



VOLUNTARY SERVICES LEWISHAM

Annual Report 2017

VSL at the Heart of the Community



VSL Aims and Ethos

Voluntary Services Lewisham (VSL) is a registered Charity that provides a focal point for quality volunteering opportunities, and accessible services to support and empower vulnerable people and Lewisham communities to make choices and take control of their lives. We deliver a wide range of volunteer led projects that reduce isolation, promote inclusion and improve the wellbeing of our

service users. Our ethos is that every vulnerable person should be valued, respected and able to live their lives with hope and dignity. Moving forward we aim to continue building on our partnership working within the voluntary, community and statutory sectors, to identify and deliver joint effective solutions and services that meet the needs of vulnerable Lewisham residents.

CEO's Report



Evelyn Brady VSL's CEO

The year brought both challenges and highlights for VSL. There were of course the ongoing challenges of fundraising and grant applications, but there was also the pleasure and satisfaction of delivering our much valued ongoing services (as outlined in this annual review document).

We also undertook complex negotiations, arrangements and preparations for our relocation to the Leemore (we moved in during August 2017). The central Lewisham location will be hugely beneficial both in terms of volunteer recruitment for our borough-wide services, and for the potential of sharing information and joint working opportunities with the other groups in the building.

SOME OF THE YEAR'S HIGHLIGHTS INCLUDE:

- **Befriending** - The completion and success of our pilot Group Befriending project, which set the foundation for the launch of our new and ongoing service.
- **AQA Accredited Training** - We successfully delivered a schedule of accredited training for our volunteers, topics included: Introduction to Volunteering, Boundaries and Confidentiality, First Aid, Safeguarding, Effective Communications and five ways to Well Being. In total 107 people received AQA certificates.
- **Community Connections Project** - Welcoming Mandeep Kullar to the role of Community Facilitator for the project in August 2016. Community Connections is a Lewisham Consortium project in which VSL are key partners;
- **Mini Bus** - VSL took ownership of our first minibus as part of our planned growth of our transport project Access Lewisham (AL).

LOOKING TO THE FUTURE:

- **Quality Standards/Accreditation** - We started to work towards achieving the NCVO's Approved Provider Standard (APS) in July 2016; a quality standard for Mentoring and Befriending Projects. Our aim was to have fulfilled the criteria and achieved the standard by May 2017....this was successfully completed. The APS and our Investors in Volunteers (IiV) award are both testimony to the quality services we provide.
- **Mentoring Project** - We recently secured funding for a pilot Mentor project for older vulnerable Lewisham adults, which launched in May 2017. Our objective is to learn from this initial project to develop the service and secure ongoing funding throughout 2017-18.
- **Transport (AL)** - We aim to increase the capacity of our Access Lewisham transport project, whilst ensuring it remains assessable and affordable to vulnerable Lewisham residents. The gap in transport services for the borough was identified by the Community Connection Gaps in Service report in 2016.

It is the dedication, energy and enthusiasm of our staff and volunteers that keeps VSL in the Heart of the Lewisham Community. **Evelyn Brady CEO**

Project Leader: Julia Coggins

KEY STATISTICS: 30 volunteers • 150 clients annually • 3600 volunteering hours

Mental Health and Wellbeing – Drop-ins

Why I attend the Deptford Drop-in by Hamid Orrette



I have been attending the drop in for about 7 years now. The drop-ins help me stay motivated as I have somewhere to go throughout the week. I think that having a routine also helps me achieve in other areas of my life.

Whilst attending the drop-in I have learnt new skills in gardening. I have learnt how to grow,

and how long different plants take to grow. When we began the gardening project I got involved in choosing and purchasing many of the plants we are currently growing, so I take a keen interest in the garden and its development.

I find the volunteers encouraging and supportive. I am currently doing an accounting course outside the drop-in.

When I attend the drop-in, I am able to socialise with others from different walks of life, which I like. We all have different mental health issues and I feel it is important to welcome and support new people and offer reassurance if I can.

Main Partner Organisations:

South London and Maudsley NHS Foundation Trust (SLaM), Family Action, Ackroyd Centre, SLaM Recovery College, Community Connections.

Mental Health and Wellbeing Projects

Golden Age Wellbeing - 6 Week Group Happiness and Wellbeing Programme

In autumn/winter 2016 we had the fantastic opportunity of working in partnership with the Ackroyd Community Centre, creating and delivering a happiness and wellbeing programme just for their Service Users, funded by two Trust's - Merchant Taylors and Mercers'.

This project is a great example of positive partnership working in the borough, which benefited local vulnerable older people.

Sarah Edmonds from the Ackroyd Community Centre said:

"The Elder Peoples Support Project based at

the Ackroyd Community Centre held a 6-week Golden Age Wellbeing Workshop Programme in partnership with VSL in November 2016 facilitated by Julia Coggins

The sessions were very well received by the members and hosted very professionally by Julia.

The general feedback from the members was very positive and they felt that they had gained knowledge of mindfulness and gained confidence through the workshops. They also commented on how Julia made the workshops enjoyable.

The Elder Peoples Support Project hopes to work with VSL in the future on other projects."

Project Leader: Bettina Ganser

The befriending project is aimed at socially isolated or vulnerable people in Lewisham who lack regular, meaningful contact to friends or family. Service Users often are unable to leave the house and the befrienders are the only contact from the community. Service Users can self refer, are referred by partner organisations, GP's or churches.

KEY STATISTICS: 72 volunteers • 94 Service users • 6130 volunteering hours

Main Partner Organisations:

Community Connections, SLAM, Carers Lewisham, Age UK, Lewisham MindCare, Lewisham Enablement Service, Shelter, Lewisham Adult Social Care.

Impact:

90% of our Service Users report that they feel less isolated after being matched with a befriending volunteer. Befriending is a great way of bringing together people from all walks of life who would otherwise not have met, thus enabling greater community cohesion and also increasing understanding between older and younger generations.

Volunteer Roles:

Our telephone befriending volunteers call their Service Users from VSL offices once a week for a friendly conversation. Some of our befriending volunteers escort Service Users to appointments, or do shopping. Befriending volunteers visit their Service User in their own homes for a game of scrabble or watch the latest sports event on TV. We aim to match Service User and volunteer according to shared interest and geographical location. All volunteers can access our AQA accredited training and benefit from regular befriending meetings.



Telephone befrienders



Challenges:

To manage the increase in befriending requests and to recruit and train volunteers to match the demand given current resources.

Events:

Event 1 Befriending Volunteers meetings/ support sessions

Event 2 Volunteer outing to Margate June 2016.

Future Plans:

To source funding for additional staff members to support the increased demand and potential development of befriending projects.

We are looking to set up mentoring sessions for older adults to help them achieve a goal in 6-8 weeks as an alternative to befriending.

Clients say:

"Thank you for sending me a shopping volunteer while I was recovering from a broken wrist. The volunteer was a great help. I can do my own shopping again now, but I shall miss his weekly visits."

"C. and me get on like a house on fire. Since she started half a year ago I look forward to her weekly visit."

Volunteers say:

"My befriender and I have established a cordial relationship, and we both derive a mutual benefit from the meetings."

"Thank you for giving me the opportunity to volunteer for VSL, I really enjoyed being a befriender."

Project Leaders: Bettina Ganser & Sandra McGregor

The group befriending project supports older, socially isolated people in the Deptford Challenge Trust (DCT) area. We were funded by DCT to set up and run the group for a year. Volunteers and Service Users are recruited from the same area to help integrate long-time residents and new arrivals. Activities are chosen by the users and facilitated by the volunteers and outside professionals.

KEY STATISTICS: 15 volunteers • 30 individuals reached • 1560 volunteering hours

Impact on the community:

The DCT area is one of the most deprived areas in the borough. Volunteers are from all age groups which encourages intergenerational understanding. Group members and volunteers are a mix of long-term residents and people new to the area which supports community cohesion.

Key events:

Chair exercises, art sessions and quizzes.

Main Partner organisations:

EcoCommunities, Community Connections, Lewisham Mind.

Volunteer's roles:

Our volunteers escort members who would otherwise be unable to get to the group. Volunteers socialise, play board games and support members in IT. Volunteers run art sessions, and support Service Users to participate in quizzes.

Challenges:

To source suitable premises in the DCT area and to recruit volunteers and group participants from the same area.

Future Plans:

To secure funding for the continued running of the group and to expand the group, reaching more isolated people in the community. To recruit more volunteers.



Group befriending

Project Leader: Stephen Oldfield

Project: Access Lewisham is a volunteer driving scheme for vulnerable and older people who are unable to use public transport. We use volunteer drivers and passenger assistants to transport people to medical appointments, day centres, social clubs and one off trips.

KEY STATS: 53 volunteers • 450 clients annually • 8000 journey requests a year

Main Partner organisations:

Blindaid, Deptford Mission, Entelechy Arts, Headway, Lewisham Mindcare, London Borough of Lewisham, Sydenham Garden, Lewisham Community Transport and Zipcar.

Christmas Day Drives:

Volunteer drivers and passenger assistants drove 85 people to Christmas Day Lunch at Perry Rise Baptist Church.

Impact:

Access Lewisham aims to reduce isolation and loneliness and increase social interaction and improve community cohesiveness.

76% of clients who took part in an Access Lewisham survey said the project has significantly improved their quality of life.



Volunteer roles:

Access Lewisham volunteers are drivers, passenger assistants and administrative support. They receive accredited training including MiDAS, PATs and AQAs.

Challenges:

To cater for increased journey requests.

The future 2017-2018:

To build capacity by up to 50%



Clients say:

"Access Lewisham provide a useful service for people with many different disabilities they help you get from door-to-door and help you from the vehicle to your required destination they are always on time and helpful."

Patrick

Volunteers say:

"I love meeting new people and knowing that what I do makes a difference to people who would otherwise not be able to get out and about"

Project Leader: Chaz Hullen

The Independent Travel Training Project supports vulnerable individuals to develop life skills in independent travel using public transport and roads and personal safety.

KEY STATISTICS:

100 AQA certificates awarded • 14 trainees successfully trained • 421 volunteer hours

Impact:

The project builds the confidence and skills of individuals in the community to use public services safely. The project supports young people, empowering them to become more responsible for themselves (personal safety) through independence. Older and vulnerable trainees build their confidence to travel safely using a range of transport options. Travel trainees develop life skills that enable them to better access public services. All Travel trainees attain entry level AQA qualifications.

“Travel Trainers through the one to one training and support, the team meetings and the AQA qualifications build their confidence and employability skills, which lead to Travel Trainers

gaining paid employment and a positive change in life circumstances. Michelle, Travel Trainer said – “Being a Volunteer Travel Trainer changed my life. I will never forget the support and opportunities it created for me. I now have a job with Croydon Council as a paid Travel Trainer. Thank you.”

Main Partner Organisations:

Brent Knoll School
Drumbeat School Lewisham College
Family Action
Bromley College

After a very successful pilot in which the project exceeded its outputs and outcomes the Independent Travel Training project came to a conclusion on 31 March 2017.

Thank you to all the volunteers who committed their time and skills to ensure this project's success.



Volunteers say:

“Travel training provides the opportunity to nurture the vulnerable client's desire for independence in their travelling, creating bonds whilst seeing personal growth. This opportunity not only builds the confidence of the trainee but also those overseeing the lifelong transformative change, working alongside clients from all backgrounds and walks of life with certification of the great achievements.”

Dwayne Knight

Project: Flourishing Futures **Project Leader:** Bettina Ganser

The gardening and DIY projects support Service Users who are not able to look after their own garden or who need help with basic DIY tasks. Service users may have a physical disability, mental health issues or are older people. Service Users are referred to us or can self refer.

KEY STATISTICS: **13** volunteers • **154** people benefited
55 gardening or DIY tasks completed in the year

Main Partner Organisations:

Community Connections, South London and Maudsley NHS Trust, Lewisham MindCare, Lewisham Enablement Service, One Support, Lewisham Adult Social Care.

Impact:

Tidy gardens and maintained houses make neighbourhoods more pleasant places to live, they also can have a positive effect on relationships with neighbours.

With our services we are aiming to increase safety for our service users as well maintained properties and gardens can act as a deterrent for potential criminals.

Volunteer roles:

Gardening and DIY volunteers carry out maintenance tasks which include:

- Assessing gardens
- Tidying gardens after winter
- Weeding and planting
- Mowing lawns and trimming hedges
- Putting up shelves
- Decorating
- Hanging curtains or pictures



Before

After

Event 1:

Volunteers join in volunteer outing to Margate June 2016

Challenges:

There is an ever increasing demand for gardening and DIY so recruiting enough volunteers is a challenge. As our volunteers are usually a pair of helping hands rather than professionals we have to manage expectations of our Service Users.

Future Plans:

We are looking for possible partners for this project and will continue to fundraise for additional resources to support the current service and potential to expand.

Clients say:
 "Thank you for sending your very efficient Volunteer. Praise to VSL for taking on such fantastic people."

Volunteers say:
 "It means a lot to me to support vulnerable people who can't do their own gardens or DIY. It gives me great satisfaction to see them happy after I have completed a task. Also, you get to meet real characters and I find it interesting to have a chat with the Service Users and hear their view on life."

Project Leader: Bettina Ganser

VSL's Christmas Project co-ordinates the joint efforts of churches, schools, local businesses and individuals to support vulnerable people and families at what can be a difficult time of year. Christmas volunteers pack hampers for older isolated people and we provide food vouchers and toys for families and children. We also have a longstanding partnership with Churches Together Sydenham and Forest Hill where we provide volunteer drivers and helpers for a Christmas Day lunch, in 2016 this was held at Perry Rise Baptist Church.

KEY STATS:

52 volunteers • 2426 individuals reached • 625 children and teenagers supported

Main Partner Organisations:

Holy Trinity, King's Church and other local churches, local primary schools, Waitrose Beckenham, Budgens Sydenham, Goddards Cartons LTD.

Impact:

The Christmas Project supports people and families facing financial difficulties and/or social isolation, helping to alleviate financial pressures and enable them to take part in Christmas festivities.

Volunteer roles:

The Christmas volunteers collect goods from churches and schools, sort goods and pack food hampers as well as toys and books. Driving volunteers deliver hampers and provide transport for Christmas Day Lunch guests. Volunteers supported people with learning disabilities and school children to participate in the project. Volunteers also helped fundraising and promoting the project through local businesses, schools and churches.



Events:

Event 1. Cake Sale to fundraise for the Christmas Project in Laurence House in November 2016.

Event 2. Pupils from 3 different primary schools visited the Project in November 2016 and helped pack hampers and toys.

Recipients say:

"I have received my Christmas Hamper delivered by M. your driver. I am very grateful for the effort you have made to keep me and other lonely clients happy during the festive season. Kindly extend my sincere thanks to all who contributed to make it a success."

Referrers say:

"One of the children that benefited from the service comes from a family where Mum is a refugee and has no access to public funds. The child received a Christmas present and the food hamper went a long way to ensure they did not go hungry over the holidays."



Mandeep Kullar & Izabela Assis

Community Connections (CC) is a voluntary and community group consortium project, funded by Lewisham Council. VSL shares responsibility with other local charities for the delivery of this project – including staff, volunteers and outcomes. The project supports Isolated or vulnerable residents of Lewisham, who are referred by a number of sources including Social Services and health professionals.

Community Connections provided meaningful support and information to 700 individuals in 2016/17. VSL staff members Mandeep Kullar and Izabela Assis are Facilitators for CC, visiting vulnerable residents and supporting them in improving their wellbeing by connecting them with local community groups and services. Meanwhile, CC's Development Workers foster relationships with local organisations and support them in creating or developing services which meet the needs of local people.

Mandeep and Izabela have had a number of good news stories this year - enabling residents to access social clubs, exercise groups and practical support amongst other things - as well as plenty of successful referrals to VSL's own transport, befriending and gardening services.

Case study:

Sonia is a 56-year-old lady who was registered blind about a year ago and is still adjusting to her new circumstances. Sonia was referred by the Visual Impairment Team, as she was feeling very isolated and depressed. A Community Facilitator visited Sonia and identified that she had a passion for music. Sonia was informed about a group called 'Feel the Noise' that is aimed specifically at individuals with visual impairments. She was referred to VSL's transport scheme, which enabled her to easily access the group each week. In addition, a laptop was secured for Sonia through a grant application made to Blind Aid. The laptop will give Sonia further independence, as it will enable her to access her emails and surf the net, with the use of appropriate software. Sonia is feeling much happier now, as she has made some friends at the music group, which has helped to lift her mood and means she has something to look forward to each week.

"I feel a lot more confident since getting my independence back."

Sonia



The Leemore Centre

On 2nd August 2017 VSL moved from 300 Stanstead Road to our new base at Lewisham Central Community Hub, Ground Floor, Leemore Centre 29-39 Clarendon Rise, London, SE13 5ES. This means that VSL is now located in central Lewisham, with its excellent transport links making VSL more accessible to volunteers and service users. We are excited to be part of the Lewisham Central Community Hub.



Volunteer's Christmas Party

To say thank you to all volunteers, in particular the amazing volunteers who help around Christmas time, VSL organizes an annual Volunteer's party in January. Traditionally, we opt for a theme which this year was Hawaiian. The photo depicts Mark Taylor, Christmas and DIY Volunteer who has won the competition for best costume.



Lewisham Local

Volunteers receiving their Lewisham Local reward cards in recognition of the difference they make to the lives of vulnerable people in Lewisham.



The Challenge Cake Sale

Every year VSL fundraise for our annual Christmas Project; for the past years we have been very grateful to have the support of young people from the National Citizen Service - The Challenge. In summer 2016 young volunteers came to visit VSL and to hear about the different services we deliver. After their day with VSL, they held a cake sale at Laurence House, supported by the Community Connections team and also raised awareness about us in an event in Greenwich. In total they collected an amazing £495 that went towards our Christmas Project.



RENATA CASTRO: Admin volunteer

"I believe that there is no better way to get to know people, than by exchanging experiences and to do things that I really like to do which is helping others to lead a better life. As an Admin Volunteer for VSL I felt very welcomed and respected by everyone and this experience also improved my life, personally and professionally. 5 months later I can say I am really glad and thankful for being part of VSL's story."



STEPHEN FRANCIS: Admin volunteer

"It's good to be able to help people in need while at the same time learning new computer and organisational skills which can help gain future employment. I like being able to volunteer on my own time with a friendly, helpful group of people. Communities would be poorer without organisations like VSL to aid those most in need. Also you get free biscuits, which is nice. ;-)"



FLORIN DIACONU: Social Media volunteer

"I am volunteering because I want to help and develop my skills. I talked one to one with people VSL helps, vulnerable local people that need a hand from time to time to get out and about. The things people need aren't too much to ask. The small things we are doing make a huge difference for people VSL supports every day."



TYLER LESTER : Volunteer passenger assistant

"I have been a Passenger Assistant volunteer since the summer of 2016 and I am enjoying putting something back in the community. In my role I assist people on and off the minibuses and I make sure their seat belts are safely secured and that everyone is happy. It gives me joy waking up in the morning knowing that I am going to make someone's day a bit brighter."



Hungry VSL volunteers waiting for their fish & Chips on a day trip to Margate

PAUL REYNOLDS : Volunteer minibus driver

"I love volunteering and I love to drive. I like helping people in my community. It's something that you just have to do and it is not too much effort. For me I love taking people out who are normally stuck at home."

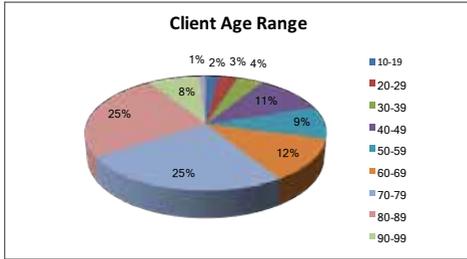
Volunteer outing to Margate

VSL organises several events throughout the year for volunteers to take part in. Outings are an integral part of our volunteer event schedule, in 2016 we went to Margate. Volunteers enjoyed seaside, art and fish and chips on the day out, though the weather wasn't that inviting.

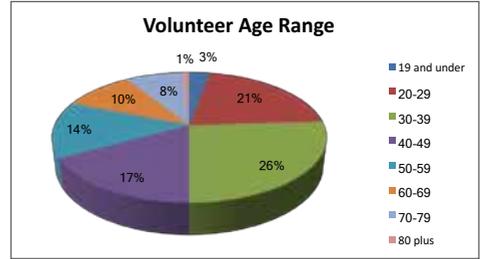
Thank you!

VSL staff team would like to say a big thank you to all Volunteers whose commitment and dedication to VSL is invaluable.

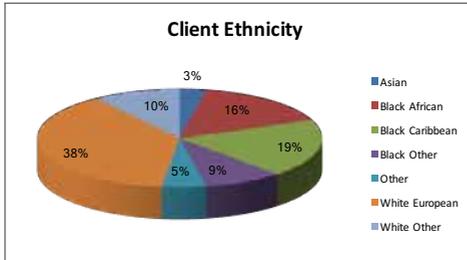
Client age range



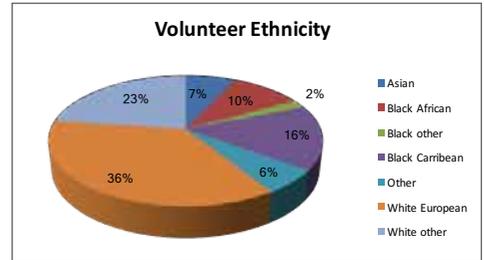
Volunteer age range



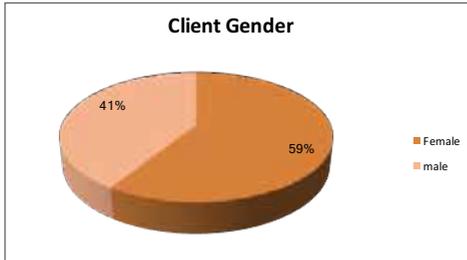
Client ethnicity



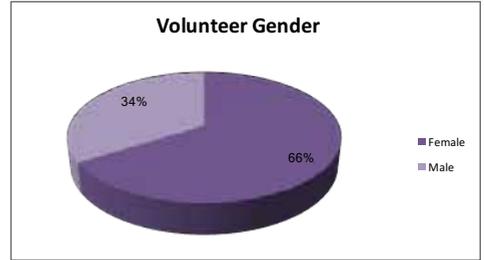
Volunteer ethnicity



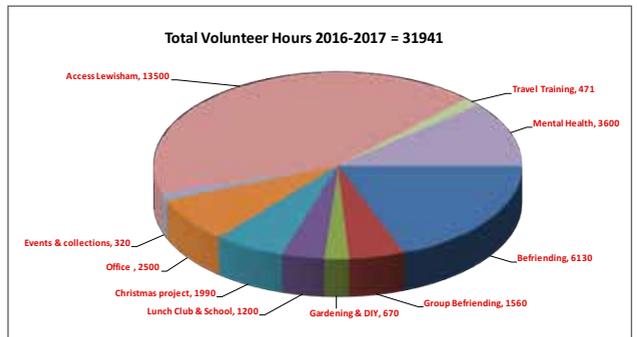
Client gender



Volunteer gender



Total volunteer hours



Funders and Supporters

London Borough of Lewisham	Lee Charity of William Hatcliffe	Budgens Sydenham & Crofton Park
South London and Maudsley NHS Foundation Trust	Lewisham Parochial Charities	Goddard's
Deptford Challenge Trust	Odin Charitable Trust	Usborne Books
Trusthouse Charitable Foundation	Gregg's Foundation	Hachette Books
Alchemy Foundation	Marsh Christian Trust	Bloomsbury Books
Haberdashers' Company Benevolent Foundation	Souter Charitable Trust	Walker Books
Merchant Taylors Company	Toy's Trust	Local Schools, Churches and Supermarkets
The Mercers Company	Catford Rotary Club	Members and Individual Donors
	The Challenge	

VSL Staff and Project Workers 2016-17

Name	Position	Mostly based
Evelyn Brady	Chief Executive Officer (CEO)	VSL Offices
Stephen Oldfield	Deputy CEO & Access Lewisham (A/L) Manager	VSL Offices
Tatiana Sumari	Finance & office Manager	VSL Offices

Project Workers

Bettina Ganser	Projects Development Worker	VSL Offices
Sandra McGregor	Project Support Worker (befriending)	VSL Offices
Chaz Hullen	Travel Trainer (A/L)	VSL Offices
Martin Grover	(A/L) Support Worker	VSL Offices
Justin Salmon	(A/L) Support Worker	VSL Offices
Izabela Assis	Community Facilitator Community Connections Project (CC)	Laurence House
Mandeep Kullar	Community Facilitator (CC)	Laurence House
Julia Coggins	Mental Health Projects Lead (Wellbeing programmes & Drop-ins)	VSL Offices
Nalder Edwards	Drop-in Support Worker (Lee & Deptford)	Drop-ins
Valerie Fullington	Drop-in Support Worker (Sydenham)	Drop-ins

NOVEMBER 2017

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DECEMBER 2017

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JANUARY 2018

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MARCH 2018

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APRIL 2018

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MAY 2018

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JULY 2018

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AUGUST 2018

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SEPTEMBER 2018

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OCTOBER 2018

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 Lewisham's Central Community Hub, Ground Floor Leamore Centre,
 29-39 Clarendon Rise, London SE13 5ES

Registered Charity no: 266585
 Registered in England no: 1131214

