



**EOU Annual Review and a Summary of Key Achievements and Services
to Refugee and Migrant Community Organisations
in the Last 20 Years (1994– 2014)**



PROFESSIONAL TRAINING AND SUPPORT FOR REFUGEE ORGANISATIONS

EVELYN OLDFIELD UNIT

Contents

1	EOU Chair's Foreword
2	EOU Objects, Vision, Mission and Values
3	Annual Review 2013–2014 - Key Achievements
3	Building the Big Society Project
8	EOU Bookkeeping and quick books Training
9	The Supporting Women Project
13	e3 Project Overview
15	Community Impact Project 2009-2014
18	Summary of Key Achievements in the last 20 years
20	EOU Board of Trustees (1994-2014)
20	EOU Funders (1994-2014)
20	EOU Staff (1994-2014)
20	Special thanks to all volunteers who served the Unit
21	EOU Financial Review (2013-2014)

Foreword by Tahera Aanchawan – Chair

We feel very proud in introducing the Evelyn Oldfield Unit (EOU/Unit) Annual Review 2013/2014 and the summary of the key achievements and its services to Refugee and Migrant Community Organisations (RMCOs).

The last 20 years has been a very busy, eventful and challenging years at EOU. A lot of major and significant developments have taken place.

This is evident in the rich variety of work detailed in the following reports. It's almost impossible for me to single out one or two sections of EOU's work because EOU makes a "real and significant difference" to Refugee and Migrant Community Organisations (RMCOs) in London

through open meetings, seminars, workshops, conferences, capacity building for small groups, liaison, partnerships, forums, information, consultancy, both accredited and non-accredited training programmes.

The Unit was established in 1994, by a consortium of funding bodies and agencies which work with refugee community organisations, including Trust for London formerly City Parochial Foundation, Thames Telethon, London Boroughs Grants Committee, the Refugee Working Party and the Refugee Council.

The aim of the Unit is to develop specialist support for refugee organisations to enable them to adequately tackle the pressing needs of the communities they serve.

Evelyn Oldfield was one of the first field officers for the then City Parochial Foundation and subsequently the Trust for London, who died in 1992. Evelyn had devoted her energies to developing a strong and effective voluntary sector in which refugee organisations played a key part. The Evelyn Oldfield Unit is a testament to her vision and commitment.

Much has changed in the social and political horizon since that time. Not least, the decrease in funding for capacity building to the voluntary and community sector, a key aspect of the Unit's work in supporting refugees and migrant communities. The Unit over the last 5 years has needed to sharpen its focus and vision in order to sustain our vision of supporting the development and capacity of the refugee and migrant community sector.

We have been able to achieve this through our Research in Action and Influence Programme that aims to support BAMER groups to evidence need in their community, understand the decision making process and to use the newly generated evidence to effect change and build influence. Our Building the Big Society Programme has supported people from BAMER backgrounds to access local and meaningful volunteering opportunities, where they are able to share their talents and skills with local community groups through volunteering, while at the same time, develop new skills and experiences to increase their own job and life prospects.

The supporting Women project was developed based on work with women and key stakeholders in order to build the capacity of groups working with vulnerable refugee and asylum-seeking women. This is a multi-agency project involving refugee and asylum-seeking groups (RAS), mainstream and statutory agencies. Our focus is on those working with women affected by violence trauma. This includes violence or trauma from experiences pre-migration, during the asylum process and/or faced by new communities here in the UK.



We aim to continue our commitment to enable, support and empower the groups we work with to address the many challenges faces by refugees, asylum seekers and migrants.

In addition to the above activities we are currently running the following services:

- ◆ “Founding the Future” which provides capacity building and leadership for BAMER community groups and organisations continuing the Unit’s long tradition of 2nd tier activity.
- ◆ Community Projects which include “London is Home” [The e3 Project providing an on-line learning community for migrants], the “New Migrants Youth Forum” [Activities which engage young migrants for personal development] and the “Research For Action And Influence” Programme [training for skills in research for BAMER communities]

SPECIAL THANKS

We would like to thank our funders, especially the Trust for London, Big Lottery Fund, City Bridge Trust, the London Borough of Islington Council, and other funders. Without their financial and other support we were not able to achieve what we have planned to do.

Finally, we would also like to take this opportunity to record our appreciation of the efforts of our partners and stakeholders.

Tahera Aanchawan - Chair

Objects, vision, mission & values

About us

The Evelyn Oldfield Unit is an independent, membership-based, charitable organisation. We aim to provide, develop and coordinate specialist aid and support services for established RMCOs in order to increase their capacity and potential for meeting the needs of their communities.

Objects of the charity

The charity’s objects are to promote for the public benefit, all charitable purposes by the following:

A). To develop, provide, facilitate and co-ordinate the provision of specialist aid and support services in order to further the charitable work of organisations assisting disadvantaged people in particular but not exclusively the unemployed, people with low levels of literacy, older people, people with disabilities, people with long term health conditions and ethnic minorities particularly refugees, asylum seekers and migrants in the UK or Internationally.

B). To provide advocacy and services in particular but not exclusively for disadvantaged people including the unemployed, people with low levels of literacy, older people, people with disabilities, people with long term health conditions and ethnic minorities particularly refugees, asylum seekers, and migrants who are in conditions of need, hardship or distress.

Vision

The EOU's vision is to contribute to a diverse and coherent society based on the principles of equality and social justice, where needs of refugees and migrants are recognised and where refugees and migrants have a safe and fulfilling life from fear, prejudice, discrimination and stigma.

Mission Statement

The EOU's aim is to provide, develop and co-ordinate specialist aid and support services for Refugee and Migrant Community Organisations and individuals. We endeavour to increase their capacity and potential for meeting the needs of their communities and to support RMCOs to set up partnership initiatives with mainstream agencies and to engage their members with the wider community.

Values

The EOU is committed to be inspired by the needs of RMCO. Thus, we aim to provide services and support that will enable RMCO to fulfil their potential and to make a positive contribution to the wider society.

We believe that we have a critical role in maximising the opportunities available to RMCOs and in achieving a stronger collective voice for positive change. We celebrate diversity, promote equality

ANNUAL REVIEW 2013-2014

BUILDING THE BIG SOCIETY PROJECT

Building the Big Society – the BME / Migrant Engagement Programme

The main aims of this programme are that people from refugee / migrant and BME communities will have opportunities to volunteer from which they are regularly excluded.

As a result, they have developed new skills and experience which have increased their employment and life opportunities, including integration into the UK whilst strengthening their own communities and the groups which support them. Furthermore, people with existing skills and experience from both migrant and mainstream communities have come together to share their expertise as mentors building mutual understanding, a stronger, more inclusive society, enabling their peers to benefit from sharing their skills

During the period April 2013 to March 2014, Building Big Society supported over 60 RMCOs in addition to the 98 groups supported in Year 1, with volunteer development, business planning, governance and fundraising.

The project recruited 228 people from refugee, migrant and BME backgrounds 14% above target, and of them matched 202 to a variety of volunteering roles, from creative writing to research and event organising.

The project trained 34 people to enable them to understand their duties as trustees and supported 38 people to mentor refugee & migrant students, and engage with advisory groups. The project developed a new volunteer-sharing relationship with Resource for London by bringing them 9 volunteers from the Bank of America Merrill Lynch to paint their conference rooms.



Achievements

Since the programme began in 2012 the project has supported 190 groups to share good practice on volunteer recruitment and retention, to helping groups understand rules around volunteer expenditure and developing induction materials. The original target was 100, we are proud that we have almost doubled this.

The project recruited 750 people, of which it has matched 575 into a variety of roles ranging from event management, research, mentoring, administration, IT, interpreting, creative writing, design, marketing and taking on leadership roles within RMCOs.

3 teams of volunteers have been successfully engaged from Bank of America Merrill Lynch and the Discovery Channel for World Refugee Day. This has enabled the Unit to develop a volunteer-sharing partnership with Resource for London, where it has engaged corporate teams to paint event spaces to improve the environment for the voluntary and public sector to meet, learn and network.

***'Volunteering moves me forward. My college put me in paid work experience in large investment company once they found out that I was doing voluntary job and I have good experience and skills.'* - Jalil Siddiqui**



The project has engaged volunteers in innovative ways, from organising discussion groups about migrant and refugee attitudes to the environment for Clean-up UK, to helping to recruit refugees to act as refugees speakers for Home Office caseworker training.

Making effective use of volunteer feedback we redesigned our volunteer ebulletin and increased our subscriber list by 100%. We set up an East London volunteering partnership which resulted in funding from the Department for Communities and Local Government (DCLG).

Within the Evelyn Oldfield Unit, 54 volunteers have directly supported the delivery of Building the Big Society since the programme began. Nine people who volunteered with Building the Big Society in the past twelve months proceeded to paid work.



'I would recommend this volunteering programme because it keeps one busy and most importantly it makes a difference to many people's lives.' – Pamela, BSc Community Development student.

The Unit entered into a successful partnership funded by DCLG covering 5 East London boroughs, to develop local volunteer-led programmes, and launched our innovative e3 'London is home' project.

The Unit delivered an event 'Evaluating your Volunteer Programmes' with North London Volunteering Alliance in March 2013 and have continued to support the development of Barnet Migrant & Refugee Forum.

Using volunteer feedback we redesigned our volunteering e-bulletin and increased our distribution list to over 400, and assigned a volunteer to help us design our new flyer. Five people who volunteered with Building the Big Society progressed to paid work.



*Bank of America volunteering with
Evelyn Oldfield Unit*

Bank of America
Merrill Lynch

Postcards from Volunteer Writing Workshop February 2014

Dear Zainabou

I arrived at Heathrow 9:00 am but my sister had not arrived to pick me up. At the arrival I saw a man who was speaking my language. I gave him my sister's number and he called her. However he volunteered to take me to my sister's house as he had found out that they live in the same town. Life is not easy here, I will keep you updated.

Irene

To Micheline,

I hope you are doing well today. For me, I am in north London attending a writing workshop. It's really enjoyable because we have to write about various topics. First of all to get to this place, I was struggling, since I've never been in north part of London. Now that I am here, I can tell you that I don't regret it at all. I am meeting with very kind people from different origins. We are sharing our writing which are really edifying. I will make some new friends from this workshop. Take care and enjoy this nice weather.

Love, from Helene

Dear Friends,

I am writing to you because I moved to London and I don't know when I am able to go back home again. Maybe for Easter! I have been living in the UK for almost two years. I think I am used to living in another country. I meet new and friendly people, but I miss you. Compared to Trieste, London is a very big city. Sometimes I get lost, but there are a lot of things to do every day. You can choose and arrange different plans. You cannot get bored. I like London for this reason but I would like to see the sea. Here there is the Thames River, but I cannot swim. I hope to see you soon,

With love,
Cecilia

From London to the Entebbe Road, Uganda

How are you? Everything is ok. Life in UK is not so good and is not so bad. UK is too cold and people are not so welcoming and friendly like in Africa. They are very rude and life is too much controlled. So life is full of 'don'ts'. My favourite place in London is called South Bank. I like the smell of the underground train.

From Christine Nankya

CASE STUDY

Victoria Donnalaja joined the Evelyn Oldfield Unit to volunteer in February 2014. She volunteered helping with events, data gathering and marketing. She left in June and is now currently doing a paid internship at the International Labour Organisation. Victoria told us that the experience she had interacting with others, specifically asking refugees to give sensitive information, helped her to secure her internship. Helping to write the EOU newsletter was valuable to learn about the sector. 'I really liked the environment and I got valuable work experience'.

Carlos Ronceros told us that volunteering has changed his life by giving him the confidence to come back to a working environment and help to develop his technical skills. 'It is gratifying to know that you can help any organisation. No matter what your skill level is there is always something to do and the help is highly appreciated by the organisation you are volunteering for.' Carlos concludes that, 'volunteering will also look good on your CV!'

EOU was the first charity that Carol Chukwuemeka volunteered for in London. Through this she was able to obtain a better understanding of the issues facing a variety of organisations across the capital. Carol's aim was to go into policy work surrounding refugees, and working with EOU gave her exposure to explore different avenues. 'The experience helped me develop my knowledge and skills within this sector.'

World Refugee Day 20 June 2014 young refugees and migrants with a team from the Discovery Channel, display-making!



EOU BOOKKEEPING AND QUICK BOOKS TRAINING PROGRAMME



THE SUPPORTING WOMEN PROJECT

This project has attracted much interest from refugee and mainstream groups, who wish to better understand each others' work, learn from each other and engage.

The project has had a number of experts from the women's sector having specialised input particularly around the awareness raising with e.g. Davina Hanman-James from AVA and Rights of Women having multiple inputs.

Over 150 new contacts have been added to our database. All of our events have been well attended.

Furthermore, the session Managing Vicarious Trauma, as led by two gestalt therapists, has led to a number of peer to peer mentor groups being set up. These sessions were run in April and May and thus we are still building this aspect of the project but key to this is setting up community-based support systems to reduce isolation and stress. We would like to expand this across the project.

Support of others in the sector particularly Davina Hanman-James (as above), Clare Cochrane, CSEL, Dr Liz Kelly, and Deborah Singer has been very helpful in embedding our project and helping the staff to think in an innovative way.

“Workshops about therapies were quite encouraging and provided practical solutions to be able to provide some solutions to the victims of DV”.

A further success has been the approach of giving a platform to refugee women to speak out about issues they / their communities face. This has proven to be a very powerful communication technique, drawing more people into the issues faced by refugee women in the UK whilst empowering these women simultaneously.



“...Training helped me to re-focus on community and to find out what they are after - right now doing a research - to reach out to those who are not yet our clients ...”



“With the Development Officer's support and guidance we have started a very ambitious pilot project. There is still a lot to be done but the initial feedback from participants is excellent.”

As much as possible, the women from the steering group were given the chance to not only influence but also run some of the events and the conference being chaired (very effectively!) by this group are good examples of this. This changes the dynamic of these events, removing hierarchy and allows the women's expertise to shine through. Images of the conference by way of example can be found here: <https://www.flickr.com/photos/74686977@N02/sets/72157644839850357/>

Issues that were flagged up from the consultation that we ran throughout the year such as the challenge of knowing what to do when a woman discloses violence or difficulty in accessing support groups have been addressed through training inputs. Regarding the work on mainstream, we are collaborating with network of community psychologists who are keen to work more closely and better with refugee and migrant community organisations.

Finally, running all the events as women-only spaces and creating an informal space where women can open up and express themselves is also a powerful aspect of this project.

A toolkit is being planned for sometime in autumn around this. **Summary of Training:-**

- ◆ 2 engagement events on domestic violence and accessing therapy, 59 participants
- ◆ 76 delegates at the SWP annual conference in June 2013
- ◆ 9 awareness seminars including issues such as legal aid for refugee and asylum-seeking women facing domestic violence and how to respond to domestic violence disclosures with 106 participants
- ◆ 8 consultancies plus 3 with the Network of Community Psychologists – with 12 psychologists representing different areas of academia and the NHS accessing support
- ◆ 4 full day trainings on accredited introduction to counselling skills , 9 attendees
- ◆ 20 groups accessed consultancy support
- ◆ 2 sessions on managing vicarious trauma, 19 participants
- ◆ 14 individual women sharing their experiences

A Successful Story – A Case Study

AT THE BEGINNING

Here is the story of an association that started as a “prayer-group” and then developed into a “group of help”. The Association was initially made of several people who came to England from Africa in the past, and started gathering together to pray for the people of their country, facing a failing economy, HIV, unemployment, severe droughts and awful living conditions. As the time progressed, they agreed on doing something more practical and trying to help people somehow.

THE CHALLENGE

Women gathered together and came up with new ways to raise money. They started meeting once a month, sharing food and cultural dancing, cultural music, cultural costumes and setting up a storytelling appointment to share knowledge and reveal feelings, moral values, and the reasons why they left their country, making children who were born in England aware of the situation in their homeland and preserving their culture at the same time. Some people began to open up and networking, friendships developed, and people started cooperating to improve their living conditions, striving to support other members who were not as fortunate. The group identified its objectives in promoting social justice, valuing the richness of being a migrant and sharing it with other people.

THE ASSOCIATION

They are now offering monthly sessions in which they teach each other about personal and home hygiene, food and how to preserve it, especially to young people who are not aware of it, give job advice, exchange thoughts, have cooking lessons. The driving idea is that there is a big need to integrate the migrant in the community and the different activities are directed to integration, addressing poverty, isolation, rejection, domestic violence (both physical and emotional), and refugee people.

OTHER CONNECTIONS AND EOU IMPACT

The Association is trying to be involved in as much activities and local groups they can, even thanks to the Evelyn Oldfield Unit which is helping the group moving forward. The group would like to benefit from the continual support of EOU to do much more, broader the activities and apply for funds, the main issue to develop their projects.



“EOU really has helped us [...] after meeting with EOU we just felt we need to go for it now, we need to go for it! [...] and we really value the support of the Unit, the consultancy and support...”

As a result of the EOU support, they decided to become a company limited by guarantee with charitable purposes, and they have become a more professional and organised group, with a clear structure and clear objectives. Just knowing they have somebody they can rely on to check what they are doing and how they are doing is fundamental, they say.

FURTHER HELP

Yes! The Association is now working with the Unit to help them to get funds, with social media engagement, policies and procedures, and keep the updated with everything is happening around, besides taking part in EOU courses as they would like to present a research on the activities they are doing to confirm their commitment.

“London, well UK is very diverse, but especially London, too much diverse, too much cultural, too metropolitan, and the main organisations have no idea of (this richness)... If all these different cultures are put together and they are observed, and they are respected and they are valued, they each have something to offer, for the richness and wealth of the community [...]”.



e3 PROJECT OVERVIEW

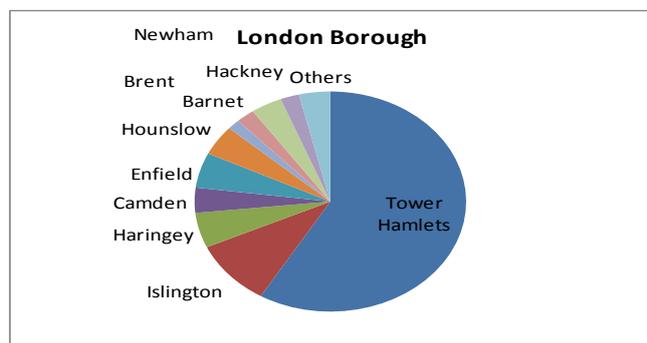
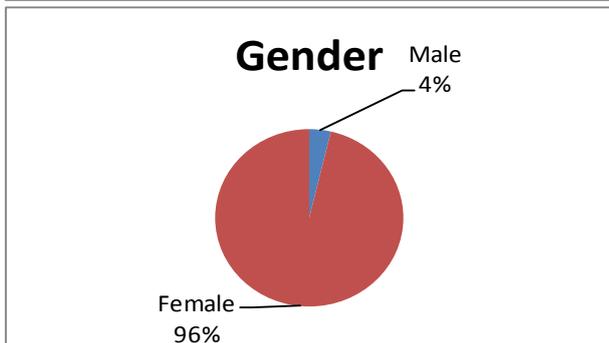
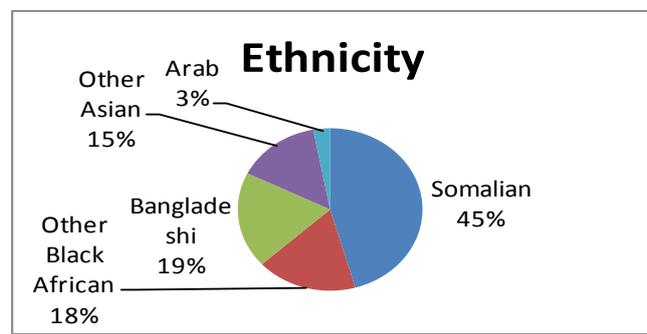
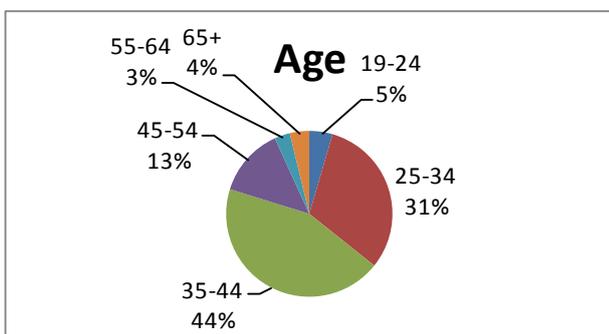
The e3 Project aims to utilise low-cost tablet computers, on-line forums and free WI-FI connections to provide ‘anytime/anywhere’ English language learning support for 550 people with the lowest levels of English language knowledge across five London Boroughs: Hackney, Haringey, Tower Hamlets, Waltham Forest and Newham. The £0.5 Million project is one of only five across the UK that have been funded by the Department of Communities and Local Government’s English Language Competition, launched in November 2013.

The Evelyn Oldfield Unit is partnered with four other organisations; the Lime House Project, Ocean Somali Community Association, APASEN and J-Go Training to develop this innovative experiment to demonstrate the potential of using publicly available on-line forums and tools; such as Facebook, Twitter and Gmail to empower our e3 Project participant to support each other in an online curated learning environment.

The e3 Partnership scripted, filmed and edited a 24 episode story, taking in everyday situations that the learners face, whilst teaching the language needed in those circumstances. DSLR camera technology was utilised for the filming, which forms the core of the project’s curriculum, supported with additional learning materials and a virtual teacher, with whom e3 participants can interact. e3 participants can also access three progression route activities: Volunteering, Community Gardening and Starting up a market stall to enhance interaction and integration. The pilot project is due to conclude on the 31st March 2015, but the e3 Project is designed to be sustainable as an on-line resource, that will continue to help, particularly those from Somalia, Bangladesh and Pakistan communities, to develop their English language skills and participate as active citizens in London’s economy and society.

The e3 project is an example of Evelyn Oldfield Unit's keen interest in developing innovative solutions which provide support and help to the people of London. It demonstrates their ability to think beyond the constraints of the usual and provide cutting-edge projects that meet local needs.

Below are the demographics of the 136 e3 learners at the Evelyn Oldfield Unit:



E3 - The Story So Far - CASE STUDY

Since the launch of the e3 project in Oxford House in Bethnal Green on the 24th of April, 550 learners have been recruited to take part in the course.

The project created a great amount of interest, and demand was extremely high. Potential learners were therefore initially evaluated for their language level at several assessment day's (the course is designed to teach practical, pre ESOL English), and degree of interest in undertaking one of the progression routes, such as volunteering, community gardening and running a market stall. Selected learners were then invited to training sessions on how to use the tablet effectively, inducted on the online communities, and to receive their own personalised tablet. Subsequent recruitment figures suggest that the required demographic of difficult to reach learners has been fulfilled, as 42% are from 'no formal education' backgrounds with 'Primary education level only' at 23%.

Additional data collated after the half way period indicates that there have been very encouraging progress made by many of the participants: 88% of learners stated that e3 has "improved their confidence in speaking English in shops or on public transport," 84% of learners stated that e3 has "helped them communicate better with neighbours or acquaintances" and 59% said that e3 has "helped them communicate better with teachers, doctors and other professions". Additionally, learners joining the online community of English language learners in London, who are taking the same course, has helped effectively share their learning. Many learners will also take additional English, sewing (with the garments produced sold on their own market stall) and yoga classes to provide added value alongside the themes of the tablet, in addition to the progression routes.

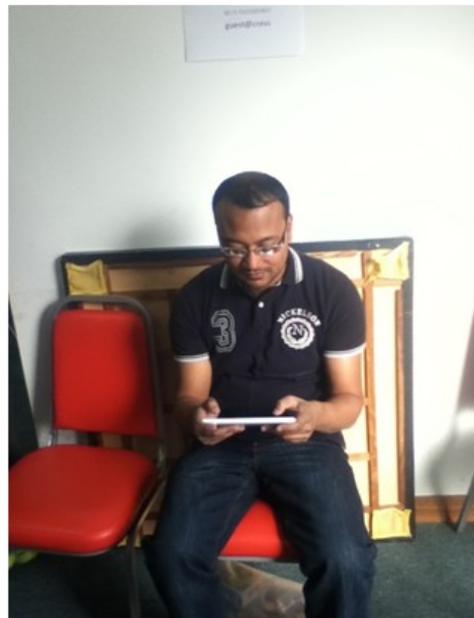
e3 learners share their experiences:

Sultana Begum - 'The e3 project helps me practise my English a lot. I use my tablet on Skype and Facebook all the time now, but I have a rule, it should only be in English!'

Coyes Humayun - 'I am partially sighted so as well as improving my English, the tablet helps me find information that is difficult to find with a normal laptop. I can now see the maps and this helps me find places.'



Sultana Begum

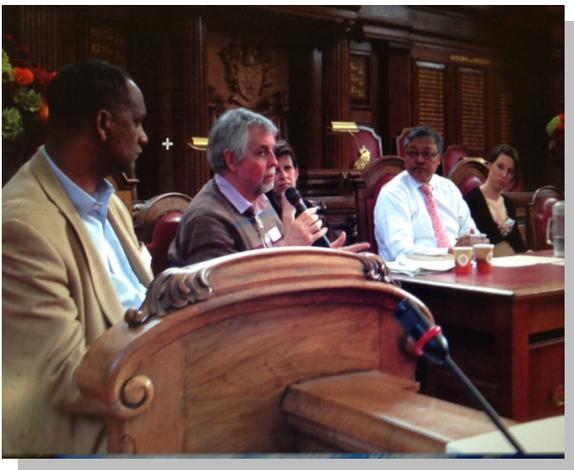


Coyes Fumayun

COMMUNITY IMPACT PROJECT 2009-2014

I. Partnerships and Collaborations

EOU Director and Development Team have been involved in a range of partnership and collaborative work with a number of RMCOs and mainstream organisations including Africa Educational Trust, Black Training Enterprise Group, Charity Evaluation Services, Employability Forum, GLA, HF Refugee Forum, London Voluntary Sector Council, London Volunteer Centres, Migrant Resource Centre, Migrant Rights Network, Migrant Voice, National Asylum Stakeholders Forum, PRAXIS, Race on the Agenda, Refugee Council, Resource for London, Voice for Change England, the London Borough of Islington Council, and Voluntary Action Islington. This work has significantly raised the profile of the Evelyn Oldfield Unit, and has allowed the organisation to act as advocate and voice for the RMCO sector.



“It was a very good opportunity for small organisations like us to build relationships with other groups who are working with refugee and migrant organisations to learn, share good practices and expressed our concerns”.

II. Community Impact Project and Trust for London Research for Action and Influence

During the period April 2013 to March 2014, the Community Impact Project and Trust for London Research for Action and Influence supported groups and engaged mainstream groups in the following ways:

1. Development of a database and linking of RMCO / mainstream groups together via e-communications, events and workshops - this ongoing activity is key to developing effective communications which strengthens the sector.
2. Evaluation toolkit - this is a tangible benefit which was designed and rolled out to participant groups - it is still available and is regularly used by groups to measure their activities, assess impact and support their fund raising.
3. Training programmes - a range of training topics has been delivered via open sessions, in-house workshops and through collaboration [e.g. with Africa Education Trust] including business planning, fundraising, governance, quality assurance, measurement and many more to ensure every aspect of organisational management / development has been covered enabling RMCOs to benefit from this support as well as better established groups which can pay for it.
4. Consultancy - RMCOs have benefited from ongoing 1-1 consultancy with our team and also contracted experts to build their capacity to survive the recession and develop as community.

5. Collaborative development - we have changed the culture in encouraging groups to work together, successfully establishing seven secure collaborations as a legacy for RMCOs to continue joint work.
6. Reports and publications - the Unit has introduced reports which inform RMCOs e.g. “State of the Sector” provides an annual snapshot of the climate providing a resource for RMCOs, for example, they can use statistics we research for their grant bids.

Outcome 1 - Over the 5 years of the project:

40 mainstream and VCS groups were brought together via workshops and training events to explore co-working arrangements e.g. Southwark Somali Advisory Forum [7 groups] engaged, development plans made and communications effected with Southwark Council as one body as opposed to the individual groups.

55 organisations matched and supported to form appropriate tangible co-working agreements e.g. the Southwark Somali Advisory Forum’s development which led to Somali groups coming together regularly and engaging in collective planning processes with a view to delivering joint projects and training.

100 groups were sent / responded to in-depth annual end of year surveys and reported 100% positively about co-working with other agencies. Comments about tangible benefits included: *“Helped establish a good local forum supporting local groups to collaborate together and work strategically together”*

Outcome 2 - Over the 5 years of the project:

The Evaluation Toolkit has had more than 2,000 hits and is available via our website as a downloadable resource. This has been used in several of the EOU training events and is updated as we encounter new needs from our groups who can also customise it for their own provision.

127 (over 5 years) groups have been supported on mapping issues via training courses or 1-1 consultancy. Based on the course evaluation (deemed to be good practice by OCN), a new 16 session course was designed with community mapping being at the core titled “Research for Action and Influence”.

209 RCOs participated in training / consultancy and seminars learning about strategic focus which also had tangible outcomes of developing strategic plans with 2 conferences engaged with all participants from the above course presented the research and advocacy findings, including a strategic work.



“Before I didn’t do very good group research. I can do research now, family - domestic violence, youth crime and mental health and also very strongly ..poverty. New immigrant needs e.g. when they come in. I can research (the) benefit system of (the) government; I can also research London municipality, how Westminster don’t deal with Hounslow; they have their own system..”

“You have made a speaker of me!”
(Conference presenter)

Internal evaluation was conducted annually utilising the toolkit we developed for RCOs to measure our own impact e.g. surveys and telephone interviews conducted with 155 participant groups including 27 in 2014. All feedback have been reviewed and individual reports were produced to assess satisfaction; with 98 stating they have made service/ procedural / policy changes.

Outcome 3 - Over the 5 years of the project:

The State of the Sector report has become an annual feature presented at AGM attended by over 100 representatives from RMCOs and mainstream VCS organisations; 4 reports have been produced and RMCOs feedback how they are using the information from the research in their Funding applications.

134 organisations have been supported by the Unit involving RMCO leaders / volunteers in assisting delivery, enriching sessions by sharing of personal and organisational experience. The Unit has started communicating with other partners, which is leading to better joined up programmes and activities.

100 local and 25 regional VCS organisations evidence increased awareness of effective working with RMCOs. The changes include adopting new strategies for promotions e.g. community interpreters, translators, advertising in RMCO bulletins; and also conducting outreach, presentations and stalls at events.

“We were able to join appropriate and successful local strategic partnership with the support of the Unit; we also joined important consortiums. Our engagement with local stakeholders has improved.”



Outcome 4 - Over the 5 years of the project:

50 groups have been supported via consultancies over the period 2009 – 2014 with 19 trainings. The Development Worker has also helped groups compile funder end of year evaluations (considering impact and using a variety of tools) which puts the resource into practice in a real work situation.

“I have now got the ability to organise focus groups and collect info on the impact of my work on beneficiaries. We are improving what we do as a result and try to provide better services. The monitoring and evaluation course gave us a nice toolkit which we still use. We plan ahead more as a result. “

SUMMARY OF KEY ACHIEVEMENTS IN THE LAST 20 YEARS

- ◆ **Consultancy** support and advice for **856 organisations on:**
 - organisational needs analysis
 - community needs analysis
 - business planning
 - charity and company registration
 - governance roles
 - development of policies and procedures
 - developing a fundraising strategy
- ◆ **Training** courses and programmes (over 435 sessions delivered) including
 - accredited courses provided through partnerships with Universities
 - none— accredited one day courses, and packaged courses lasting between three to five days



- ◆ **Research** initiatives and debate of key issues affecting the refugee sector
 - Annual General Meetings
 - Seminars and workshops
 - Conferences
- ◆ **Refugee Forums** – The Unit has established and supported over 26 Refugee Forums and Networks including
 - West London (covering the boroughs of Hammersmith and Fulham, Harrow, Hillingdon, Brent, Hounslow and Ealing)
 - COTASS – The Voice of RMCO Coordinators
 - Women’s Forum
 - Somali Forum, and
 - Refugee Mental Health Forum etc...
- ◆ **Volunteers** – The Backbone of the Sector
 - In the last 20 Years over **1356 volunteers** recruited and supported and placed with RMCOs and other voluntary groups.
- ◆ **Publications**– The Unit has published more than 58 publications on RMCOs, including the Annual State of the Sector Report.
- ◆ **Refugee Community History Project** – The EOU in partnership with Museum of London, London Metropolitan University, and 15 RMCOs collected and archived at Museum of London over 150 in depth oral history interviews with refugees from 15 communities.

Strategic plan

The Evelyn Oldfield Unit five years strategic plan from 2009 to 2014 has been written and was launched in 2009 – 2010, the Strategic Plan and headline activities are below and will be reviewed in 2015:

Strategic Plan 1: Establish coherence between mission and strategy

- Create and implement a 5 year Business Plan with an inclusive and collaborative approach.
- Design systems that are able to measure the impact of the work of the Unit on the sector and its beneficiaries.
- Articulate the mission of the organisation so that it is understood and acted upon by trustees, staff and volunteers.
- Ensure that the needs of current and potential service users inform the development of the Unit in line with its values.
- Enhance the capacity of the Board to govern and lead through change and future developments.

Strategic Plan 2: Offer capacity building work in a new, distinctive and challenging way

- Attain adequate funding to devise, deliver, monitor and evaluate a volunteer programme.
- Target the young members of the RMCOs to initiate the development and delivery of services for young members.
- Recruit and advance a large number of volunteers that represent the composition of the communities that benefit from the Unit's services.
- Implement methods for the dissemination of the positive outcomes of core and specialist services.
- Influence change in support services available to RMCOs.

Strategic Plan 3: Give greater attention to communication strategy

- Keep abreast of government policy affecting RMCOs.
- Implement a marketing and communication strategy with clear mechanisms to improve internal and external communication.
- Raise the profile of the Unit at government and policy level.
- Increase publications (periodicals, newsletters and website)

Strategic Plan 4: Facilitate integration and promote community cohesion

To obtain funding and meet the needs of the 5 identified projects:-

- Volunteering and mentoring
- Environmental project
- Leadership programme
- Mental Health
- Intergenerational/Young migrants and refugees programme

Strategic Plan 5: Initiate partnership work among RMCOs and wider V & C Sector

- Establish sub-regional networks in London including north, south, east and west.
- Identify public sector initiatives that can benefit RMCOs and offer ongoing support for their involvement and participation.
- Establish 3 issue-based national network events (covering topics such as health, housing, age, etc)
- Secure funds to set up 3 new issue-based pilot projects identified by RMCOs as priorities.

Strategic Plan 6: Pursue excellence in the entire Unit's internal and external work

- Change and improve composition of the trustees to be fully reflective and representative of the service users.
- Provide risk management assessment including action plan to be reviewed annually by the trustees.
- Obtain core funding to allow a visionary approach to inform development of new services.
- To acquire quality standards for the Unit and provide support and training to RMCOs.

Board of Trustees (1994-2014)

A Farah
 A Jama
 Abdi AbbyMaria Dardagan
 Marlene Winfield
 Mohammed Maigag
 Mohammad Marashi
 Michael Feeney
 Mulat Tadesse
 Nhung Bui
 Dr. N Cam
 Nidia Castro
 Parvin Paidar
 Patrick Opendi
 Peter Vo
 Ratib Alsulaimen
 R. Jata
 Reena Mukherji
 Sandy Buchan
 Cllr Sandy Marks
 S. Klein
 S Stanislaus
 Solomon Yohannes
 Sithira Dayal Chanishta Pathberiya
 Taata Ofosu
 Tahera Aanchawan
 Teresa Salazar Hope
 Tesfai Berhane
 Tim Cook
 Van Ly Ung
 Viviana Rosenkrantz
 X. Ademi
 Y. Marimo
 Zemi Kael Habte- Mariam
 Abdulrahman Sayed
 Abraham Woldezi
 Adnan Shaswar
 Ahmed Omer
 Alem Gebrehiwot
 Alicia Zavala
 Aliya El- Agib Aleia
 Anba Ali
 Angus Johnson
 Anthony Neuberger
 Barbara Melunsky
 Bolaji Bank- Anthony
 Dahabo Haji Isse
 David Bryan
 Cllr Duraisamy Paul Sathianesan
 Edmond Michaels
 Emad Salman
 Elahe Panahi
 Gladys Jusu- Sheriff
 Grace Adok
 Girma Ejere
 Hassan Hussein
 H. Hamawandi
 Jabbar Hassan
 Jack Sheih
 James Varley
 Jane Heath
 Cllr Jean- Roger Kaseki
 John Amour Kuol
 John Brown
 Julia Zalazar
 Kamal Rasul
 Kate Allen
 Lucia Dube

EOU Funders (1994-2014)

Allan and Babette Sainsbury Charitable Trust
 Allen Lane Foundation
 Association of London Government
 Barbara Melunsky Fund
 Baring Foundation
 Big Lottery Fund
 Capacity Builders
 Castle Finance & Facilities
 Comic Relief
 City Bridge Charity
 City Parochial Foundation
 Department for Communities and Local Government (DCLG)
 Esmee Fairbairn Foundation
 Heritage Lottery Fund
 Home Office
 King's Fund
 London Borough Grants Committee
 London Borough of Tower Hamlets
 Telethon Trust
 The Henry Smith Charity
 Timebank
 Trust for London

The Evelyn Oldfield Unit Staff (1994- 2014)

Tzeggai Yohannes Deres – CEO
 Mulat Haregot – Director
 Amanda Elwen – Community Development Work
 Carol Rifkin – Training Manager
 Chukwunyere Kamalu – Finance and Admin Officer
 Daniel Palmer - Outreach Worker
 Dianah Rouse – Admin and Finance Worker
 Emad Salman - Training Manager
 Frohar Poya - Project Co-ordinator
 Gill Pita - Finance and Administration office
 Gita Patel - Training Manager
 Hannah Olle – Development Worker
 Holly Challenger - Development Worker
 Jane Young - Admin Worker
 Jarina Choudhury – Volunteer Co-ordinator
 Jessica Mullen- Project Administrator
 John Mikucki- Community Resourcing Development
 Juliana Bell – Project Manager
 Komlan Gnamatsi – Volunteer Co-ordinator
 Lynne Gillett- Development Manager
 Maria Kozlowski- Consultancy Manager
 Michelle Ballantyne – Finance Manager
 Pilar Lara – Development Worker
 Samantha Jennings – Volunteer Development Worker
 Sarah Lowry- Project Co-ordinator, Refugee Community
 Sarah Menzies - Development Worker
 Shaweb Ahmed - Development Worker
 Sophie Walrafen – Project Manager
 Stephanie Borkum- Consultancy Manager
 Suzanne Thompson- Volunteer Development
 Tony Nickson - Development Worker
 Tracy Williams - Development Worker
 Zibiah Alfred - Development Worker

Special thanks to all volunteers who served the Unit from 1994 to 2014!!!!!!

**Statement of financial activities
for the year ended 31 March 2014**

	Unrestricted & Designated Funds	Restricted Funds	2014 Total Funds	2013 Total Funds
Notes	£	£	£	£
Incoming resources				
Grants & donations	2	74,727	218,744	293,471
Membership & subscriptions		90	0	90
Bank interest		8	14	22
Other Income		7,303	0	7,303
Total incoming resources		82,128	218,758	300,886
Resources expended				
Charitable activities		2,183	281,562	283,745
Governance		371	5,023	5,394
		2,554	286,585	289,139
Net income / expenditure		79,574	(67,827)	11,747
Transfer between funds		0	0	0
Total funds brought forward		65,793	104,393	170,186
Total funds at 31 March 2014		145,367	36,566	181,933

Balance sheet

	Notes	£	2014 £	2013 £
Fixed Assets				
Tangible assets				
Total fixed assets		583	583	870
Current assets				
Debtors	4	124		1,299
Cash at bank and in hand		204,707		168,706
Total current assets		204,831	204,831	170,005
Liabilities				
Creditors:	5			
amounts falling due within one year		23,481		(689)
Net current assets			181,350	(689)
Net assets			181,933	(689)

SPECIAL THANKS TO OUR FUNDERS



EOU QUALITY MARKS AND AWARDS



Evelyn Oldfield Unit
Resource for London
356 Holloway Road
London, N7 6PA
Address: administrator @evelynoldfield.co.uk
Tel: 02076974100

Registered charity number: 1044681
Registered company number: 2921143