sri Lankan asylum seekers and refugees in all areas of Immigration and Welfare Benefits. Support was provided one-to-one, through outreach activities, over the phone, advocacy support and information leaflets.

1906 clients between April 2007 and March 2008, bringing the total number of people provided with advice over the duration of the project to 8221.

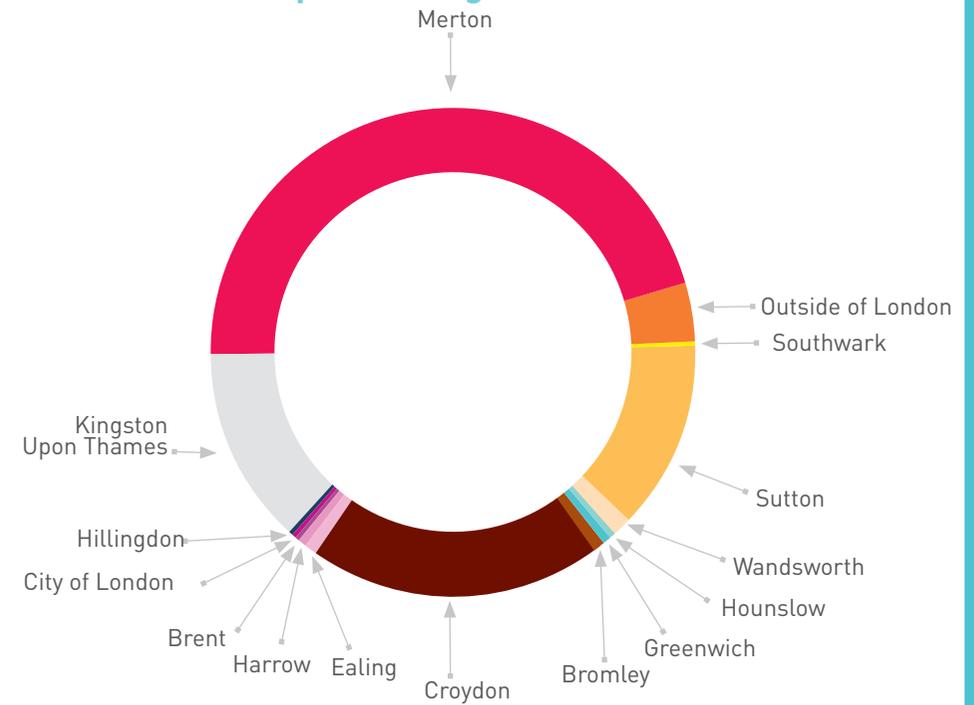
The figures that follow show the number of clients served, the types of advice they were given and the percentage of clients from each borough.

**Mrs Prashanthi Ponniah**  
Advice Support Service Manager

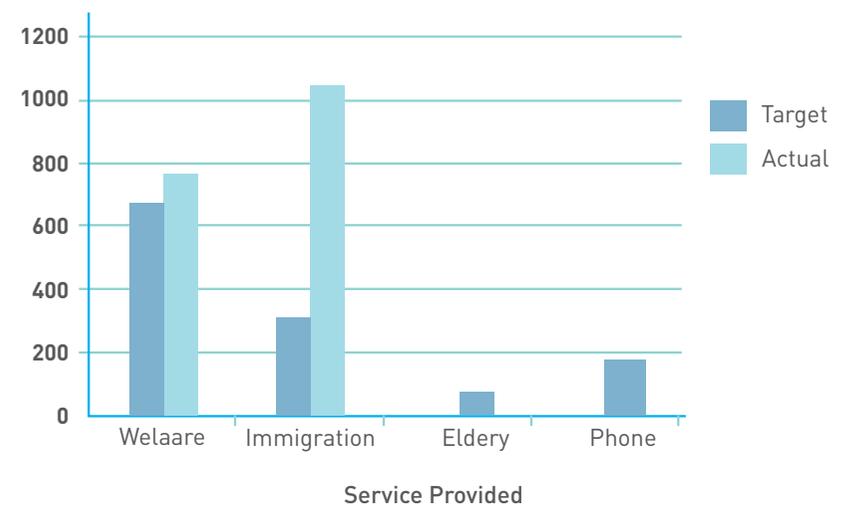
This year the project exceeded all of its targets set with London Councils and London Borough of Merton. Advice was delivered to

Boroughs	Users	Borough	Users
Barking and Dagenham	0	Hounslow	5
Barnet	0	Islington	0
Bexley	0	Kensington and Chelsea	0
Brent	4	Kingston Upon Thames	249
Bromley	13	Lambeth	0
Camden	0	Lewisham	0
City of London	5	Merton	875
Croydon	383	Newham	
Ealing	16	Outside of London	73
Enfield	0	Redbridge	0
Greenwich	7	Richmond Upon Thames	0
Hackney	0	Southwark	2
Hammersmith and Fulham	0	Sutton	244
Haringey	0	Tower Hamlets	0
Harrow	6	Waltham Forest	0
Havering	0	Wandsworth	22
Hillingdon	2	Westminster	0
<b>Total</b>			<b>1906</b>

## % Service Users per Borough



## % Client per Area of Advice



## Family Support Service

### Tamil Parents in Focus

This is an innovative project and new initiative to meet the needs of the Tamil Refugee parents in improving their parenting skills and knowledge. This project aimed to work with Parenting Education experts and organisations to enable the refugee parents to have an positive relationship and communication with their children.

This project targeted the Tamil community both at national and local level through effective and efficient dissemination processes of experience and knowledge on parenting role and to reach the un-reachable by out reach work. This project provided opportunities for the Tamil refugee parents to have access to resources on parenting education and to establish contact and networking with organisations which are specifically promoting parenting education like Strengthening families and strengthening communities program.

This project is based on the principle that the parent is the expert of their child and their knowledge and expertise is the blueprint from which the project works. Also to work collaboratively with the cultural, socio-economic and individual family culture of Tamil refugee parents.

The project is based on solution focussed discussion group.

### Solution Focussed Discussion Group

The solution focussed approach was chosen as most suitable approach for this project with Tamil parents as client group because it is not teaching but it is facilitation. This approach is inclusive as all parents need to speak, share, discuss and find their own solutions through tried and tested tasks. The strength of this program is that the parent is the expert of their child, and no trainer is teaching how to bring up your kids. In fact it is a therapy through which the family culture and the individual's beliefs and traditions are the biggest strengths.

The project staff have been duly trained by their expert partner Eileen Murphy Consultants. Staff are also trained in Strengthening Families and Strengthening Communities and National Occupational Standards in facilitating parenting courses.

Our staff are also trained in Local College Network program.

The Recruitment of parents and publicity of the project is done in Merton, Wandsworth, Newham, Lewisham and Croydon.

Memberships with Parenting UK, NCVCCO and NCB, enabled project staff to have wide access to information and resources. The internet was also a precious research tool in developing resource materials which were

translated into Tamil and adapted with cultural relevance. We have also adapted relevant portions of parenting resources from Strengthening families and Strengthening Communities program. We involve volunteers in translation of parenting materials and typing them in Tamil. We have also provided our parents with parenting resource packs.

As we had sufficient funds in the project we constituted a reference library for parents where well known parenting programs and books have found place. We have built more than 150 parenting books including Tamil and English.

Our parenting sessions last between 8 to 10 weeks depending on the parents needs. The Curriculum content is tailor made to client's family profile. For parents with young children, we focus on routines, importance of descriptive praise, consistency, treats and rewards, behaviour management like tantrums, homework support, to gain children's co-operation, to improve parents listening skills towards children's feeling (Emotional Intelligence), Healthy eating, Child protection issues, UK Child law, Parents responsibilities towards their children and school and Every Child Matters.

For parents with pre teenage and teenage children: Developing awareness in parents about their children's Emotions, feelings, peer pressure, aspirations and challenges. Exposure / bringing awareness about

drugs, alcohol and sexually transmitted diseases to parents and children, developing listening and negotiation skills, anger and stress management, and awareness about Respect Agenda.

We have published a bilingual version of **EVERY CHILD MATTERS** and **RESPECT AGENDA** Manuals, acknowledge by Minister.

In case of complex issues we provide one to one support through out reach work where multiagency support is offered by liaising with schools, social services, health visitors.

We hold regular feedback sessions through telephone, informal discussions & sharing and through monitoring forms. External evaluation of the project has been carried out by the Parenting UK

It was a privilege to delivery Family support services project to the underprivileged Tamil Community which has very little or no access to main stream services due to the language and cultural barriers.

The flexible and responsive structure of the project was conducive to developing in more than one direction.

We feel proud and happy that our family support services have made a difference in the life of Tamil families and community.

**Family Support Service Team  
SLTWG**

## Health Advocacy Support Service

Tamil Health Advocacy is a service to support Tamil women and their families who are planning to have babies at St George's Hospital and to provide family support services for Tamil ladies living within the catchment area of Lavender Children's Centre (LCC) and to increase the number of Tamil families accessing the services at LCC. This service is in partnership between local NHS services at St George's Hospital (maternity services), Lavender Children's Centre, and South London Tamil Welfare Group

The aim of the service is to make it easier for Tamil families to use maternity services at St. Georges Hospital and family support services and activities at LCC. This is done by providing more information in Tamil and having a bilingual health advocate

available to support families in their appointments and activities. The Health Advocate accompanies Tamil ladies during Booking; postnatal home visits, for GP appointments and also for scanning appointments. We run 2 Tamil antenatal classes facilitated by a midwife and interpreted by a health advocate on a monthly basis.

As part of the project, we translate relevant information into Tamil materials relating to pregnancy and childbirth.

We ran a Tamil Drop in on Fridays at Lavender Children's Centre. In this drop in parents receive more information about LCC activities, messy playgroup for kids and one to one information services whenever

required. Also we sign post them for any advice in immigration, housing and other issues to appropriate agencies. We also conducted ESOL (English for Speakers of other Languages) towards employment classes providing volunteering opportunities for trained ladies at LCC. Also upon request from ladies, we conducted 10 sessions of Cake icing classes. In the end of the classes, ladies displayed their talent in icing by organising an exhibition at the centre, proving their skills for self-employment.

### Tamil Mum:

'I found that I was able to agree to what was said during my childbirth, having known about it and had clarification about it.'

'When the sonographer was explaining me about Downs-syndrome I was literally nodding my head and smiling at the sonographer never understanding a word of it. But now during my second pregnancy I am able to understand what it is. Thanks to the service'.

### Member of Community Midwives team:

"Now, we can provide Tamil women with the same standard of care that others have, that they need and are entitled to".

### Bhavani Natarajan

Health Advocacy Service Coordinator



Children at Parenting Education



Drop inn Session for Parents and Children

Activities	Number of Ladies
Booking visits	29
Post natal visits	58
Clinic at London Road	110
Fetal medicine unit	41
Antenatal classes	33
Hospital Tour	6
Gwillim Ward	12
Breast feeding support	15
Telephonic Support	Average of 10 calls per day
Tamil Drop in	Average of 20 ladies
ESOL towards employment	7
Icing classes	10

## Older People Support Service

Services to older people have been one of the key services of the organization right from its inception. Having spent most part of their life in their home country, the Tamil older people found hard to adapt to the new situation in the UK. Most of them found themselves isolated and not able to relate with others due to language barriers. The organization continued to organise 4 drop in sessions a week which attracts 50-60 participants every week. The drop ins offered safe and familial environment for the older people to relate, to learn and to express themselves in the form of arts.

### Improved physical fitness and independence

This project has improved the awareness of the Elders about the benefits of physical activities in their daily life.

Hence by providing keep-fit exercises, Thai-Chi, and chair based exercises SLTWG has made a difference and improved life chances of Tamil Elders.

We have also conducted workshop about Mobility to raise awareness about independence and available technical gadgets to ensure mobility through safety.

Partial independence could be achieved also by accessing safe Community Transport and Dial-a- Ride Services to the Elderly

### Improved communication between elders and the younger members of the Tamil community.

This project has created for the Tamil Elders a wide, safe and friendly network. It has provided a platform where Elders were heard, listened and valued for themselves.

It has also empowered them with relevant information and guidance.

Thus Tamil Elders have achieved higher levels of self-confidence and self-esteem leading to more inter generational understanding ,flexibility and empathy towards the born and brought up younger generation of Tamils.

The special mention is our cultural events and celebrations where Elders ,young parents and their children jointly work to display their talents and proudly present their cultural heritage and family culture.

For the past three years this project has achieved very strong milestones and turned into a model project because the service users have benefited at all levels: physical, mental, psychological, social and economical.

Today the service users own this project and they work towards sustainability and involve themselves at every stage of its activities.

London Borough of Merton has recognised the quality of our services and is keen in commissioning our services to the Elderly as we are the mediatory body to reach the hard to reach Tamil Elders.

We are also confident that we could attract other funders to continue our services in a broader spectrum with existing strength and innovative services.

Looking back at this project has provided us some learning points.

Taking into account the extension of the work involved ideally their could be a part time outreach worker who would take care of the marketing, publicity, advocacy ,home visits and one to one translation/interpretation services.

We could have developed more the befriending services and the invisible carers training by if the project worker could share the priorities with an additional staff.

As the client group is elderly, they have multiple needs and turn more and more vulnerable. Most of them are in need of safe, culturally sensitive environment for their olden days.

SLTWG would be highly interested in developing such retirement home as

a model social enterprise with the support of mainstream agencies.

### Key findings of the service include:

- The successful partnerships with the PCT and the Council has proved very valuable to the beneficiaries in developing the Healthy Living Initiative which helped to raise awareness about physical activity, specific food groups, and learning about various health conditions affecting Black Minority Ethnic Communities, through Bi-lingual Workshops on Diabetes, Blood Pressure, Coronary Heart Disease, Breast Cancer, Prostate Cancer and Healthy Cooking/Eating thus promoting Healthy Lifestyle and well-being
- Annual Events carried out in partnership with other organisations such as Age Concern, Merton Library and Merton Unity Network.
- Beneficiaries were able to engage in computer classes to promote learning and developing skills in IT, as well as engaging with the Bi-lingual Tutor who assisted in improving existing language barriers.
- The service was able to promote and encourage elders with disabilities to engage with the service.

- Certain activities organised by the elders promoted group work skills and team work amongst the service users. These include; community healthy cooking, elders day event, older peoples festivals and bring and buy sales.
- House bound elders were able to access services through the support of accessible transport such as Dial-a-ride and Merton Accessible transport.

Trustee members and the voluntary contributions made by the elders on a daily basis

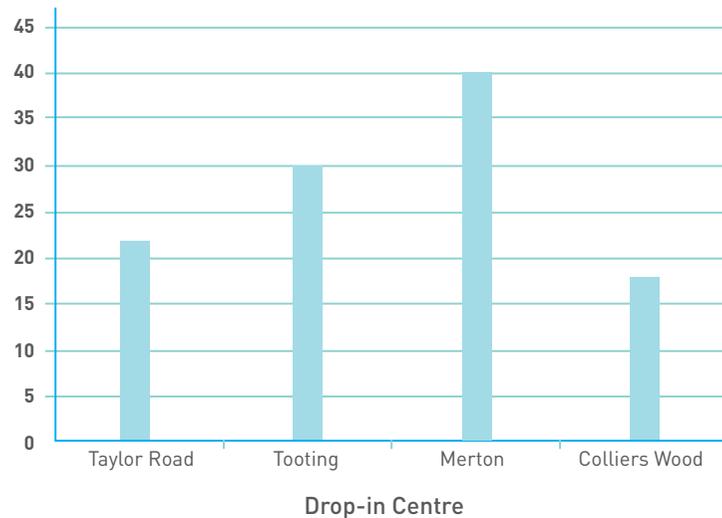
The organisation is looking at alternative funding streams to continue the existing project or diversify in some way. The Elders service still needs to extend it's services more fully within other boroughs such as Croydon, New Malden and Kingston where there are more dispersed Tamils living in these areas.

#### Older People Support Service Team SLTWG

#### Future of the Project

Currently the project has no workers attached to it as both staff left the project as funding was coming to an end. The project is now supported by volunteer service users and

#### Clients per Drop-in



#### Staff members for the year 2007-2008

**Mrs Selestin Lidwin Nayagam**, Community and Operations Manager

**Dr Rajeswary Chandirassegarane**, Family Support Service Manager

**Mrs. Bhavani Natarajan**, Health Advocacy Coordinator

**Mrs. Padma Thuraisingham**, Parenting Support out-reach worker

**Mrs Prashanthi Ponniah**, Advise Support Service Manager

**Mrs. Jeyanthi Satkunapalan**, Accounts Assistant

**Mrs Vasuki Prabakaran**, Advise support Worker

**Mr. Manivannan Navasothy**, Training and Employment Project Coordinator

**Mrs Indranee Ruthrarajan**, ESOL Tutor

**Mr. Muraleetharan Kuneratnam**, IT Tutor

**Mr Sultan Dawoodsha**, IT Support Worker

**Mrs Sriluxmy Sivakamar**, Customer Care Worker

**Mrs. Kanjana Ranjan**, Education Support Coordinator

**Mrs. Deepa Haridass**, Health Advocacy Support Worker

**Mrs. Breemi Corera**, Admin Support Worker

**Mrs. Mankaiarkarasi Indaralingam**, Sessional worker

## Tamil Family Centre at Croydon - Parenting Fund

The main aim of this 2-year project is to support the Tamil Families living in Croydon.

The Family Support Services was officially launched in April 2007 at Canterbury Centre, Croydon. We work mainly with young Tamil mums, who are house bound as they find language as a barrier to communicate with the mainstream service providers. We run a Tamil drop in on every Tuesdays at Canterbury Centre for these mums and encourage them to learn Spoken English. We also help mums to improve with Literacy and Numeracy skills and run parenting sessions at various centres like Archbishop Lanfranc School. Upon Parents request we also conducted few Cake making, dress making, beauty care, yoga and ICT classes for Tamil moms with Crèche facilities. All this has helped the ladies to increase their level of self-confidence and self-esteem. Though we work mainly with young mums, we are quite aware that the positive impact of our work benefits the entire family Dads support and show interest in the learning of their partners.

We have worked in partnership with various schools like The Archbishop Lanfranc Secondary School, West Thornton Primary School and Ashburton Saturday Tamil School. We have also worked in partnership with Kingsley Sure start and Healthy Living Initiatives, Croydon council. We were

able to make the difference with the help of our partners support. Over the 2 years we have registered 58 families and 80 children from 3 to 18 years. The target number proposed is 50 families. We are currently working at various schools in Croydon.

We monitor our services by conducting consultations, steering groups and evaluations to improve the quality of our services. All our activities offer crèche support, friendly, non judgmental environment. We extend to families support in other specific areas by effective sign posting: Immigration, Welfare Benefits, and Law Centre.

Our services are very popular and we are confident to sustain our activities in Croydon through local authorities commissioning.

**Dr.Raji Chandrasegarane**  
Family Support Service Manager



Parents at Cake making Session



Parents at Parenting Education

## Acknowledgement

We extend our sincere thanks and gratitude to the following Organisations, which enabled us to achieve our objectives through various services.

### Association London Government

**Project:**  
**Immigration and Welfare Benefits**

For Immigration and welfare benefits for Tamil refugees and asylum seekers

### European Social fund and Association of London Governments

**Project:**  
**Pathway to Employment**

For providing employment advice, support, guidance, education and training to motivate them to either getting into employment or moving towards employment.

### Big Lottery Fund (Community fund)

**Project:**  
**Elderly project**

For the support and advice to elderly members of the Tamil community.

### London Borough Merton

For the premises, For Customer care, Counselling Service, Elderly Activities and youth Activities and drug awareness programme.

### Peabody Truist

**Project:**  
**Education Support Services**

For helping the Tamil Refugee children and their parents to access Education support services.

### Department of Education and skills

For Family Support Service for the Tamil Community.

### Tudor Trust

For Part funding the management post.

### Wandsworth Community Empowerment fund

For conducting Need Assessment and undertake consultation among the Tamil services users from Wandsworth.

### Sutton Voluntary Services Council

This grant was given to purchase capital asset (computers) for the use of volunteers.

### Age Concern UK

Funds were received to cover costs of community transport for the housebound older Tamil people in the London Borough of Wandsworth.

### St, Georges Trust and Lavender Children Centre of Merton

For Health Advocacy Support Service to the Young Tamil mothers from 0-5.

### Parenting Fund

To provide opportunities for young Tamil Parents to improve their Positive Parenting style through solution focused approach in Tamil for two years.

### Parenting Fund Additional fund

This additional fund is to further the capacity of parents to play active role in the learning of their children in line with the Every Parents Matters agenda of the government for 6 months.

### London Development Agency

The funding was obtained to run Tamils in to Training and Employment” – project aims to provide the opportunity to the disadvantaged and unemployed Tamil community who predominately are refugees to access relevant and appropriate training and employment support, with the view of enabling successful integration We also extend our greatest gratitude to our partners, members and other well wishers who contributed gratefully to the welfare of the organisational objectives.

South London Tamil Welfare Group  
(A company limited by guarantee)

## Statement Of Financial Activities

(Incorporating Income And Expenditure Account)  
For The Year Ended 31 March 2008

	Note	Restricted Funds 2008 - £	Unrestricted Funds 2008 - £	Total Funds 2008 - £	Total Funds 2007 - £
<b>Incoming Resources</b>					
<b>Incoming Resources From Generated Funds:</b>					
Voluntary Income	2	-	4,608	4,608	6,579
Activities For Generating Funds	3	-	18,557	18,557	22,108
Investment Income	4	-	5,444	5,444	5,437
Incoming Resources From Charitable Activity	5	330,882	-	330,882	294,395
Other Incoming Resources	6	-	10,845	10,845	9,348
<b>Total Incoming Resources</b>		<b>330,882</b>	<b>39,454</b>	<b>370,336</b>	<b>337,867</b>
<b>Resources Expended</b>					
Charitable Activities	7	373,264	1,148	374,412	358,990
Governance Costs	7	-	8,202	8,202	5,280
<b>Total Resources Expended</b>		<b>373,264</b>	<b>9,350</b>	<b>382,614</b>	<b>364,270</b>
Net Income / (Expenditure) Before Transfers		(42,382)	30,104	(12,278)	(26,403)
Transfers between Funds	15	7,243	(7,243)	-	-
<b>Net Income / (Expenditure) For The Year</b>		<b>(35,139)</b>	<b>22,861</b>	<b>(12,278)</b>	<b>(26,403)</b>
Net Movement In Funds For The Year		(35,139)	22,861	(12,278)	(26,403)
Total Funds At 1 April 2007		69,574	115,154	184,728	211,131
<b>Total Funds At 31 March 2008</b>		<b>34,435</b>	<b>138,015</b>	<b>172,450</b>	<b>184,728</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

South London Tamil Welfare Group  
(A company limited by guarantee)

## Balance Sheet

As At 31 March 2008

		2008		2007	
		£	£	£	£
<b>Fixed Assets</b>	Note				
Tangible Fixed Assets	12		601		2,376
<b>Current Assets</b>					
Debtors	13	42,402		41,109	
<b>Cash At Bank</b>		<b>170,483</b>		<b>183,989</b>	
		212,885		225,098	
<b>Creditors: Amounts Falling Due Within One Year</b>	14	<b>(41,036)</b>		<b>(42,746)</b>	
<b>Net Current Assets</b>			171,849		182,352
<b>Total Assets Less Current Liabilities</b>			<b>172,450</b>		<b>184,728</b>
<b>Charity Funds</b>					
Restricted Funds	15		34,435		69,574
Unrestricted Funds	15		<b>138,015</b>		115,154
			<b>172,450</b>		<b>184,728</b>



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1, 2, 3, Participants at our Tamil New Year Celebration 4, Children at Christmas Celebration 5, Tamil Parents IT classes in Croydon 6, Parenting Fund Project demonstration at Croydon 7, Beauty therapy at Croydon 8, Parants in Discussion Group 9, Cake icing exhibition Lavender Children Centre 10, 13, Tamils in to Employment Project launch 11, Our 0-5 in Creche Settings 12, Staff team of SLTWG 14, 15, Meeting of Board of Directors with Staff Members



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**Directions to SLTWG Head Office & Community Development Centre**



**Direction to SLTWG Employment Training Centre**



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