



Streatham Drop-in Centre for Asylum Seekers and Refugees

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Registered Charity: 1156824

Streatham Drop-in Centre was founded in 2002 by English Martyrs Church community, refugees and people from more established communities, to meet the needs of refugees and asylum seekers in Streatham (LB Lambeth) and the surrounding area.

We became a registered charity in June 2004.

Since April 1, 2015 Streatham Drop-in Centre for Asylum Seekers and Refugees has been operating officially as a Charitable Incorporated Organisation (CIO) with Charity number 1156824.



Children write their own play, create costumes and direct performance

These 2017 summer holiday activities were provided with partner charity Music4Children



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Funding and donations

We are grateful for the support of the following funders

BBC Children in Need
Hilden Charitable Trust
London Catalyst
London Churches Refugee Fund
Peter Minet Trust
Thrale Almshouse and Relief in Need Charity
Trust for London
Walcot Foundation

Donations

Clapham Methodist Church
English Martyrs Church (Streatham)
St Peter's Church (Streatham)
Faiths, Together in Lambeth
Downing LLP
Andrew Lidbetter
Mayor of Lambeth

Streatham Drop-in Centre is a Mayor of Lambeth Charity 2016/17



2017 Award for
Faith and Belief
Communities in London

Concert for Drop-in Centre, our thanks to performing artists

We are also grateful to; Gavin & Odette of Mysterion Art Factory, Turnstyle records, Shout Hair and Hideaway, for their support.

Multiannual funding attracted from



funding from the
WALCOT FOUNDATION



Our vision is a community in which all asylum seekers and refugees are welcomed, valued and able to participate fully in society

Mission statement

Streatham Drop-in Centre provides:

A range of needs-led quality services and activities

Services to enable users make positive contributions in the wider community

Services and activities to promote good health and improve quality of life

Services and activities to promote community understanding and cohesion

Support to users experiencing material poverty / facing destitution

Strategic aims

Streatham Drop-in Centre aims to:

Provide learning opportunities

Promote health and well-being

Develop further advice and advocacy provision

Relieve poverty and distress with appropriate assistance

Improve quality of life by accessing facilities for recreation

Develop existing strategic partnerships and identify new potential partners

Provide opportunities for refugees & more established community work together

Provide opportunities which enable service users to make a positive contribution



Users, volunteers, staff and partners discuss issue and plan services

Chair's Report



It is our pleasure to present Streatham Drop-In Centre's latest Review, which outlines our services, achievements and the challenges that lie ahead.

Our **Crèche and play** introduces families to a range of mainstream services. **Family learning activities** promote creative play in the home environment and a dynamic programme of children and family activities targets the most play-deprived children.

Our **Homework and family learning project** continues to provide literacy and numeracy support for primary school age children, plus advice, advocacy and training on education for their parents.

We provide **ESOL classes** at a time when English language provision is being squeezed. We have established a thriving volunteer-led ESOL class, which widens access for all our users and provides much-needed extra support for language learners.

Over the last two years, **addressing object poverty** has become an increasingly significant area of our work. We are seeing a rising number of people who are destitute or receiving inadequate levels of support for essential living needs.

We continue to work with others on ways of providing required material support. This level of poverty and the complexity of issues faced by users is resulting in an increase in demand for our information, advice and welfare support services.

Many of the people who use our services have poor physical and mental health concerns as a result of traumatic events in their country of origin, which are compounded by challenging contemporary experiences.

Our women's wellbeing project addresses this by delivering a range of wellbeing activities where participants' are able to gain confidence while acquiring new skills. Feedback from recent wellbeing activities highlighted the long-term lasting positive impacts of peer support and friendship networks.

A successful cooking course, **Eat well Spend Less** provided by **Norwood and Brixton Foodbank**, generated confidence and enthusiasm for our participation in **Streatham Food Festival**, where traditional world cuisine dishes prepared by users was enjoyed by colleagues and friends old and new. Our thanks to all who have given so freely of their time and cooking expertise.

We were honoured to be chosen, along with Faith, Together in Lambeth (FTiL), as the **Mayor of Lambeth's charities for 2016-2017**. This provided the opportunity to develop links with Lambeth's diverse faith groups.

In February 2017 we hosted Lambeth's annual "Interfaith Harmony Breakfast", where over 60 representatives of Lambeth faith groups, civic bodies and charities joined users for this ideas-and-information-sharing event.

We are deeply grateful to our staff team: Brian McCarthy (Coordinator), Aster Mehretab, Esha Khan and Mehret Zerezgi (project workers), and sessional homework teacher, Zenobia Adae.

We'd also like to thank long-standing partners; Health Inclusion Team for rewarding and successful partnerships.

Our services would not be possible without the dedication, energy and ideas of our volunteers. Thank you.

We remain grateful to all at English Martyrs Church for their continued support and generosity.

David Phillips
Chair

General advice, information and welfare support Health advice and advocacy (Health Inclusion Team)

General advice and information is provided by qualified staff and trained volunteers with relevant experience in welfare, housing and consumer rights. We signpost and make referrals to a range of specialist advisory services. Family support is provided on issues relating to children's health, wellbeing, development and educational needs. Strongly rooted in the community, we have an in-depth knowledge of local educational opportunities, voluntary provision as well as London-wide services for our target group.

Addressing abject poverty has become an increasingly significant area of work. Over the past two years we have witnessed an incremental increase in number of people, currently with “No Recourse to Public Funds”, who are either destitute or in receipt of insufficient income to meet essential living needs. The welfare support provided to people who are experiencing exceptional poverty includes access to food, clothing and toiletries. This is achieved through working jointly with a range of complementary charities. Critically, the support we provide aims to build trust, resilience and confidence and improve access to appropriate mainstream or specialist advisory services in order to facilitate individual long-term solutions.

The **Health Inclusion Team**, part of Three Boroughs Primary Health Care Team - Guy's and St Thomas' NHS Foundation Trust, provide health specialist outreach services at Streatham Drop-in. Our Health Inclusion Team colleagues - Refugee Specialist Nurse, Yvonne Keene and Health Advice and Advocacy Caseworker, John Mumbanga - provide weekly services to refugees, asylum seekers and migrants.



The people they see have difficulty accessing mainstream primary health care services and often have multiple and complex chronic health problems.

Their health specialist and advocacy service is based on the principal of assisting access into mainstream services whenever possible.

During the year the Health Inclusion Team also provided health promotion workshops and valued support to our women's wellbeing activities.

ESOL provided by volunteer team

By Volunteer, Joe Cox

The English class runs on Thursday mornings in term time. The crèche is also open at the same time, which enables women with small children to join in. Almost all of our English learners are women, many of whom spend little time in situations outside their close home circle, so they have very little encouragement or daily opportunity to speak English.

The groups of learners have diverse needs. A high proportion of our users come from countries where the national language does not use our western written script, such as Afghanistan or Eritrea. Others have had little or no formal education. Consequently, there is much work to be done on very basic literacy with these users.



Other participants have had some elementary English lessons in school, and can copy and undertake simple structured written exercises, but have had little opportunity to hear English spoken. Others have learned to make themselves understood speaking English but have problems with reading or writing. Much of the work is done in small groups, to cater to the variety of needs. It is therefore so valuable that we have a group of volunteers to help. The class is run by a team of volunteers, whose differing backgrounds and experiences enable them to respond to a wide variety of challenges. Over the past year the group has been able to make use of approaches suggested by members with a professional background in teaching literacy, as well as those with experience and qualifications in teaching English as a foreign language. The work is often developed around topics that the students themselves mention - cooking and family weddings seem to be the most regular activities that enthuse many! Teaching material is also devised to enable the learners to gain more confidence in daily activities such as going to the doctor, relating to children's schools, using buses and the need to be able to understand and fill in official forms. The team also devise some games and activities in which the whole class can participate, and these seem to be much enjoyed.

Crèche, play and community participation

Crèche and play provides a safe, stimulating and warm environment where pre-school children have the opportunity to interact with others, develop confidence and learn through play. The family learning activities provided including art, story-telling, group games and sing song & dance are aimed at increasing levels of confidence, team play and creativity.



Christmas, Lidet (Orthodox Christian Christmas), International Women's Day and Eid have become increasingly user-led celebrations and provide a range of participatory opportunities for children and families.



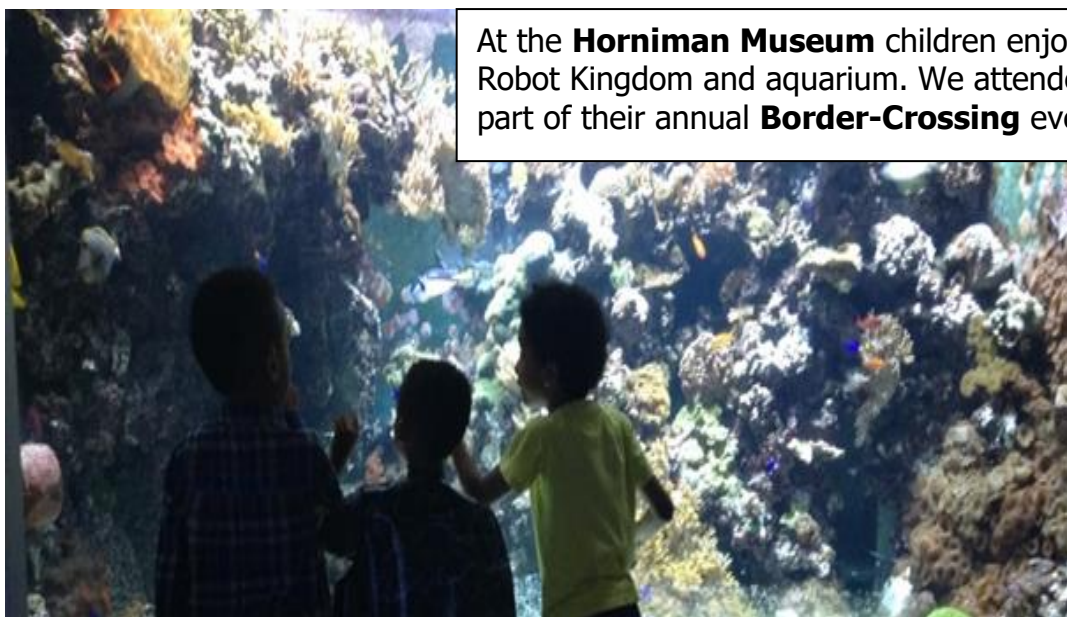
Preparing for "Carnival" at the Horniman

Our ambitious programme of events and activities are user centred and designed to build confidence, increase knowledge and access to local and London opportunities. Activities promote family learning and closer ties with the community. This year we have attended storytelling at the Polka Theatre, visited the Horniman Museum and Science Museum.

We attended a Dulwich Hamlets football match, organised kite-making workshops for Streatham Common Kite Day and took part in Streatham Festival Fun day. During summer holidays three creative play days were provided with charity Music4children and everyone enjoyed a day at the seaside.



On the sidelines supporting **Dulwich Hamlets**



At the **Horniman Museum** children enjoyed the Robot Kingdom and aquarium. We attended as part of their annual **Border-Crossing** event.

Children made their own kites for **Streatham Common Kite Day**
Workshops provided with charity, Music4Children



2 coaches bring families to **West Wittering Beach**



We picnicked, sang & danced on Streatham Green during **Streatham Festival Fun Day**

Homework and family learning project

Our Saturday Homework and family learning project is run by Mehret Zerezgi with Homework teacher Zenobia Adae and a great volunteer team.

Mehret, a founding member of the organisation who champions refugee family education at Streatham Drop-in, writes about the project.



The homework and family learning project was established to meet the educational needs of children from refugee communities.

It aims to help children do better in literacy and numeracy. Family learning workshops are run alongside the homework sessions to reinforce what we do in the “homework” sessions.

Parents are empowered to participate actively in their children’s educational life - so together we can help children to do better. Workshops include, managing study time and developing independent learning skills.

Other workshops are designed to help parents understand the UK educational system, both for the purposes of supporting their children and for their own personal development.

The project is fully subscribed with over 30 children participating and is consistently well attended. Each 3-hour session provides the space for children to complete their homework and focus on areas for development. We are proud that many of our volunteers are now parents of children who attend the Homework Club, who themselves have benefited from the Family Learning Sessions.

Zenobia Adea, who supports Children and parents - reflects;
Over the past year, the Homework club children have worked hard and thrived on being able to showcase their knowledge and understanding of their work, when they have been assisted by the volunteers that are so invaluable to the club.

In addition to this, they have also enjoyed various trips to the theatre, museums and participated in workshops, where again they displayed their creativity by constructing kites to fly on Kite Day on Streatham Common. These activities and the work that they do in the club, are helping to develop the mindsets of these young children and gives them the opportunity to discover that whatever they work towards and make an effort for, they can achieve.

Celebrating learning and achievement

On their, March 2016 visit to this project, Mayor of Lambeth, Cllr Donatus Anyanwu and Professor Louise Ryan, who both came to London as immigrants, highlighted the role and contribution of new communities to Streatham.

The mayor encouraged the children to believe in themselves and aim to achieve their best. "I came to this country with nothing" he said "and now I am the mayor of Lambeth. You can be anything you want to be, if you work hard."



Health and wellbeing projects

Eat Well Spend Less - with Norwood and Brixton Foodbank

In Winter 2017 we run a six week eat well spend less course in partnership with the Norwood and Brixton Foodbank -Trussell Trust.

10 participants from low income and destitute families completed the course and all reported they learnt some valuable lessons. Course Included talks, presentations, taste sessions and q & a on nutrition, budgeting, meal planning, portion size and cooking simple and quick nutritionally balanced meals.



The aim of this course was to help participants understand the health benefits associated with healthy eating and how healthy and nutritionally balanced meals cooked from scratch can be achieved without costing a lot of money.

The people who attended, in addition to learning some easy, cost-effective recipes also benefited from the support network and friendships that were built through the classes.

"The course was amazing. I learnt how to cook with less oil and having a good meal without spending hours in the kitchen."

A view from one of our participants

Streatham Common Community Garden

In April 2017 volunteers and staff began work in a Learner's Plot for community groups in Streatham Community Garden. Staff member Aster, highlights benefits and plans;

"Coming to Garden has been a wonderful experience for staff and volunteers. It is a place of relaxation, learning and growing.

We look forward to more of the women attending our service using the garden and cooking with produce next year".

Produce used in preparing health lunches



Streatham Food Festival

On June 24, 2017 the charity participated once again in Streatham Food Festival. Streatham Drop-in provided a wide variety of traditional vegetarian and meat dishes from around the world, specially prepared for the unique fundraising event. Led by staff member, Aster Mehretab, users prepared delicious food, which was prepared and served at the Streatham Drop-In Centre.



Many of the women who participated in the ***Eat Well Spend Less*** project were involved in preparing the variety of dishes and supporting the event. We were delighted that the evening was so well supported by colleagues and organisations we work with on a daily basis. Over 70 meals were served to colleagues, friends and the Streatham food loving public. The fundraising meal raised £1,005 for the charity.

This event-also provides a wonderful opportunity for service users, volunteers, staff and trustees to work together and learn from one another.



Interfaith Harmony Breakfast

Streatham Drop-in Centre was chosen, alongside Faiths, Together in Lambeth (FTiL) as the Mayor of Lambeth's charities for 2016-2017. This honour provided the opportunity to develop links with Lambeth's diverse faith groups.

This year we also attended South London Islamic Centre open day and remain grateful for their appeal and funds raised after Friday prayer.



Faiths Together in Lambeth

by Alan Gadd

Faiths Together in Lambeth (FTiL) was established in 2008 as an independent, borough-wide body, to foster constructive relationships among faith communities and to promote faith and multi-faith involvement in civic life. Thus our concern is with the Borough of Lambeth as a whole - with all its cultural, ethnic and religious diversity. Within the borough our concern is especially the faith organisations, over 60 of which are affiliated to FTiL, including Buddhist, Christian, Hindu, Jewish, Muslim and Rastafarian organisations, along with associate organisations that support our aims and more than 120 individual FTiL members from a variety of religion and belief backgrounds.

Since 2008 FTiL has organised a programme of events each year to bring together people of different faith backgrounds. Regular events include the interfaith harmony breakfast in February, the stall at Lambeth Country Show in July, the interfaith walk in September and the Interfaith Week event in November. There are also involvements with Lambeth Council, Lambeth Police, and various health and care agencies.

In 2016 FTiL was delighted to be chosen by the then Mayor of Lambeth, Cllr Saleha Jaffer, to be one of her Mayor's Charities. We learned that her other choice was the Streatham Drop-in Centre for Refugees and Asylum Seekers. Both organisations took part in various fundraising activities for the Mayor and the two organisations got to know much more about one another. In October Brian McCarthy, the Centre's Co-ordinator, kindly invited me to pay a visit, which I was very pleased to do. In November Brian came along to one of the FTiL Management Committee meetings and spoke to us about the work of the Centre. From that came the idea that one of FTiL's regular events- the Interfaith Harmony Breakfast-might be held as a joint event at the Drop-in Centre.

On 2nd February 2017, the Streatham Drop-In Centre very generously hosted the breakfast. A huge thank you to the team of staff, volunteers and users who prepared the breakfast. Fr Liam gave a warm welcome and offered a prayer before everyone enjoyed the tasty food. Over 60 people attended including FTiL members and friends as well as people associated with the Centre.

The event included a speech by the Mayor and a short presentation about the Centre. There was also an opportunity for brief updates from several representatives from the health and care services. It was one of those occasions where people didn't want to leave.

FTiL is pleased that the Drop-in Centre has become one of our Associate Organisations and we look forward to a continuing friendship and cooperation.

2017 Award for Faith and Belief Communities

Trustee, Syed Afzal Shah and volunteer Harriet Hall were guests at Three Faiths Forum Evening of Faith Recognition and Celebration in November 2017

This event celebrated the role charities have in creating a sense of belonging and togetherness for the capital's diverse communities. Streatham Drop-in Centres £500 award will further our work in relation to improving health and wellbeing.



Volunteering at Streatham Drop-In Centre

Streatham Drop-in believes that volunteering should be a rewarding and enjoyable experience. The Centre boasts a team of energetic and committed volunteers who play a critical role in service provision. We have a successful track record in supporting service users to make the transition to becoming volunteers and progress while contributing to the work of the charity.

Last year 28 people volunteered in total, of which 50% were from refugee communities. 5 “refugee” volunteers were mentored into first-time employment.

“Streatham Drop-In is really welcoming to volunteers. It’s so rewarding seeing the kids at homework club progress in their reading and maths.”

Emily - Homework Club Volunteer

Key volunteer roles include

- Welcoming people and signposting
- ESOL and English language support
- Crèche and play
- Welfare and wellbeing
- Homework tutors
- Preparation of refreshments and healthy snacks
- Finance, administration and IT

For current opportunities www.Streathamdrop.org.uk



Volunteers, Ganet and Gelan, share a coffee with staff member Esha



Organisations we work with, supporters and friends

Brixton Advice Centre
Downing LLP
Dulwich Hamlets Football Club
Hands on London - Wrap up London
Horniman Museum and Gardens
London Churches Refugee Network
Music4Children
Norwood and Brixton Foodbank (Trussell Trust)
Polka Theatre
Project 17
South London Islamic Centre
inStreatham BID
Love Streatham
Streatham Baptist Church
Streatham Common Community Garden
Streatham Festival
Streatham Free Film Festival
Streatham Food Festival
Sunnyhill Children's Centre
thegym, Streatham
The Spires Centre
Together Southwark
Chuka Umunna MP

Streatham Drop-in Centre is a member of;

AdviceUK
London Churches Refugee Network
Faith Together in Lambeth
National Resource Centre for Supplementary Education (NRCSE)



Management committee, staff team and partners

Management committee members

David Phillips	Chair
Maria Ezeli	Treasurer
Melvyna Mumunie	
Emily Byrne	
Medina Ali	
Syed Afzal Shah	
Linda Heiden	
Nick Maybanks	

Staff team

Brian McCarthy	Coordinator
Aster Mehretab	Project worker
Esha Khan	Project worker
Mehret Zerezgi	Project worker
Zenobia Adae	Sessional - Homework and family learning teacher

Partnership with Health Inclusion Team

Service Level Agreement with;

Three Boroughs, Health Inclusion Team Guy's and St Thomas' Foundation Trust

Yvonne Keene	Refugee specialist nurse
John Mumbanga	Caseworker - health advice & advocacy