

# 24<sup>TH</sup> ANNUAL REVIEW 2008 - 09

Enhancing the quality of life of the Tamil Community



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





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

**Trustees**

Dr. P. Arumugaraasah, Chairman  
Mrs. R. Sanmugathan, Vice Chairman  
Mr. T. Sri Pathmanathan, Secretary  
Mrs. S. Kandasamy, Assistant Secretary  
Mr. B. Manoharan, Treasurer (resigned 1 April 2009)  
Mr. S. Sabanathan, Assistant Treasurer  
Mr. S. Sivayoganathan, Director  
Mrs. M. Yogashangary, Director  
Mrs. T.J. Indiran, Assistant Treasurer (appointed 10 January 2009)

**Company Registered Number : 03816209**

**Charity Registered Number: 1077602**

**Registered Office**

36 High Street, Colliers Wood  
London SW19 2AB

**Company Secretary**

Mr. T. Sripathmanathan

**Community Operations Manager**

Selestin Lidwin Nayagam

**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**

## **24<sup>th</sup> ANNUAL REVIEW 2008 - 09**

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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.



*Early Interventions for Tamil Parents*

## 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.

- 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

- 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.



*Business Plan Meeting*

# Chairman's Report



**Dr. P. Arumugaraasah**  
The Chairman

It is indeed a great privilege and pleasure to write this report for the year 2008/ 2009. On behalf of the South London Tamil Welfare Group (SLTWG), I am happy to write about our continuing success as in previous years. Our committed and dedicated staff members have worked extremely hard to keep up the aims and objectives of the SLTWG to the highest standard.

In the midst of the credit crunch and the political situation in Sri-Lanka, where most of our service users are from, I am happy to say that we were able to have another successful year in 2008/2009. Our efficient, dedicated and committed Community and Operations Manager, together with our project managers

and staff members have all worked extremely hard to keep up the aims and objectives of the SLTWG to the highest level.

During the year 2008/ 2009 the board of trustees and the staff have developed a business plan to sustain current projects and take on new projects to suit the growing needs and demands of the community. Currently we are providing the following services to our community.

1. **Immigration and welfare benefit advice**
2. **Family learning groups**
3. **Tamils into employment and training**
4. **Older people service**
5. **Health advocacy service**
6. **Supplementary classes**
7. **Early years childcare and children's centre**
8. **Early intervention and prevention of unsocial behaviors for the Tamil young people**
9. **Abayam Support service (Domestic violence victim support service)**

Keeping with the trend of other charity organizations we have been developing service level agreements and working in partnership with other organizations.



**Our aim is to identify the needs of the community and develop services to suit their needs while trying to sustain the valuable services we are providing currently.**

Furthermore, we have been expanding our services to other boroughs. As a result, we were able to extend our services to Croydon where we have established a branch office and have developed services in partnership with Croydon council. We have also branched out to the Borough of Lewisham and have been working in partnership with a local charity called, the Association of Tamil Parishioners UK (ATP-UK) in offering our "Family Learning" programme to schools in the area.

The health advocacy service has been well recognized and we have received an invitation from the May Day Hospital Trust for an advocacy service with a service level agreement.

The recently developed domestic violence victim support service has become widespread in our community. In the past, the establishment of such a service was not heard of in the Tamil community. This could have been due to the stigma attached to sufferers of domestic violence and the victims were afraid to seek help. Early years' child care and children's centre activities were used to identify such victims and the necessary support was given.

As the elderly in our region are living longer and this population group is growing, the elderly services have been

evaluated and are being developed with funds raised locally to support the services.

Our aim is to identify the needs of the community and develop services to suit their needs while trying to sustain the valuable services we are providing currently. As I mentioned before we are in the process of expanding our services from a single community focus to a multi-community service.

The current financial crisis has also had an effect on the development and delivery of the services we provide. However we are confident that with the help of our staff and volunteers, we will be able to overcome those obstacles and continue to have many more successful years.

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

Lastly, I would like to thank the board of trustees for all their hard work and co-operation throughout the year, which has contributed greatly to the success of the SLTWG.

# Secretary's Report



**T. Sri Pathmanathan**  
Honorary Secretary

South London Tamil Welfare Group (SLTWG) matured into an elite organization thanks to the dedication and sincere hard work of the Directors, the staff and volunteers. It is apposite here to thank also the funding agencies and well wishers. It is to be noted that considerable progress has been made in all spheres of activity of the organization during the year under review.

There are presently eight members in the Board of Directors (the Board), Mrs. P Balarajah having resigned for personal reasons. Meetings of the Board were held every month except two months due to unavoidable circumstances. The principal items at these meetings as usual were



**It is our fervent hope and desire to continue with our work with dedication to move forward in the best interest of the community.**

the Treasurer's and Community & Operations Manager's report. These reports were carefully scrutinized in detail and appropriate decisions made to be implemented by the staff.

There are 248 members on the register. Mrs. Sellathurai, Mr. S Kumarakulasingam, Mr. Murugappah, who served as a Director, Mr. S Thirunathan, Mrs. L Thirunathan and Mrs. P Kanesalingam passed away during the year. On behalf of SLTWG, we sincerely extend our heartfelt condolences to the respective families.

It is our fervent hope and desire to continue with our work with dedication to move forward in the best interest of the community.



*Celebrating Family Learning Week in Croydon*



*Celebrating X'mas with Older People Support Service*

## Treasurer's Report



**Saba Sabanathan**  
Honorary Treasurer

I am privileged to have the opportunity to report as treasurer of South London Tamil Welfare Group (SLTWG). We are fortunate to have an experienced and dedicated team of trustees and staff focused on improving and widening the services available to meet the current needs, not only of the Tamil members, but also other ethnic groups in the community. One has to make a special mention of the increasing number of volunteers committed to help make it all happen.

In spite of the organisation being based in South London (Merton), some of our services and activities are being run in neighbouring boroughs of Lewisham, Croydon and Wandsworth. The projects

include Family Learning, Drop-ins for elders and Skills for Life training. The latter includes IT, flower arranging, cake and jewellery making. We have reliable financial procedures and a system, which is continuously upgraded to ensure trustees have accurate financial information and reports at regular intervals during the year. Thanks to the continuing efforts of our dedicated staff, our total income for this year adds up to £396, 295, enabling us to fulfil our commitments to the community.

A 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 opportunities policy is an important and critical part of that commitment, as its focus is to make sure that we treat everyone with dignity, fairness and respect.

Our reserve fund currently stands at £88, 956. For further details, please see the section headed Reserve Policy on page 7 of the financial report. We are grateful to hayesmacintyre, our auditors, for their continued guidance and support to our management team. To re-iterate my predecessor's words of wisdom, I



**A growing demand for our services stands as evidence for our quality performance.**

believe it is time for SLTWG to develop its identity and personality, so that it evolves from its current customs, to recognise an emerging influence of the 2nd generation of Tamils. It is important that the organisation create an environment that gives young Tamils the opportunity to contribute to its future strategy and service.

Currently SLTWG is working with local community services to secure funding for developing strategies and activities to bring young people together. This guides them to integrate with other youth groups engaging in healthy activities to eventually become a focussed and value based healthy, positive thinking generation away from crime and violence. Moving forward, SLWTG must invest resources to develop services and solutions to better cater for the needs and concerns of the younger generation of Tamils in Britain.



*Celebrating X'mas with Children*

# Community and Operations Managers' Report

I take immense pleasure in submitting my report for another successful year relating to our South London Tamil Welfare Group and to bring an overview of our services.

The year 2008-09 was a marked with series of achievements and posed a number of challenges. During this year, the organisation delivered 9 Social, Health and Community Projects with the help of 8 Full time, 9 Part time and 3 Sessional dedicated staff and 18 volunteers.

One of our major achievements this year was expansion of our services to London Borough of Croydon. We were able to open a new branch office at Croydon and also launched a new Drop-In sessions service for older people. The Drop-In service is attracting about 25 older people every Tuesday of the week. I have pleasure in listing some of our other successes which include:

1. New services were developed to engage Tamil parents in the learning of their children (Parenting Project). We are grateful to Big Lottery for offering us a grant for 5 years in order to develop this service in five boroughs across London.
2. The Health Advocacy Project in partnership with St George's Hospital received best success story award from London Voluntary Service Council.
3. New services were launched to address domestic violence issues experienced by

Tamil women. This confidential service seeks to support Tamil women affected by domestic violence who until now have been suffering in silence.

4. The organisation has successfully proved itself as a provider organisation by the commissioning and contracting organisations. The organisation entered into yet another Service Level Agreement with Early Years Child Care and Sure Start Children's Centres services which aim to raise the attainment of Tamil children in foundation stage. This is in addition to the two year Service Level Agreement with the statutory organisations already in existence.

I am sure the detailed reports of our staff members relating to their respective projects in other parts of this Annual Report will speak of more successes.

One of the underlying reasons behind our successes is that we aspired to deliver not just the services but quality services. We continued to retain Investor in People, Matrix and OISC Quality Marks Awards. The staff who has been instrumental in delivering quality services undergo regular support and series of training courses.

6 of our staff have trained as Facilitators in strengthening families and strengthening Communities, 2 of our staff have been trained as coordinators in family group



One of our major achievements this year was expansion of our services to London Borough of Croydon. We were able to open a new branch office at Croydon and also launched a new Drop-In sessions service for older people. ”

conference, 6 of our staff have been doing NVQ Level 3 in IAG (Information, Advice and Guidance) and 2 of our staff are placed in NVQ Level 3 in business and administration training.

The involvement of service users at all levels is another reason for our success. All the projects run by us have User Forums, which closely work with the project staff to deliver relevant services.

We have also been recognised as a capacity building organisation in the areas of Parenting, Family Learning and Young People's Development. This recognition has brought about by our successful engagement coupled with dedicated and quality services in the past.

In spite of the successes we have achieved, we were not able sustain the Advice and Advocacy Services. The Advice Service run by the organisation for the past 10 years was partially closed due to lack of resources. However, we were encouraged by the support offered by The Diana Princess of Wales Memorial Fund to offer advice and advocacy to young people. However, the Advice Services for Adults in areas of immigration, welfare benefits and housing still remains a great need of the community. This is an issue we aim to pursue during the coming year.

I would also like to divulge that there was an internal discussion among our staff and

the Board Members about the recession, changing funding priorities and changing Third Sector reality. I can proudly say that the organisation withstood recession and funding cuts and proceeded forward in establishing 4 more projects in this year and aim to continue to develop more projects.

Our focus for the coming year will be to enter into more commissioning and procurement contracts while still maintaining the individuality of the organisation as one that is advocating the interests of the Tamil Community.

SLTWG's Members, Service users, Funders, and our entire Partner Agencies have made huge investments in the organization over the years and are centrally involved in shaping its future development.

Special thanks for all our well wishers who have worked along with us to enhance the quality of life of the Tamil community.

Finally, I would like to thank the staff and the volunteers who have enormously contributed to the growth and development of the organization over the last 25 years by their dedicated service.

I am also grateful to the Board of Directors for their high level of support, leadership and vision for the future.

**Selestin Lidwin Nayagam**

Community and Operations Manager

# “Empowering Tamil families through Family Learning” is an innovative and exciting project funded by the Big Lottery for 5 years (2008-2013)

The project has 5 core partners from the Boroughs of Merton, Wandsworth, Croydon, Lewisham and Newham where sizeable numbers of Tamil families live.

This project was designed as a natural progression from previous community development programme, supporting Tamil families.

- Integration project
- Ante-natal and Health promotion project
- Positive parenting project, supported by
- DFES & the Parenting Fund.

The aims of this project are simple but quite challenging for Tamil families

- Supporting Tamil parents to help their children’s learning
- Understanding that learning is getting skills for life & it is never too late to learn.
- Building stronger family relationships by spending quality time together.(intergenerational /wider family/neighbourhood relations)
- Increasing higher level of Literacy, language and numeracy, to understand how and what children are taught in schools.

- Raising the level of academic attainment of underprivileged children through parental involvement.

The project was officially launched on 8th August 2008. The Mayor of Merton, Local Councillors, Regional representatives from the Big Lottery were present among a big number of service users. As we will be working across London Boroughs, we have created wide publicity in the South East region by initiating groundwork with local schools in Lewisham in partnership with another partner the Association of Tamil Parishioners UK (ATP-UK) through an event at Lewisham on 24th October 2008 at the Methodist Church Hall.

Supporting families has given South London Tamil Welfare Group multiple opportunities.

- Working with multi-agency team (MAT) in accordance to Common Assessment framework.
- Building partnership with mainstream agencies like extended schools and Children Centres.
- Reaching Commission-ready status and entering into Service Level Agreement for Early Years and Health Promotion Services (Merton and Wandsworth boroughs.)

- Sharing project learning with other community organisations
- Getting recognition through Quality Mark Awards, like OISC, Investors in People, and Matrix

We have completed a first draft of our curriculum and we have started implementing the Family Learning Programme from January 09 onwards as pilot projects at,

- Lanfranc School, Croydon
- Winterbourne Children Centre, Croydon
- Canterbury Community Centre, Croydon
- St.Saviour’s Church Hall, Lewisham
- Sandhurst School, Lewisham
- Newminster Children’s Centre, Merton

We have celebrated the BIG Lottery’s National Family Week from

May 25th to 31st, by organising family learning activities around family week picnic (discovery of national heritage) through family outing at Osterley Park.

Curriculum will be discussed and suitably amended in response to beneficiaries’ needs and choices.

The Family Learning version will be translated in Tamil and released

We will also build learning partnerships with local museums and libraries enabling parents and children to discover, learn and enjoy in different setting than formal education.

We publicise our project through simple, user friendly bilingual leaflets disseminated through volunteers in local schools, shops, restaurants, places of worship, libraries.

**Dr. Rajeswary Chandirassegarane**  
Family Learning Support Manager

**Mrs. Padma Thuraisingham**  
Family Learning Support Outreach Worker



*Family Learning Sessions across Lewisham*

## Advice & Advocacy Service

From the time of its inception, the immigration and welfare benefits advice arm of SLTWG has been the busiest, serving a large number of beneficiaries in the Tamil community. The service provided varies from advice on simple clarification of official forms, to multitude of inquiries involving technical and legal aspects which extend to making representations to various public and other bodies on behalf of clients. The dedicated advice support workers provide their invaluable advice via telephone, through one to one support for those clients who drop in at the office and through outreach service.

During the financial year 2008/2009 we were able to cater to 419 Tamils on Welfare Benefits and 325 on Immigration related advice totaling over 700 Tamils in South London. Though we say as South London conveniently to suit with our organization's name, our catchments area covers the entire London area. We gladly welcome Tamil clients from all over the country. Most if not all clients, acknowledge that they are indeed grateful for being able to access such quality service free of charge in a language they are familiar with, in a friendly yet professional environment.

We note with sadness that our Advice Manager Prashanthi Ponniah left SLTWG



in January 2009. This was a huge loss to the Advice arm of SLTWG. Further challenges that the advice team faces for the future, are securing of adequate funding in order to continue this valuable service.

SLTWG would like to take this opportunity to thank its donors for their generous and continued support, without which SLTWG would not have been able to achieve its objectives. SLTWG is confident that it will continue to enhance the "Life of the Tamil Community" through its advice and advocacy service. Good customer care is the basis of our work and we take pride in extending to our community the best service we can offer, though within limitations.

**Mrs. Prashanthi Ponniah**  
Advice Support Service Manager

**Mrs. Vasuki Prabakaran**  
Advice Support Worker

## Supplementary Education Classes

A good all-round education gives children the best possible start in life. Yet Tamil children who come from under privileged families are not performing as well as they could in the schools for number of reasons. For academically challenged Tamil children facing difficult learning conditions in schools, the supplementary educational classes are helpful. These classes were devised to coach and aid their learning and help them integrate within the communities they need to be a part of.

Approximately about 110 children now attend the supplementary educational classes on Sundays. Further improvements to the infrastructure of the classes include the introduction of paid teachers to the existing arsenal of volunteers. The children now receive fully comprehensive teaching and support, guaranteeing them a leg-up in their studies and school curriculum syllabi.

In order to aid the children feel more socially comfortable, further measures were introduced. This wing of SLTWG often arranges events celebrating achievements and festivals. As observed, this encourages all the children to get fully involved at the fore-front of these events. We often designate individual roles enabling them to present their various talents to the wider community, thereby letting their abilities be recognized and increasing their own self-confidence. Added to this, it further instills

in them, a sense of belonging in the community coupled with teaching them traditional values and customs through celebrating a plethora of varying festivals from modern cultures.

Our most notable exploit surrounding these events was the recent Christmas Celebration 2008. We found that our chances of funding the annual event a challenging notion and were facing the possibility of going without this eagerly anticipated event. In view of this, we decided to explore the method of applying for a monetary grant from the Prince's Trust by way making it a youth project. Thanks to Nat west, at the core of the application process, Prince's Trust and the youth group got involved, the outcome of which was that we were able to acquire the money that we needed to go ahead. We are elated to report that the event proved most fruitful with all our attendees enjoying all aspects of the event and getting fully involved with the proceedings.

Finally, thanks to our committed and experienced teachers, volunteer helpers and the parents, for their valuable support which they provided throughout the year.

**Mrs. Kanjana Ranjan**  
Education Support Coordinator

# Training & Employment Services

## Introduction:

“Tamils into Employment and Training Project”, based in our Training Centre at Mitcham, and funded by the London Development Agency (LDA) completed its 2nd year in the financial year 2008-2009. Major components of the project include Employment Support, Basic IT & English Support. In addition, we also conduct workshops & career related seminars for unemployed or disadvantaged members of our community. Beneficiaries are also given Travel & Childcare costs if needed, in order to attend our sessions.

This project is staffed by a Project Co-ordinator (Mr Manivannan Navasothy), ESOL Support & IT Tutors (Mrs Indraneer Ruthrajan & Mr Muraleetharan Kunaretnam) and Administrative Assistant (Mrs Priya Jyothiraman). Horizon Training and Education Centre (HTEC) and its Director Mr E. Haile provide the delivery of ESOL to our beneficiaries. Project management and guidance are handled by Mrs Selestine Lidwin Nayagam (SLTWG) and Ms. Chota Chunga (LDA).

## Achievements:

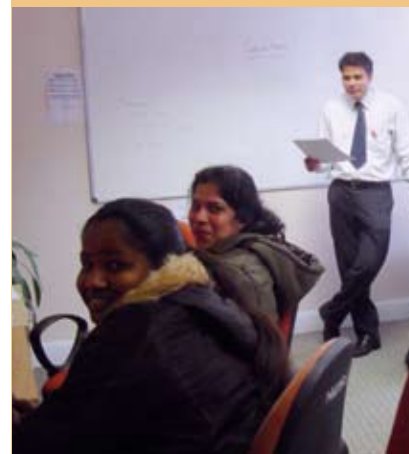
In Year2, ES outputs: 143 (target 147). Quarterly Output breakdown is 16 (Q1), 19 (Q2), 32 (Q3) and 76 (Q4).

Equality output breakdown: 140 women (target 79), 14 Disability declarations (target 8). Both categories show over achievements. Ethnicity analysis shows: 12 Indians, 1 Pakistani, 4 mixed, 105 Other Asians/Asian British. Apart from this, 21 people who belonged to other ethnic origins, benefited from our ES training. Analysis by London Boroughs: Sutton-10, Merton-69, Croydon-50, Wandsworth-7, Bromley-2, Lewisham-4, Lambeth-1.

Skills outputs: 74 (target 65) which is an over achievement that we are proud to report. Of these, 30 were Skills-ESOL outputs, and 44 were Skills-other. Analysis show 6 Indians, 1 mixed, 54 Asian/Asian British, and 13 other ethnic origins of people benefited from our Skills training.

## Developments: Present & Future

- In the 3rd and 4th Quarter, weekly Employment Support delivery at outreach points at Canterbury Road Centre, Archbishop of Lan Franc School & Lewisham began to be developed.
- From December' 2008, some of the Information Technology / English Tutors' times were re-allocated to delivering Employment Support.



*IT Class*



*Students & LDA*



- An internal Interim Evaluation was conducted by Dr. R Chandirassegarane (Family Support Service Manager) and Mr S. Sabanathan (SLTWG Trustee) in January 2009, and reporting completed with additional contributions by Mrs S.L Nayagam (Community & Operations Manager), and Mr M. Navasothy (Project Coordinator).
- Following our business case, LDA approved inclusion of an Administrative Support Worker (part time) to the project. The new Admin Support Worker started in February 2009. Her contributions had a huge positive impact on reception, enquiry and tracking
- works. The funding for this post came from some of the under-spent areas of the budget. The focus for 3rd year will be on further developing Outreach Work, Workshops & Seminars, in order to provide a variety of support to current & new beneficiaries.
- Sustainability of the Training & Employment Support Services beyond LDA funding, will also need to be explored.

**Mr. Manivannan Navasothy**

Training & Employment Support Service Co-ordinator

**Mr. Muraleetharan Kuneratnam**

IT Tutor

**Mrs. Indranee Ruthrarajan**

ESOL Tutor

**Mrs. Priya Jyothiraman**

Admin Support Worker Training & Employment Service



*Employment Session*



*Stake Holders*

# Maternity Services St.Georges Hospital

Tamil Health Advocacy is a service set up in order to offer help for the following :-

- a. to support Tamil women and their families who are planning to have their babies at St George's Hospital and
- b. b)to increase the number of Tamil families accessing the services at Wandsworth Children's Centre.

This service is in partnership between local NHS services at St George's Hospital (maternity services), Wandsworth PCT, Wandsworth 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 Wandsworth Children's Centre. This is done by providing more relevant information in Tamil.

Also a bilingual Health Advocate is available to support families in their appointments and activities. The Health Advocate accompanies Tamil ladies during Booking Procedures, Post- Natal home visits, for GP appointments and also for Scanning appointments. In addition, we run on a monthly basis, two antenatal classes in Tamil, facilitated by

a midwife and interpreted by a Health Advocate.

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

We ran a Drop-In for Tamils on Fridays at Hillbrooke Children's Centre. In this

Drop-In, parents receive more information about activities offered at the Children's Centre, such as messy play for kids and whenever required, a health visitor runs a

one-to-one information service in the presence of a Health Advocate.

In addition, we also sign post them for any advice relating to immigration, housing and other issues, to appropriate agencies. We also conducted massage classes for babies below the age group of one year. It was totally a new initiative and widely welcomed by the Tamil mothers who enjoyed one-to-one peaceful time with their babies.

This project also won a Best Project Award for Successful Stories from London Voluntary Services Council.

**Bhavani Natarajan**  
Health Advocacy Worker

Activities	Number of Ladies served
Booking visits	35
Post natal visits	62
Clinic at London Road	125
Foetal medicine unit	49
Antenatal classes	28
Gwilliam Ward	11
Breast feeding support	18
Telephone Support	Average of 10 calls per day
Tamil Drop in	Average of 7 ladies
Baby Massage Classes	10

## Quotes from Mothers



I can contact the Health Advocate at any time. I can ask any question at any time. I am confident as I know I can ask someone if I have any problem. I have shared all my worries with her. She is very patient and supportive. She also referred me and helped with my housing and other family issues. Thank you.



This is one of the best services offered by the South London Tamil Welfare Group.



*A mother is enjoying a quality time with her children and relaxing at ease, Ivy Children centre.*

- Early Years, Child Care & Children's Centre Service



*Mums and Dads involvement during an information session on 'Relationships'*

- Early Years, Child Care & Children's Centre Service

# Early Years, Child Care & Children's Centre Service

## 1. Project aim:

SLTWG/ Early Years Children Centre, Services project was funded by Early Years and Childcare Children's Centres and Extended Services, London Borough of Merton. The aim of the project is to raise the attainment of Tamil Children in foundation stage and to reduce the inequality in education experienced by them.

During the project implementation mothers / child carers were encouraged to use the services of Children Centres in their area. To promote the participation and engagement with the children centre services mainly three Tamil Mothers' Drop Inn were regularly conducted and facilitated by the officers employed by SLTWG. The pictures below shows you the quality time mothers and children spend at the children centres:

## 2. Achievements:

The achievements of the project are highly remarkable. The reach of children aged 0-4 were 235% more than the targets as we have reached 179% of targeted parents and carers. That is, 161 mums and carers participated in the project. All mums were enabled to access the health and childcare information services and all children (in total 212) accessed children centre services. 30 children accessed extended school programmes. Out of 68 Drop Inns parents enjoyed fruitful and necessary knowledge, information, skills and quality time. The details of 161 families

and children have been recorded in e-start programme of London Borough of Merton in order encourage parents to support their children further in future.

## 3. Outcomes and Benefits:

At the end of the project a short evaluation was conducted to review the outcomes. Mums, dads and carers mentioned the following as their key learning:

- Children learns from playing and engaging in different types of activities. Rhyming and playing with children made us to ensure that we parents /carers spend quality time with our children and they get ready for their school/nursery.
- The project made us to aware our context and cultural challenges when it comes to larger community. The awareness created among us made them more confident and increased their opportunities around them. For example to learn new things (easy cook, computer, money management, child care, mental health importance get qualified as skilled worker and other things.
- Children need to play with other children, so they learn sharing, respecting and following small rules and regulations.
- Mr Yogarajah's counselling information sessions opened up their eyes to understand their role modelling influence on their children behaviour and enhance

their relationship and communication to their partners.

- The Drop Inns helps the mums to acquire successful and effective child minding and caring so they can handle easily their children at home and outside.
- The parents who are having children with difficult behaviours understood unique needs of their children so they could manage and handle them successfully.
- The Drop Inns made them aware the available community resources and services and how to access them when they need help and supports.

## 4. Other Achievements:

Other than the above benefits we also would like to say that 7 mums successfully completed their employability training. Number of mums enjoyed and explored their sporting abilities at the centre. Another set of parents enjoyed the Easy Cook and other sessions organised and run by the centre.

We have done employment training for one batch of 9 parents. It was followed up by a 'Cache' Primary education support work training programme. 6 of the mothers went to the training and qualified in 'Cache' primary education support work (level 1 course and made them to qualified to access level 2.

Conducted 6 workshops on promoting healthy life style on the topics named

'promoting mental well being, Stress Management and Dental care.

Promoted mothers to join physical exercise / health care sessions run at children centres

To provide a socialising opportunity to meet other parents/carers from other children centres, make the fathers involved and to promote positive parenting skills a full day trip to Chessington Adventure Park was made.

Gave motivation to Tamil parents/ carers to bring their children to Polka Theatre and made them aware of children entertainment opportunities.

## 5. Conclusion:

It was very enjoyable and successful implementing the project as the community needs supports and encouragement to enhance their and their children achievements and future. The project implementation also helped SLTWG to realise the needs of the community in different dimensions, to enjoy its capacity to achieve and enhance quality of life of Tamil people and to network and build fruitful working relationships with multi agencies.

### Mrs. Verni Vijayarajah

Project Coordinator  
Early Years Children's Centre Service

### Mrs. Saratha Arunasalam

Community Engagement Worker  
Early Years Children's Centre Service

## Parenting Project

SLTWG services in Croydon have been in high demand since 2006. As on date, we have been working with 90 Tamil parents in various centres in Croydon including Canterbury Community Centre, Lanfranc School, West Thornton Primary School, Elmwood Primary School, Kingsley Children's Centre as well as Gonville Primary School.

### Services being delivered by us are:-

- Parenting Course ( The A TO Z of Parenting in Tamil)
  - Solution-focused discussion groups where higher levels of self confidence and self esteem are achieved.
  - Literacy/reading /basic ICT at Canterbury Centre, Lanfranc School, Gonville Primary School, Kingsley Primary School & West Thornton School.
  - Awareness workshops for employment training education
  - Crèche support is provided; children work with child minders and develop their basic skills.
  - Self employment workshops such as cake decoration and beauty care
- "Every Child Matters" – this is our Bible but the Government's priority document for Children's Services, which we also abide by, as do local authorities
  - Promoting healthy eating
  - UK education system – follow up in our community
  - Anger Management courses
  - Stress Management courses
  - Helping parents of older children with challenging behaviors
  - Help with marital or / couple relationships
  - Disability awareness and help with their problems
  - Help with fathers' issues
  - Celebrating, practicing and sharing skills (Christmas party)



*Parenting Project*



**Benefits of these services:- Early Intervention and Prevention (Parenting Project Round 3)**

Parents became more confident, these activities raised their self esteem and they also made friends. Parents also improved their knowledge about child laws in the UK. These sessions taught the parents how to negotiate with their teenagers. Most of all parents got more information about mainstream services, like social services, NHS, employment training, schools, healthy eating, ESOL Programmes (learning English) through SLTWG.

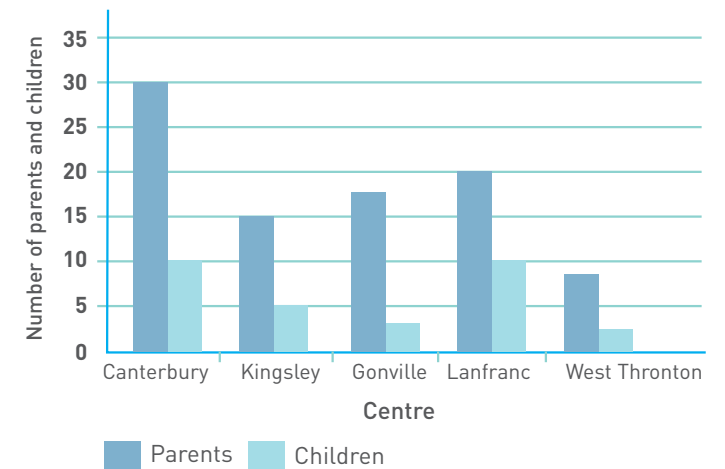
Due to the high popularity and successful delivery of parenting programmes we have been provided with new funding for the Parenting Project Round 3.

The new project to be delivered to families and young people in the Croydon area is, targeting schools started from September 2009 with new early intervention programme. The aim is to change attitudes and behaviors by running clinics for young people, in association with "Foundation 4 Life Project" which specializes in the training, consultation and delivery of behavior modification workshops. SLTWG will be running a parallel parenting programme for the parents of the young people who are offending or considered to be at risk of offending.

With all the successes achieved so far as above, we hope to enter the current year with more vigor and enthusiasm so that our achievements can even be more and more.

**Yoga Jeyasuntaram**  
Parenting Education Support Worker

**Number of participants in transition parenting 2008 - 2009**



## Staff members for the year 2008-09

**Mrs. Selestin Lidwin Nayagam**

Community and Operations Manager

**Dr. Rajeswary Chandirassegarane**

Family Learning Support Manager

**Mrs. Padma Thuraisingham**

Family Learning Support Outreach Worker

**Mrs. Prashanthi Ponniah**

Advice Support Service Manager

**Mrs. Vasuki Prabakaran**

Advice Support Worker

**Mrs. Sriluxmi Sivakumar**

Customer Care Worker

**Mrs. Jeyanthy Satkunapalan**

Accounts Assistant

**Mr. Manivannan Navasothy**

Training and Employment Project Coordinator

**Mrs. Indranee Ruthrarajan**

ESOL Tutor

**Mr. Muraleetharan Kuneratnam**

IT Tutor

**Mrs. Priya Jyothiraman**

Admin Support Worker  
Training & Employment Service

**Mrs. Kanjana Ranjan**

Education Support Coordinator

**Mrs. Saratha Arunasalam**

Community Engagement Worker  
Early Years Children's Centre Service

**Mrs. Verni Vijayarajah**

Project Coordinator  
Early Years Children's Centre Service

**Mrs. Yoga Jeyasuntaram**

Parenting Education Support Worker

**Mrs. Bhavani Natarajan**

Tamil Health Advocacy Worker

**Ms. Breimi Corera**

Admin Support Worker

**Mrs. Mankaiarkarasi Indaralingam**

Sessional Worker  
Older People Support Service

**Ms. Jenifa Jeyakumar**

Sessional Worker  
Education Support

**Ms. Dinesha Jeyakumar**

Sessional Worker  
Education Support



**To mark Mrs. Prashanthi Ponniah's appreciation for her tremendous services of 5 years.**

The Board of Directors, Members, Volunteers and Staff of South London Tamil Welfare Group wish to take this opportunity to thank Mrs. Prashanthi Ponniah, Advice Support Service Manager in recognition of valuable, extraordinary contribution and incomparable hardworking extended to us during her stay of 5 years with SLTWG.

# Acknowledgements

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**

Funded to provide advice and support on immigration and welfare benefits for Tamil refugees and asylum seekers

## Home Office (Challenge Fund)

**Project:**  
**Promoting Integration**

Funded to provide help and support for Tamil refugees, to positively integrate with the host community.

## The London Borough of Merton

**Project:**  
**Early Years Commissioning**

Funded to raise the attainment of Tamil children in foundation stage and to reduce the inequality in education experienced by them.

## The Family and Parenting Institute

**Project:**  
**The Parenting Transition Fund**

Funded to further the capacity of parents to play active roles in the learning of their children in line with the Every Child Matters Agenda of the Government.

## Big Lottery Fund (In Partnership with the Bond Road School, Mitcham)

**Project:**  
**Empowering Tamil Families through Family Learning Activities - Bond Road School, Mitcham**

Funded to reach the Tamil Parents and Children of Bond Road School, Mitcham and empower them through Family Learning Activities.

## Morden Cluster Extended Services Funding

**Project:**  
**Emerging Communities**

Funded to have a Tamil speaking parent support teacher to engage with parents in Modern Cluster Schools

## St George's Hospital in partnership with the and Lavender Children's Centre, Mitcham

**Project:**  
**Tamil Health Advocacy Service**

Funded to provide health advocacy and outreach support for Tamil families from pregnancy to when children are five with the purpose of improving access to antenatal and postnatal health care.

## Wandsworth Primary Care Trust

**Project:**  
**Tamil Health Advocacy Service**

Funded to encourage and support pregnant Tamil mothers in the Tooting Locality of the London Borough of Wandsworth to have regular contacts with Health Care Professionals in the antenatal and postnatal period (Up to 1 year after birth).

## London Development Agency

**Project:**  
**Tamils into Employment Training**

Funded 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.

## The London Borough of Merton

**Project:**  
**The Older People Support Service**

Commissioned to conduct drop-in services at Taylor Road Community Centre for Tamil Older People.



*Family Learning Sessions across Lewisham*



*Day trip organized for the Older People Support Service*

## Statement Of Financial Activities

(Incorporating Income And Expenditure Account)  
For The Year Ended 31 March 2009

	Restricted Funds 2009	Unrestricted Funds 2009	Total Funds 2009	Total Funds 2008
<b>Incoming Resources</b>				
Incoming Resources From Generated Funds:				
Voluntary Income	-	1,260	1,260	4,608
Activities For Generating Funds	-	14,529	14,529	18,557
Investment Income	-	4,342	4,342	5,444
Incoming Resources From Charitable Activity	376,164	-	376,164	330,882
Other Incoming Resources	-	-	-	10,845
<b>Total Incoming Resources</b>	<b>376,164</b>	<b>20,131</b>	<b>396,295</b>	<b>370,336</b>
<b>Resources Expended</b>				
Charitable Activities	388,973	58,113	447,086	374,412
Governance Costs	-	9,506	9,506	8,202
<b>Total Resources Expended</b>	<b>388,973</b>	<b>67,619</b>	<b>456,592</b>	<b>382,614</b>
Net Expenditure Before Transfers	(12,809)	(47,488)	(60,297)	(12,278)
Transfers between Funds	1,350	(1,350)	-	-
<b>Net Movement In Funds For The Year</b>	<b>(11,459)</b>	<b>(48,838)</b>	<b>(60,297)</b>	<b>(12,278)</b>
Total Funds At 1 April 2008	34,435	138,015	172,450	184,728
<b>Total Funds At 31 March 2009</b>	<b>22,976</b>	<b>89,177</b>	<b>112,153</b>	<b>172,450</b>

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

## Balance Sheet

As At 31 March 2009

	2009	2008
£	£	£
<b>Fixed Assets</b>		
Tangible Fixed Assets	221	601
<b>Current Assets</b>		
Debtors	24,563	42,402
<b>Cash At Bank</b>	<b>130,789</b>	<b>170,483</b>
	<b>155,352</b>	212,885
<b>Creditors: Amounts Falling Due Within One Year</b>	<b>(43,420)</b>	<b>(41,036)</b>
Net Current Assets	111,932	171,849
Total Assets Less Current Liabilities	<b>112,153</b>	<b>172,450</b>
<b>Charity Funds</b>		
Restricted Funds	22,976	34,435
Unrestricted Funds	89,177	138,015
	<b>112,153</b>	<b>172,450</b>



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1. Board of Directors of South London Tamil Welfare Group 2. Early Interventions for Tamil Parents 3. Kids Playing 4. Family Learning Sessions across Lewisham 5. Fitness Exercise Session at Strengthening Families Strengthening Communities Training 6, 7. Family Trips organized for Strengthening Families Strengthening Communities 8. Strengthening Families Strengthening Communities 9. Celebrating Christmas with Children 10. Dance Performance at Christmas Celebration 11. Inauguration of Older People Support Service in Croydon 12. Navarathri Celebrations for the Older People 14. Tamils into Employment Services 15. Older People Drop-in Session in Croydon



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## Directions to SLTWG Head Office & Community Development Centre



### Head Office

36 High Street, Colliers wood  
London SW19 2AB

Tel : 020 8542 3285

Fax : 020 8542 3289

Email : [reception@sltwg.org.uk](mailto:reception@sltwg.org.uk)

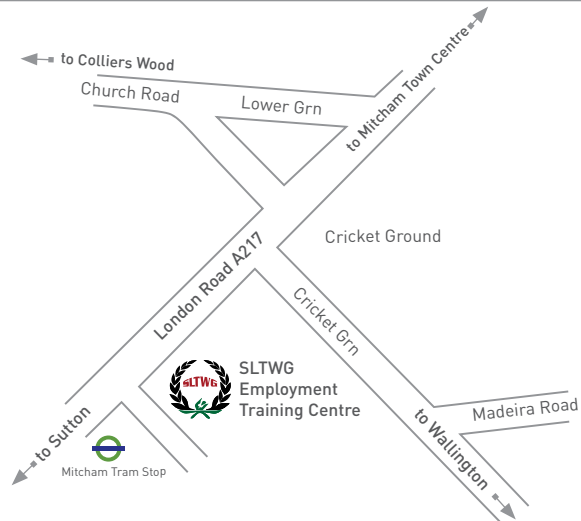
Web : [www.sltwg.org.uk](http://www.sltwg.org.uk)

 57, 219, 200, 493

 Northern Line, Colliers Wood Station

 Wimbledon

## Direction to SLTWG Employment Training Centre



### Community Development Sector

The Guardian Centre  
Emily Villa, 65 Clarendon Road  
London SW19 2DX

Tel : 020 8417 0840

Fax : 020 8417 0427

### Tamils into Employment and Training

Ambassador Suite 3, Justin Plaza 3  
341 London Road, Mitcham  
Surrey CR4 4BE

Tel : 020 8646 1193

Fax : 020 8687 0805

Email : [training@sltwg.org.uk](mailto:training@sltwg.org.uk)

### SLTWG Branch Office at Croydon

Croydon Voluntary Action  
82 London Road  
West Croydon  
CR0 2TB

Tel : 020 8253 7066