TELCO ANNUAL MEETING & AWARDS 2019/2020

Breadth, Depth and Impact
Anger without power and a plan to do something about it leads to rage or despondency, but anger channeled with others into positive action can change the world.

One story which reminded of this was the inspirational work of St Antony’s Catholic Primary School in Newham over the last year. Children in the school and the community face the reality of having parents forced to work 3 jobs to make ends meet and so struggle to be there for the family. Rather than let this be a source of sadness or shame, the school used community organizing to campaign successfully to see the large local employer City Airport agree to become a Living Wage Employer.

Their action won a real Living Wage for hundreds of workers, enabled hundreds of children to learn that their voice matters, and is now inspiring other schools across the UK to be bold and brave about how they can transform the communities in which they’re based.

St Anthony’s – winners of last year’s Primary School of the Year Award – is a shining example of inspirational civic institutions in membership of Citizens UK, from Tyneside to Taunton, using community organizing to develop leaders and make social change happen.

Citizens UK ended 2019 achieving a massive amount of social impact and growth. 15 chapters, 400+ members, thousands of leaders, 5000 more places won for refugees and 200 settled directly by community sponsorship groups, hundreds developed by our parent projects and 200,000 workers at 6,000 Living Wage Employers who have collectively received £1bn in extra wages since we founded the campaign back in 2001.

But issues from hate crime and migrant rights, precarious work, mental health services and affordable remain an urgent priority. In this current climate, it’s more important than ever that our people have the tools and the training to channel their anger and pain about these issues into effective democratic action.

Matthew Bolton,
Executive Director, Citizens UK
TELCO ANNUAL MEETING & AWARDS
6.30pm-8.30pm, Wednesday 5th February
University of East London, University Square Stratford, I Salway Place, London E15 1NX

The TELCO Annual Meeting & Awards is a time to reflect and celebrate our achievements over the past 12 months. Through the highlights shared in this booklet, you will see that thousands of leaders have been involved in action across East London. Our focus this year has been on Breadth, Depth and Impact.

Agenda

1. Welcome & Roll Call – 7 mins
2. Highlights from each borough – 13 mins
3. Annual Awards – 20 mins
   • Impact & Innovation Team of the Year
   • Campaign Action Team of the Year
   • Institution of the Year
   • Secondary School of the Year
   • Leader of the Year
   • Action of the Year
   • Special Award - Leadership Achievement Award
4. Reflection from the TELCO Chapter Leadership Team – 20 mins
5. London Mayoral 2020 – 15 mins
6. Turnout Training for Copper Box (led by Alistair Rooms) – 40 mins
7. Call to Action – 3 mins
   Hackney Citizens; Fair Energy Mark
8. Close (2 mins)
9. Evaluation will take place 10mins after closing
OUR TALENTED STAFF TEAM

In the last year Daniel Mackintosh moved onto to the role of Senior Organiser in West London Citizens and Ana Franca-Ferreira left Redbridge Citizens to focus on her PhD. We wish them both well.

As a result of these changes, Paul Amuzie is the Senior Organiser in Waltham Forest; Samantha Nakirya is our new Associate Organiser in Redbridge working alongside Marzena Cichon-Balcerowicz who is seconded to TELCO from the Centre for Theology and Community (CTC) as our Strategic Lead on the Homelessness campaign.

Other transitions in the organisation have led to an extremely exciting combined North and East London staff team who will operate essentially as one team with responsibilities for 13 boroughs across North and East London from Harrow to Barking and Dagenham!

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Marzena Cichon-Balcerowicz
Strategic Lead
Homelessness Campaign

Paul Amuzie
Senior Organiser
Waltham Forest

Afsana Salik
Associate Organiser
Tower Hamlets

Daphne Giachero
Associate Organiser
Harrow & Brent

Elvan Asutay
Associate Organiser
Haringey & Barnet

Hannah Feldman
P/T Associate Organiser
Camden & Sponsor Refugees

Froi Legaspi
Organiser
Hackney & Islington

Alistair Rooms
Organiser
Newham & Living Wage

Phil Warburton
Organiser
Tower Hamlets & Camden

Samantha Nakirya
Associate Organiser
Redbridge

Emmanuel Gotora
Lead Organiser
TELCO & NLC
Women-100

In the last year women100 has trained 96 women from all/no faiths, of all backgrounds in two boroughs. Since then women have been involved in many campaigns including housing, hate crime and sponsor refugees. Women100 leaders were recognised by the Mayor of Tower Hamlets John Biggs, Faith Belief and Forum and the TELCO Citizens.

Air Pollution Campaign

Pupils at St Paul's School Whitechapel worked with Deputy Mayor Rachel Blake, who is also the Chairwoman of the local Council's Air Pollution Board, on a campaign to tackle air pollution. They also produced an excellent video to highlight their concerns and won commitment from Mayor John Biggs to install electricity points for ice cream vans in Victoria Park to stop exhaust fumes harming children playing nearby “hopefully earlier than” April 2021. St Paul's will continue this exciting campaign by running a listening campaign on clear air and holding a 'clean air classroom' competition. Finally, they've been recognised as a 'Green Champion School' in the Borough. Watch the video here: https://www.citizensuk.org/th-school-airpollution

Affordable Homes

On the 5<sup>th</sup> of November 2019, at the Tower Hamlets Citizens Mayoral accountability assembly the Mayor of Tower Hamlets John Biggs agreed to continue to support residents in Mile End and Bow to identify financial options that will enable the purchase and fit out the John Denham Building at St. Clément’s so it can be genuinely be managed and used for the benefit of local people. Tower Hamlets Citizens celebrated the secured of £1.2 million for purchase and fit out of the John Denham building. We got a full commitment to work with TELCO to increase the number of affordable homes on the Sweetwater Development on the Olympic Park from 20 to 50.

Sponsor Refugees

Tower Hamlets Citizens is celebrating £15k raised by E123Welcomes and getting Mayor Biggs to ensure that the local authority would give speedy attention to Community Sponsorship applications in Tower Hamlets.
Relationship with Mayor of Hackney
We’ve continued to strengthen our relationship with Philip Glanville, Mayor of Hackney through a follow up accountability assembly in May 2019 with 161 leaders in attendance, and roundtable meeting in November 2019. He confirmed his commitment to create a jobs programme for ESOL learners.

Jobs Programme for ESOL Learners
We met with Hackney Council in December 2019 who have agreed to deliver work traineeships for ESOL (English for Speakers of Other Languages) learners, as a result of our campaign. ELATT and English for Action continue to hold them to account.

BT Sport: Living Wage Work Experience
After an Olympic Park action in June 2019 with over 70 leaders in attendance, BT Sport have agreed to offer work experience placements paid at the London Living Wage to colleges in Hackney and Newham. This has led us to a Nesta-funded project looking at securing more benefits from innovation Hubs like in the Olympic Park.

Fair Energy Campaign
The campaign has piloted Fair Energy switch days at St John’s, Hoxton and St James, Clapton, saving over 12 tonnes of CO2 from the atmosphere and one family over £600 on their energy bill. We’re planning a Big Switch week for Sunday 1st March to Saturday 7th March – which includes a Lent course for churches. If you’re interested, please contact froilan.legaspi@citizensuk.org
Building a Relationship with Newham Council

This year we have intentionally focused on building an intentional relationship with Newham Councilors so that we can do business on some key areas that matter to our people. We have held several actions with the Mayor and Newham Councilors in order to give them a sense of the work that we do and who we are.

Safety

We have built a housing team around Caritas Anchor House who have been challenging Housing developers to build affordable homes for Newham Residents.

- Commitment to work with English Cities Fund and the Housing Association on the Manor Road Development to get 10 homes for Anchor House Residents.

We have also begun work with Newham Council, to build a community land trust and are currently exploring the possibility of finding a council owned site where a CLT could be built.

CitySafe

20 Citysafe Havens signed up in Stratford to help keep young people safe. The safe havens are places young people can go if they feel unsafe or at risk.

Housing

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Living Wage

The campaign being led by St Antony’s and the Living Wage Action team has won big through their work last year. They won an agreement from Newham Council to become a Living Wage Accredited Employer, a wage rise for 700 home care workers to be uplifted to the Living Wage, this will mean Newham Council invest £2.1million this year alone. They also convinced London City Airport becoming a Living Wage Employer, meaning a rise in wages for 100 people.
**REDBRIDGE CITIZENS**

**Ilford Power!**

In a fantastic atmosphere of fun and great resolve to tackle serious social justice issues, 272 leaders from 13 member institutions came together for the founding of Ilford Citizens following a fast-paced 9-month period of organising and relationship building. The launch involved the Leader and Deputy Leader of Redbridge Council, Jas Athwal and Cllr Kam Rai; Mark Long (Redbridge Police); and Neil Hamer (Redbridge CCG) and an agenda for change on housing, homelessness and youth safety.

The new neighbourhood alliance added 9 new exciting new institutions, £18k in membership dues, and £24k in grant money, not to mention hundreds of talented leaders, including Citizens UK’s very first Sikh member organisation.

**New GP service for homeless people commissioned**

Following the deaths of 9 rough sleepers in 2018 on the streets of Ilford. Some of those who died were known to the staff and volunteers at Salvation Army Ilford night shelter. Questions were asked as to what could be done to prevent further deaths. A year-long listening campaign by Salvation Army volunteers and Redbridge Citizens led to building a constructive relationship from lesson learned through the relationship with Newham CCG. Leaders raised concerns with Redbridge Clinical Commissioning Group (CCG), Redbridge Public Health and the chair of Redbridge Safeguarding Board. Salvation Army volunteers carried out a listening exercise with night shelter guests to learn about their experience of Health services in Redbridge. A report from the listening exercise was presented to a representative of Redbridge CCG at the launch of Ilford Citizens. This report contributed to the commissioning of a new GP Outreach service for the homeless and rough sleepers in Redbridge, Barking & Dagenham and Havering! Action is ongoing to influence the local hospital practice of discharging patients with no fixed abode back on to the street.

**Moving towards the first of 250 homes CLT homes in Redbridge**

2019 was a busy year for Redbridge Citizens Housing Team working for 250 CLT homes in the borough. Regular meetings every 8 weeks were set up with the Development Manager of Redbridge Living (RL), the council’s own development company, and members of their team. We have partnered with RL in public consultations on 2 of the first tranche of designated sites, successfully leading, with the assistance of London CLT and Architects Sans Frontieres, the first consultation on a development of flats in Clements Road in Ilford town Centre and promoting CLTs to members of the public at a consultation on a larger site in Loxford.vIn October leaders from Redbridge and Ilford Citizens supported the planning application for the Clements Road development, and in November, we met with staff from Management Company contracted by RL has contracted to manage the homes being built and, in the new year, we will visit a site that they manage and talk to residents. The year ended with a fun action on the Town Hall steps with a Salvation Army band.
Youth Safety
Really amazing Connaught School for Girls Action Team received training in community organising and took action with Cllr Ahsan Khan – involving over 200 Connaught students to make their area safer. They closed down a drug den, there have been increased police patrols, there will be a follow-up campaign on a company to get them to allow them to paint the arch. They also won commitment for joint patrols with Police and ASB Team.

Exclusions Summit
Following the highly successful and impactful Youth Safety Commission led by Waltham Forest Citizens, Leyton Sixth Form College hosted a School Exclusion Summit which involved the active participation of 80 students from east London school, educators, experts and professions, parents and GLA representatives. The Summit heard testimony from young people and experts and explored what has already been achieved and what more could be done.

Accountability Assembly
272 leaders attended the Accountability Assembly with Leaders of the Council, Cllr Claire Coghill and Cabinet Members including Cllr Miller, Cllr Khan and Cllr Williams. Wins celebrated on the night included 50% affordable homes on all public sites including the Score, Lea Bridge and Whipps Cross; 35% affordable homes on private developments; Building 1,200 new Council homes by 2022; 2 Community Land Trust homes and Participation in the findings of the Youth Safety Commission.

Investing in Leadership Development
Leyton Sixth Form College Principal, Gill Burbridge, is building a culture of relationship in the college through a dedicated community organising programme for staff and students. Staff have done hundreds and one-to-ones, and have learned about power, leadership and story-telling. This wonderful initiative is the first of its kind by a college in TELCO and we hope to share learning with other members.
Leadership Training

13 leaders have been on our 2-day and 3-day leadership training; over 160 leaders have done training through their member institutions.

Housing Training Workshops

In partnership with Architecture Sans Frontier (ASF), Thames Ward Community Group delivered three housing workshops to build capacity and knowledge for 35 residents.

Listening Campaigning

Following training, listening campaigns involving over 1,000 people were initiated in Christ Church, St Marks, All Saints Secondary School, Riverside Secondary School, St Marks Church, On the Rock Church, and Holy Family Church. We are working on a Residents Charter for Riverside in partnership with TWCP and ASF.

The Young Citizens Action Group (YCAG) at Riverside School

This group have used some of the training received from TELCO to win three major campaigns in the last 12 months. They secured litter bins at bus stops outside their school and, more recently, finally got their hands-on keys for a community garden! But that’s not all – they campaigned successfully for extra buses on routes serving their school – a win worth a whopping £1m!

MAJOR WINS

Parishioners at St Marks identified Youth Safety, Health, Services, Housing, Transport and Environment as issues of common concern on the estate. In particular, parishioners were concerned about the state of Rose Lane, the main road that runs through the estate and in front of the church. We created an action team of ‘Road inspectors’ who inspected the state of the road in July 2019. They measured the length and depth of some of the huge potholes on the road. They also posted photos in a ‘gallery of shame’ on social media and called on the local authority to repair the road. The response from the Council came within 48 hours, informing the parishioners that the repairs would be complete by the end of the 2019. The council followed through carried out the repairs in October 2019. The entire road was resurfaced at a cost of £250,000!
TELCO London Mayoral Strategy Team
1. John Clifton, Salvation Army, Ilford – Redbridge
2. Matt Scott, Thames Ward Community Project - Barking and Dagenham
3. Mahera Ruby, East London Mosque and Maryam Centre – Tower Hamlets
4. Carline Verdant, St Antony’s Primary School – Newham
5. Graham Hunter – St John’s Hoxton – Hackney
6. Averil Pooten – St Barnabas Church - Waltham Forest
7. Sara Hunter, St John’s Hoxton – Hackney (Creative Director for Copper Box)

TELCO Leadership Team
1. Angus Ritchie (Co-Chair) CTC, Tower Hamlets
2. Luljeta Nuzi (Co-Chair) - Shpresa Programme, Newham
3. Fr Sean Connolly, St Stephens & St Nicholas’, Newham
4. Nurul Ullah, Darul Ummah, Tower Hamlets
5. Sufia Alam, London Muslim Centre, Tower Hamlets
6. Bishop Peter Hill, Bishop of Barking, Barking & Dagenham
7. Vanessa Conant, Parish of Walthamstow, Waltham Forest
8. Ben Cole (Safe-Guarding), Loughborough University, Hackney
9. John Clifton, Ilford Salvation Army, Redbridge

For more information on our asks for the Mayoral Assembly, visit citizensuk.org/london_citizens

DATES FOR YOUR DIARY

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<th>Month</th>
<th>TELCO Chapter Leadership Team</th>
<th>TELCO 2-day training – confirmed</th>
<th>NLC 2-day Training – To Be Confirmed</th>
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