

**REGISTERED COMPANY NUMBER: 03142188 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1051662**

**Report of the Trustees, Financial Statements**  
**and Annual Report for the Year Ended 31 March 2019**  
**for Training Link.**

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Latham Lambourne Ltd  
18 Woodlands Park  
Bexley  
Kent DA5 2EL

# Report of the Trustees for the Year Ended 31 March 2019

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2019. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

## Achievement and performance

This report should be read in conjunction with the Training Link Annual Report, included as an annex to this document.

## Financial Review

### Reserves policy

It is expected that reserves of at least £10,000 should be held to maintain an appropriate level of working capital and to protect the future operations of Training Link from the effects of any variations in its income or expenditures as identified in the Risk Policy and any unforeseen events.

## Structure, Governance and Management

### Governing document

The charity is controlled by its memorandum and articles of association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

## Reference and administrative details

**Registered Company number:** 03142188 (England and Wales)

**Registered Charity number:** 1051662

**Registered office:** 54-56 Phoenix Road London NW1 1ES

### Trustees

Ms B Goring-Moore

Dr E Arnold

Ms L Stanislas

Ms K Hayes

Mr C Flower

### Company Secretary

P D Lush

### Independent examiner

John Lambourne FCA

Latham Lambourne Ltd 18 Woodlands Park Bexley

Kent DA5 2EL

Approved by order of the board of trustees on 15 July 2019 and signed on its behalf by:

.....  
Brenda Goring Moore - Trustee

# **Independent examiner's report to the trustees of Training Link ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2019.

## **Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

## **Independent examiner's statement**

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached

John Lambourne FCA  
Latham Lambourne Ltd 18 Woodlands Park Bexley  
Kent DA5 2EL

Date: .....

## Statement of Financial Activities for the year ended 31 March 2019

		Unrestricted	Restricted	31.3.2019	31.3.18
		Funds	Funds	Total funds	Total funds
Income & Endowments from	Notes	£	£	£	£
Donations & legacies		510		510	453
<b>Charitable activities:</b>					
Services etc		3824	30277	34101	44373
Room hire		6937	0	6937	8065
Investment income:	2	230	1	231	9
<b>Total</b>		<b>11501</b>	<b>30278</b>	<b>41779</b>	52900
<b>Expenditure on Charitable activities</b>					
Services etc		7508	37053	44561	56350
<b>Net Income / (Expenditure)</b>		<b>3993</b>	<b>(6775)</b>	<b>(2782)</b>	(3450)
<b>Reconciliation of Funds</b>					
Total funds brought forward		15104	12770	27874	31324
<b>Total funds carried forward</b>		<b>19097</b>	<b>5995</b>	<b>25092</b>	27874

## Balance Sheet at 31 March 2019

		Unrestricted	Restricted	31.3.2019	31.3.18
		Funds	Funds	Total funds	Total funds
	Notes	£	£	£	£
<b>Current Assets</b>					
Cash at bank and in hand		22242	5994	28236	48995
<b>Creditors</b>					
Amounts falling due within one year	8	(3144)	0	(3144)	(21121)
<b>Net current assets</b>		<b>19098</b>	<b>5994</b>	<b>25092</b>	27874
<b>Total assets less current liabilities</b>		<b>19098</b>	<b>5994</b>	<b>25092</b>	27874
<b>Net assets</b>		<b>19098</b>	<b>5994</b>	<b>25092</b>	27874
<b>Funds</b>	9				
Unrestricted funds				19098	15104
Restricted funds				5994	12770
<b>Total funds</b>				<b>25092</b>	27874

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2019.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2019 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees on 15 July 2019 and were signed on its behalf by:

.....  
Brenda Goring Moore -Trustee

# Notes to the Financial Statements for the Year Ended 31 March 2019

## 1. Accounting Policies

### Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

### Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

### Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

### Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 33% on cost
Computer equipment	- 33% on cost

### Taxation

The charity is exempt from corporation tax on its charitable activities.

### Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

### Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

### Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

## 2. Investment Income

	31.3.2019	31.3.18
	£	£
Deposit account interest	231	9

### 3. Net Income / (Expenditure)

Net income / (expenditure) is stated after charging / (crediting):

	31.3.2019	31.3.2018
	£	£
Other operating leases	2700	5625

### 4. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2019 nor for the year ended 31 March 2018.

#### Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2019 nor for the year ended 31 March 2018.

### 5. Staff costs

The average monthly number of employees during the year was as follows:

	31.3.2019	31.3.2018
Director	1	1
IT Co-ordinator	1	1
Office Cleaner	1	1
	3	3

### 6. Comparatives for the statement of financial activities

	Unrestricted funds	Restricted Funds	Total funds
	£	£	£
<b>Income and endowments from</b>			
Donations and legacies	453		453
<b>Charitable activities</b>			
Services etc	7628	36745	44373
Room hire	8065		8065
Investment income	8	1	9
<b>Total</b>	<b>16154</b>	<b>36746</b>	<b>52900</b>
<b>Expenditure on</b>			
<b>Charitable activities</b>			
Services etc	26875	29475	56350
<b>Total</b>	<b>26875</b>	<b>29475</b>	<b>56350</b>
<b>Net income / (expenditure)</b>	<b>(10721)</b>	<b>7271</b>	<b>3450</b>
<b>Reconciliation of funds</b>			
<b>Total funds brought forward</b>	<b>25825</b>	<b>5499</b>	<b>31324</b>
<b>Total funds carried forward</b>	<b>15104</b>	<b>12770</b>	<b>27874</b>

## 7. Tangible fixed assets

	Fixtures and fittings	Computer equipment	Totals
	£	£	£
<b>Cost</b>			
At 1 April 2018 and 31 March 2019	<b>4700</b>	<b>8184</b>	<b>12884</b>
<b>Depreciation</b>	<b>4700</b>	<b>8184</b>	<b>12884</b>
<b>Net book value</b>	<b>0</b>	<b>0</b>	<b>0</b>
At 31 March 2019	<b>0</b>	<b>0</b>	<b>0</b>
At 31 March 2018	<b>0</b>	<b>0</b>	<b>0</b>

## 8. Creditors: amounts falling due within one year

	31.3.2019	31.3.2018
	£	£
Trade creditors	0	1
Tax	0	2
Third party monies	1817	19000
Accruals and deferred income	667	1458
Accrued expenses	660	660
<b>Totals</b>	<b>3144</b>	<b>21121</b>

## 9. Movement in Funds

	At 1.4.2018	Net movement in funds	At 31.3.2019
	£	£	£
<b>Unrestricted funds:</b>			
General fund	15104	3994	19098
<b>Restricted funds:</b>			
Lloyds Bank Foundation	2500	(2500)	0
Fitzdale Trust	400	267	667
Francis Crick Community Fund	600	(600)	0
Co-op Community Fund	1000	(1000)	0
ST Big Local	300	(300)	0
Camden Giving	2000	(2000)	0
St Andrews Holborn Group of Charities	5970	(5970)	0
HS2 Community Environment Fund (Groundworks)	0	5327	5327
<b>Totals</b>	<b>12770</b>	<b>(6776)</b>	<b>5994</b>
<b>Total funds</b>	<b>27874</b>	<b>(2782)</b>	<b>25092</b>



Net movement in funds, included in the above, are as follows:

	Incoming resources	Resources expended	Movement in funds
<b>Unrestricted funds:</b>	<b>£</b>	<b>£</b>	<b>£</b>
General fund	11501	(7507)	3994
<b>Restricted funds:</b>			
Lloyds Bank Foundation	0	(2500)	(2500)
Fitzdale Trust	1000	(733)	267
Francis Crick Community Fund	0	(600)	(600)
Co-op Community Fund	0	(1000)	(1000)
ST Big Local	0	(300)	(300)
Camden Giving	0	(2000)	(2000)
St Andrews Holborn Group of Charities	0	(5970)	(5970)
HS2 Community Environment Fund (Groundworks)	25077	(19750)	5327
Peter Stebbings Memorial Charity	4201	(4201)	0
<b>Totals</b>	<b>30278</b>	<b>37054</b>	<b>6776</b>
<b>Total funds</b>	<b>41779</b>	<b>44561</b>	<b>(2782)</b>

#### Comparatives for movement in Funds

	At 1.4.2017	Net movement in funds	At 31.3.2018
<b>Unrestricted funds:</b>	<b>£</b>	<b>£</b>	<b>£</b>
General fund	25825	(10721)	15104
<b>Restricted funds:</b>			
Lloyds Bank Foundation	0	2500	2500
City Bridge Trust	3000	(3000)	0
Nat West Skills & Opportunities Fund	2499	(2499)	0
Fitzdale Trust	0	400	400
Francis Crick Community Fund	0	600	600
Co-op Community Fund	0	1000	1000
ST Big Local	0	300	300
Camden Giving	0	2000	2000
St Andrews Holborn Group of Charities		5970	5970
<b>Totals</b>	<b>5499</b>	<b>7271</b>	<b>12770</b>
<b>Total funds</b>	<b>31324</b>	<b>(3450)</b>	<b>27874</b>

**Comparatives net movement in Funds, included in the above are as follows:**

	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Movement in funds</b>
<b>Unrestricted funds:</b>	<b>£</b>	<b>£</b>	<b>£</b>
General fund	16154	(26875)	(10721)
<b>Restricted funds:</b>			
Lloyds Bank Foundation	5750	(3250)	2500
City Bridge Trust	3000	(6000)	(3000)
Nat West Skills & Opportunities Fund	0	(2499)	(2499)
Fitzdale Trust	1000	(600)	400
Francis Crick Community Fund	2244	(1644)	600
Co-op Community Fund	5443	(4443)	1000
ST Big Local	1923	(1623)	300
LAAMIGA Course	1915	(1915)	0
Camden Giving	9501	(7501)	2000
St Andrews Holborn Group of Charities	5970	0	5970
<b>Totals</b>	<b>36746</b>	<b>(29475)</b>	<b>7271</b>
<b>Total funds</b>	<b>52900</b>	<b>(56350)</b>	<b>(3450)</b>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.2017	Net movement in funds	At 31.3.2019
<b>Unrestricted funds:</b>	<b>£</b>	<b>£</b>	<b>£</b>
General fund	25825	(6727)	19098
<b>Restricted funds:</b>			
City Bridge Trust	3000	(3000)	0
Nat West Skills & Opportunities Fund	2499	(2499)	0
Fitzdale Trust	0	667	667
HS2 Community Environment Fund (Groundworks)	0	5327	5327
<b>Total funds</b>	<b>31324</b>	<b>(6232)</b>	<b>25092</b>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Movement in funds</b>
<b>Unrestricted funds:</b>	<b>£</b>	<b>£</b>	<b>£</b>
General fund	27655	(34382)	(6727)
<b>Restricted funds</b>			
Lloyds TSB Foundation	5750	(5750)	0
City Bridge Trust	3000	(6000)	(3000)
Fitzdale Trust	2000	(1333)	667
Francis Crick	2244	(2244)	0
Co-op Community Fund	5443	(5443)	0
ST Big Local	1923	(1923)	0
LAAMIGA Course	1915	(1915)	0
Camden Giving	9501	(9501)	0
St Andrews Holborn Group of Charities	5970	(5970)	0

HS2 Community Environment Fund (Groundworks)	25077	(19750)	5327
Peter Stebbings Memorial Charity	4,201	(4201)	0
Nat West Skills & Opportunities Fund	0	(2499)	(2499)
Total	67024	(66529)	495
Total funds	94679	(100911)	(6232)

## 10. Disclosures

There were no related party transactions for the year ended 31 March 2019.

The following do not form part of the statutory financial statements.

### Income and endowments

	31.3.2019	31.3.2018
	£	£
<b>Donations and legacies</b>		
Donations	510	453
<b>Investment income</b>		
Deposit account interest	231	9
<b>Charitable activities</b>		
Service programme income	10761	15693
<b>Grants</b>	30277	36745
<b>Total</b>	41038	52438
<b>Total incoming resources</b>	41779	52900

### Expenditure

	31.3.2019	31.3.2018
<b>Charitable activities</b>	£	£
Staff costs	16845	20191
Pensions	647	347
Rent	2700	5625
Water rates	312	265
Insurance	445	450
Light and heat	1536	1655
Telephone	536	702
Postage & stationery	911	916
Advertising	1387	2043
Sundries	521	2324
Computer expenses	403	118
Exam fees	189	3069
Teaching	9014	13323
Equipment & maintenance	1348	0
Travel	118	0
Volunteer costs	0	62
Staff training	162	0
Subscriptions	535	136
Cleaning	81	0
Repairs	0	2149

Consultants	998	0
Rates	1682	1523
Corporation Tax	(6)	0
Bank Charges	104	89
PQASSO	3433	0

### **Governance costs**

	<b>31.3.2019</b>	<b>31.3.2018</b>
	<b>£</b>	<b>£</b>
Accountancy & legal fees	660	1363
<b>Total resources expended</b>	<b>44561</b>	<b>56250</b>
<b>Net expenditure</b>	<b>(2782)</b>	<b>(3450)</b>

# Annual Report

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### **Company Information**

Training Link  
54-56 Phoenix Road, London NW1 1ES

Charity Registration Number: 1051662  
Limited Company: 3142188

Telephone: 020-7383-5405  
Email: [admin@traininglink.org.uk](mailto:admin@traininglink.org.uk)  
Website: [www.traininglink.org.uk](http://www.traininglink.org.uk)

Auditors: Latham Lambourne, 18, Woodlands Park, Bexley Kent DA5 2EL.

### **Adolfo Gaspar award**

We are pleased to announce that the joint winners of this award for 2018–19 are Luckner Pierre and Candi Munoz. The award is given, in memory of Adolfo, who was a management committee member and trustee of Training Link until he died in November 2008, to the learner who the tutors consider has made the most progress during the past year.

### **Funders**

We would like to thank the following organisations who funded us during 2018–19: The London Borough of Camden, HS2 Community Environment Fund (administered by Groundwork), St Andrew's Holborn Charity, Peter Stebbings Memorial Charity, Lloyds Bank Foundation, and the Fitzdale Trust. We would also like to thank Camden Adult Community Learning for their support.

### **Management Committee & Trustees**

Trustees: Brenda Goring Moore, Elaine Arnold, Louisa Emillien Felix Stanislas, Kathleen Hayes (Treasurer), Colin Flower.

Management Committee: Brenda Goring-Moore (chair), Maya Alva (vice-chair), Elaine Arnold, Kathleen Hayes (treasurer), Elizabeth Ajith, Colin Flower, Millicent Christian and Kerry Webb.

## Chair's Report

"We want to help local people access opportunities in their area; to help them contribute positively to their community, including the people they care for, the children, elders and friends". That has remained a guiding principle for us in this last year in spite of continuing challenges of uncertainty over possible EU withdrawal, challenges to cohesion and equality and worrying signs of economic stress even in the shadow of shiny new builds.

We have remained focussed on our clients I think because at our heart is a belief that as a member of the knowledge quarter summed it up - "a meaningful life can be led in spite of challenges ...". In order to help our beneficiaries to achieve, we "focus on what is strong not what is wrong...".

So, at this time I in thinking where Training Link came from and where it might go. I am happy to acknowledge the changes around us and the work being done among the network of organisations around us to support and enhance help to the community here in Somers Town and more widely in Camden. That is why I remain passionate about referrals across our networks to ensure no one falls through nets; about engaging as far as possible to remove self-serving barriers and walls that exclude the vulnerable. We cannot do it all so fundamentally we remain committed, in the interests of our clients, in building the bridges and sign posting them to where their further needs can be met; to where necessary, help to advocate for them.

And at this time too I am reminded of how much there is left to do. If ever one's approach to the sector is to think done and dusted, seeing the same issues arise in somewhat different clothing is sobering. But I remain inspired and encouraged especially by the energy and determination I see each time I meet our clients who have succeeded against the odds and what's more have gone one to pay dividends in their help and inspiration to others.

Congratulations to our learners who have achieved this year in whatever capacity. I trust that this helps you in your quest to where you want to be. On behalf of Training Link, I wish you all you would for your future self.

My thanks, on behalf of the Board and Trustees, to our funders and partners for your continued support. Thanks too to the Staff and Volunteers of Training Link who continue to serve our clients so well. Our PQASSO achievement (Trusted Charity Mark) is a tribute to your good work.

Finally, a personal note of thanks to the Director; the Board of Trustees and Management Committee for challenge and support through the year.

**Brenda Goring Moore**  
**July 2019**

## Director's Report

In February this year we achieved the Level 1 Trust Charity Quality Mark, formerly known as PQASSO. This was the outcome of two years very hard work, with support from management committee members, trustees, volunteers and our staff team. The award lasts for three years, and was a big achievement for an organisation of our size. The report did contain some useful recommendations which the management committee and trustees will be considering.

Another first for Training Link was the visit from Nusrat Ghani MP, the Parliamentary Under-Secretary at the Department for Transport, who was visiting various projects supported by the HS2 Community Environment Fund. She was accompanied by Cathy Elliott, the independent chair of the Fund. Brenda Goring-Moore, Chris Carr, Millie Christian and I made them welcome. They seemed very interested in the work we are doing that is funded by the HS2 Community Environment Fund.

These are tough times for the voluntary sector. The cumulative effect of central and local government cuts in expenditure are making bidding for funding far more competitive. We are fortunate in working in Camden where the local council is supportive of the voluntary sector.

Since August 2018, our main funder has been the HS2 Community Environment Fund. This fund

covers areas affected by the HS2 work. It is a three year grant, which gives us some stability. We have also received various smaller grants, which have enabled us to maintain a wide-ranging programme.

In these hard times, partnerships are very important. In particular, our longstanding relationship with Camden Adult Community Learning has continued to be successful. The weekly Wednesday computer classes cover a wide variety of learners, and continue to be successful.

English as a Second or Other Language (ESOL) has always been a key part of our work. This is taught by Chris Carr, who also co-ordinates the Adult Literacy project, and does some of the work managing our programme of online vocational courses. All these areas are very important in helping local people develop the skills and confidence to find work.

We have also worked on Training Link's development as an organisation. We were supported in this by the Lloyds Bank Foundation. This has resulted, among other things, in three people at Training Link becoming qualified (at Level 3) employment advisers. Through Lloyds Bank Foundation we were put in touch with the Cranfield Trust, who provided a very capable and supportive volunteer, Alexandra Cran-McGreehin, to help us develop our business plan. That work is ongoing, and should be completed by the autumn of 2019.

The trustees and management committee are both very important to our work. We are in the process of bringing three new people onto the management committee. Similarly, we could not run the Adult Literacy Project without the volunteer tutors, and I would like to thank them, and our other volunteers, for their contribution to Training Link.

There are now a number of other small groups who use our space at Training Link, either for office accommodation or for holding meetings. They provide some important income for us, and potential for partnership work.

## **Objectives**

Our objectives in 2018-19 were to complete the programme funded by HS2 Community Environment Fund, and to carry out other programmes funded by Lloyds Bank Foundation, the Fitzdale Trust, St Andrews Holborn Charity and the Peter Stebbings Memorial Charity.

## **Achievements**

In 2018-19 we ran the following courses and projects:

- ESOL Entry 3 and Level 1 (18 learners)
- Adult Literacy (40 learners and 40 volunteers)
- Online vocational programmes (100 courses completed)
- Maths (10 learners)
- English Discussion Group (weekly at the Living Centre)
- Two open 'free internet café and drop-in' sessions each week. (Regular weekly attendance of 10)
- Information, Advice & Guidance Level 3 (four learners completed the course; one has since found a job doing advice work)
- Short course in looking for work online

Camden Adult Community Learning ran three classes each Wednesday each term. (Average attendance of 8 to 10 per class).

## **Publicity**

We changed slightly the emphasis of our publicity work for our Open Days. The feedback we got from people who attend is that very few came through the Camden New Journal advert. We decided to stop paying for an advert, and spent the funds saved on printing more leaflets. We deliver leaflets to between 2,000 and 2,300 homes in our area. With our funding from the St Andrew's Holborn Charity, we extended our leafletting into the area south of the Euston Road. We

also send leaflets to the Living Centre, local voluntary & community groups, doctor's surgeries and local job centres. One of our learners checks that the job centre she attends always has our leaflets in stock. We have had more referrals from the local job centres over the past year, which is encouraging.

We also attend other events where we can publicise our work. These include the Camden Adult Community Learning Choices Day and the Regent High School Community Day.

We use the windows that face onto Phoenix Road to display posters about our courses, which helps local people know what we are doing.

### **Local Activity and Partnerships**

One of the most important local organisations we work with is the Somers Town & St Pancras Living Centre. Training Link was part of the original Working Group that developed the idea for the Living Centre. We then became part of the consortium led by Somers Town Community Association to run the centre. Looking back, it is very pleasing to see that the hours of time put in by us and many other people has been worthwhile. Brenda Goring-Moore is on the board of the Living Centre, and I attend the meetings of the groups working in the centre providing services.

We completed the Community Chest project we ran for Somers Town Big Local. In the past we were recognised as a local partner of Somers Town Big Local. There are many projects that need funding in this area, and hopefully Big Local will become more active in the future and support them.

### **Finance and fundraising**

Our main funder since August 2018 has been the HS2 Community Environment Fund. We have also had support from various other funds, including the St Andrew's Holborn Charity, the Peter Stebbings Memorial Fund and the Fitzdale Trust. We also receive funding from the O2 Microcell unit we house and from providing desk and meeting space to a number of smaller voluntary sector groups and charities.

I would like to thank John Lambourne of Latham Lambourne for his work on our accounts, and Nana Amma for the book-keeping work she does for us.

### **Management Committee and Trustees**

The Management Committee and Trustees met regularly during the year. We have identified three people as potential management committee members who have attended meetings regularly as visitors. Two are Camden residents, and the third has a long history of working with Training Link. I would like to thank all of them for their support and input into Training Link.

### **Staff team and volunteers**

Once again, there are no changes in our staff team. Nelly Pineda and Chris Carr have both made a major long-term contribution to the ongoing work of Training Link, and provide expertise in their own fields.

Tracey Hamilton has continued to teach the Camden Adult Community Learning computer classes on Wednesdays. These classes are popular and usually well attended. Tracey is a very good teacher and an important part of our work at Training Link. I would also like to thank Helen Holden from Camden Adult Community Learning for all her support for us. She retired at the end of March 2019.

Volunteers are very important for us in many ways. Nana Amma has supported Training Link as a volunteer for many years, and her volunteering is valued by us. She is very reliable, and also enjoys doing work on her Maths course when not volunteering. She is now doing Level 1, which is quite challenging. Millie Christian volunteers for us on Tuesdays, providing employment advice. She is also a learning assistant for Camden Adult Community Learning for Tracey's classes on Wednesdays.

Following Maria Sarda's return to Spain in July, Sofia Fiallega volunteered for us on the office



administration side in the autumn, but sadly had to go home to Mexico, having completed her studies at UCL. She was very helpful while she was here.

Also, I would like to thank all the Adult Literacy volunteers. Without them we could not run what is one of the most successful – and demanding – projects we support. I would also like to thank the UCL Volunteering team and Camden Volunteer Centre for their support in finding volunteers for us.

## **Learners Forums**

We held three learner forums during the year. These informal meetings are always useful for receiving feedback and suggestions from our learners.

## **Facilities**

Towards the end of the period covered by this report, we were successful in a bid for Section 106 funding for the Somers Town & St Pancras ward ring-fenced for repairs and equipment for the voluntary sector in the ward. We received £11,100 and are spending the money on new shutters for two of the windows, improvements to the toilets, staff computers and a new IT suite. We will cover this fully in next year's report. Otherwise, we maintained the equipment we have, and were pleased to receive a new printer from Camden Adult Community Learning.

**Peter Lush**

**July 2019**

## **Training Link Diary 2018 to 2019**

### **April**

16 Management Committee Meeting  
19 Open Day  
23 Term starts

### **May**

2 John Lambourne visit  
9 Health & safety inspection  
28 to  
1 June School half term

### **June**

11 Management Committee Meeting  
26 Living Centre providers meeting  
Public Sector Show

### **July**

3 Camden ACL Choices Day  
5 ESOL Entry 3 Exams  
9 Gas Service  
17 AGM  
21 Term ends

### **August**

1 HS2 / Groundwork project starts  
6 First Aid Training for Peter Lush

### **September**

4 Health & Safety risk assessment  
6 Open Day

- 10 Term starts
- 17 Management Committee Meeting (Workshop on Business Plan)

### **October**

- 5 UCL Volunteers Fair
- 16 UCL Volunteers Fair
- 17 Health & Safety Inspection
- 22 Knowledge Quarter event at British Museum
- 22 to 26 School half term

### **November**

- 12 Management Committee Meeting

### **December**

- 14 Term ends

### **January 2019**

- 10 Open Day & Annual Dinner
- 14 Term starts
- 22 Living Centre providers meeting
- 31 Camden & Islington Volunteers Fair

### **February**

- 11 Management Committee meeting
- 18 to 22 School half term
- 20 Trusted Charity visit
- 25 Health and safety inspection

### **March**

- 8 Camden Women's Meeting
- 11 Somers Town Big Local AGM
- 12 Camden ESOL Providers Meeting

## **Tutors and Volunteers**

### **Chris Carr**

Hi, my name is Chris and I've been at Training Link for nearly 12 years. The time has gone really quickly! My main role as the English tutor is organising and running the English language side of things here at the centre. We've run an accredited ESOL Level 1 course with a small, but successful, group. This involves weekly classes and exams at the end of the academic year.

Also, I'm the coordinator of an Adult Literacy Project. This involves recruiting volunteer teachers to work with learners 1 to 1 in weekly lessons to help improve whatever area of English the learner wants. I think the project has gone really well and really benefits people in their learning. We've had well over 30 volunteer tutors working on the project over the past academic year and I'd like to say a big thank you to all the volunteers who have helped.

As well as this, I help run the online vocational courses that we do here. We run various Courses such as COSHH, Food Safety & Hygiene, Customer Care and Health and Safety in a Social Care setting. I think the courses are very useful in helping people get back into work. We've had over 70 learners do the courses and I hope this has helped them for the future.

In all of the things I do here all the learners, volunteers and staff have been a pleasure to work with. We work on a very tight budget here, so sometimes it's been difficult to run all the courses that we'd like. However, I enjoy working at the centre. I think the best thing about

Training Link is that the management and other staff are very supportive, understanding and open to anyone who wants to learn. Also, the centre has good links with the local community. I hope to carry on working here and wish the best of luck to all learners and staff. With a bit of luck, we'll continue here for years to come!

## **Nelly Pineda**

**The Drop in Sessions**, which I run, are an opportunity for learners to use the centre facilities providing them with additional time to practice specific software such as:

- Word, Excel, Outlook and PowerPoint)
- Internet Search, email (Yahoo, Gmail, Hotmail)
- Online courses: Food Hygiene, Customer Care and Health and Safety
- Learners can also work on your own laptop, or phone as Wi-Fi is provided.
- There will be opportunity for a one-to-one, personalised, hands on teaching how to be safe when searching or buying online.
- Follow English courses, tests and games in English grammar.

One of the preparations I have to do for this is to search for PowerPoint presentations or "YouTube" clips on funny or interesting subjects such as travelling, pets, cooking etc. Although very enjoyable, it takes me considerable time finding and sorting them out sending the messages according to the learner's liking. Sometimes I find that I need to translate either from Spanish or French into English. This method has been very successful with older learners introducing them to use an Email. They soon learn how to open their account, sometimes it takes a couple of tries but eventually they remember their password and how to retrieve it if they forget it. They also "master" to open, reply and forward messages, downloading and save attachments too. Learners recognize the importance of "Signing Out" safely in the centre or in a public place. Some learners hardly need my help by now, which allows me to spent more time, one to one, with new learners or those who need help with more advanced features.

Learners are encouraged to drop in any time to learn more about our courses on offer and how to apply. We also promote other courses and events going on in Camden.

I also run Job Search / using the internet to find work sessions on Friday mornings. The number of learners who came was not as many as we hoped, and we are planning to do more recruitment work in the autumn.

## **Nana Amma**

I enjoy volunteering at Training Link. I find it warm and friendly. The learners are encouraged to study hard. I like doing Maths and am now doing Level 1.

In my volunteering, I do the bookkeeping for the financial records, keep the learner database up to date, do the filing, shredding old records, photocopying and collating the MC papers, and help on open days doing meeting and greeting as people arrive. I also do the summaries of the Open day surveys. I also help collating the leaflets for distribution for the Open days, and take some to the job centre. We get quite a lot of learners from the job centre, so I make sur they always have leaflets.

I come to Training Link every week. I first came here in 2002, when I was on a placement from Direct Computer Training. I was doing a business admin course. I did a six month placement and then volunteered for a year. Then I got a job and moved house, but when the job finished, I came back to Training Link. I got a part-time job, so Louisa had asked me to come two days a week. I came back in 2009, and started volunteering again in 2014. I have done several courses at Training Link, and like doing things here. It is really good.

## **Sofia Fiallega**

Things don't always work out as we expect them to and that is how I would describe my volunteering experience at Training Link.

I was invited to volunteer after having been a learner there myself. Back then I was looking for ways to improve my understanding of the different accents that I was exposed to in London on a daily basis and feel more integrated to the community. I had experienced firsthand the commitment of the volunteers that helped me so I was excited to give something back.

I enjoyed being part of this great 'small' Charity. People know that Peter, Chris, Nelly and the team are there to support them. That is how I heard from them, through word of mouth. This closeness is a value that is hardly achievable by organisations that have grown beyond their capability to remain close to the people they serve.

Apart from the regular administrative tasks I was required to do – most of them simple such as sending e-mails or making follow-up calls to learners and volunteers – I met people whose challenges seemed different on the surface, but in essence were the same. We wanted to integrate into the local community by way of being useful. I felt I belonged to this shared struggle. When the first condition to belong is to be part of the conversation, Training Link can be the place to take that first step in the project of a better life for the learners who attend.

And with that new feeling of belonging I walked the streets of London every week after I finished my volunteering hours for the day.

So sometimes things don't work out the way we want and this time they turned out far better than I thought. I thought I could give something back, but I was changed by the experience. I am really thankful to have found a place that makes that possible today.

## **Camden Adult Community Learning**

All the courses were taught by Tracey Hamilton. There are three classes each term on Wednesdays, one at 10am, one at 1pm and one at 4pm. What courses to run is discussed with Training Link, because we can provide input on what learners are interested in. There are some subjects which have an Introduction class one term followed by a Next Steps class the next term, in the same time slot. This helps learners continue to progress in their studies.

We had 46 learners with 74 enrolments over the period April 2018 to March 2019. Attendances were consistently high, and met Camden ACL's retention target of 93 per cent. A substantial majority of the learners were women and were from BAMER backgrounds.

Overall, 194 teaching hours were delivered. Millie Christian volunteered as a learning assistant to help with the classes.

Training Link has a longstanding partnership with Camden Adult Community Learning, and we look forward to continuing this in the future.

## **Learners' Feedback**

### **Tracy**

"I like that Training Link is a very quiet environment, better than the library, as this is essential for me for working on courses. I think that the building is not imposing and not too large. I also like that I can make a cup of tea. I find that comforting; it is not a corporate environment.

I find the place very welcoming and calm, different and distinct from large, imposing libraries. The staff are lovely, and very helpful. I go to places where they raise an eyebrow if you don't know how to do something, which can be intimidating, people who 'expect you to know'. At Training Link I feel that I can say that 'I can't do that' and the staff will not be patronising to me. That helps make me more confident."

Tracy has done several online courses with Training Link, and we have also supported her in

vocational courses she has been doing.

### **Adult Literacy Project feedback**

"It has been very helpful with writing, speaking and listening; last class was around Taiwanese food". Jane.

"He (my teacher) is a good man, has helped me with writing, even if he is not a proper teacher he has been very helpful." Khalif.

"It has been very good because I want to go back to get a job, and I am re-learning stuff that I had forgotten." Florence.

"I have been very focused on grammar because I am interested in getting a Level 2 and my writing is improving, specially the use of tenses." Malika.

Noura said that she is new to the program, only two weeks in, but so far it has already helped her with her reading.

Margaret is a new learner, only two weeks in the project. She considers that everything is going well so far.

## **Learner demographics**

The figures below cover the 2018–19 year, but do not include the learners who only attend a Camden Adult Community Learning course at Training Link. Thanks to Nana Amma for maintaining our database and records.

### **Age**

17 to 24	3%
25 to 49	63%
50 to 60	22%
over 60	11%

85% of our learners are in the 25 to 60 age range.

### **English as first language**

Yes	35%
No	65%

### **Gender**

Female	81%
Male	19%

Over threequarters of our learners are female.

### **Disability**

Yes	10%
No	90%

### **First Language**

We identified 15 different first languages spoken by Training Link learners.

Albanian  
Amharic  
Arabic

Bengali  
 Bulgarian  
 Chinese  
 English  
 French  
 Gujarati  
 Italian  
 Russian  
 Sinhalese  
 Somali  
 Spanish  
 Tigrigna

**Qualifications Level**

A level 35%  
 Degree level 17%  
 GCSE 33%  
 No qualifications 17%

**Ethnicity**

African 18%  
 Arab 2%  
 Asian 5%  
 Bangladeshi 18%  
 Caribbean 8%  
 Chinese 3%  
 Other Asian 3%  
 Other Black 3%  
 White & Asian 2%  
 White & Black African 2%  
 White & Black Caribbean 2%  
 White British 15%  
 White Other 17%

**Employment Status**

Employed full-time 14%  
 Employed part-time 11%  
 Retired 5%  
 Not seeking work 6%  
 Unemployed 63%

**Length of unemployment**

Under 1 Year 38%  
 1 to 3 Years 18%  
 3 to 5 Years 10%  
 Over 5 Years 33%

**Locality**

56 of our learners live in the NW1 or WC1 postcode areas, which are the most local ones to Training Link.

**Borough**

Brent	3%	Islington	9%
Camden	70%	Lewisham	1%
Enfield	4%	Newham	3%
Hackney	1%	Southwark	1%
Haringey	1%	Westminster	3%

## Partnerships 2018–19

Partnerships are very important to Training Link. We work with a wide range of organisations both local and national, from very small to very large. The spirit of genuine collaboration can benefit everyone involved, and we look forward to developing more partnerships in the future.

### Local partnerships

African Health Watch  
Age UK Camden  
Alleyne Alumni UK and friends  
Arlington House (One Housing Group)  
Broadway St Mungo's  
Camden Adult Community Learning  
Change, Grow, Live (CGL)  
Fitzdale Trust  
Hopscotch Asian Women's Centre  
LAAMIGA  
London Borough of Camden (Voluntary & Community Sector)  
New Horizon Youth Centre  
Origin Housing Group  
Regent High School  
St Pancras and Somers Town Living Centre Partnership  
Sante Refugee Mental Health Access Project  
Sapphire Independent Housing (Conway House)  
Single Homeless Project  
Somers Town Community Association & Somers Town Community Centre  
Somers Town Job Hub  
Somers Town Neighbourhood Forum Business, Education, Employment & Training (BEET) Group  
South Sudan Women's Skills Development  
Surma Centre  
The Recovery College  
University College London Union – Volunteering Services Unit  
Voluntary Action Camden  
Volunteer Centre Camden  
West Euston Partnership

### National partnerships

British Library (Community Engagement Team)  
British Museum  
City Bridge Trust  
Cranfield Trust  
Groundwork  
HS2 Community & Environment Fund  
Lloyds Bank Foundation  
National Open College Network  
Small Charities Coalition  
Supporting Relationships and Families (SRF)  
St Giles Trust  
UK Online (Good Things Foundation)  
Virtual College