



End of Year Highlight Report

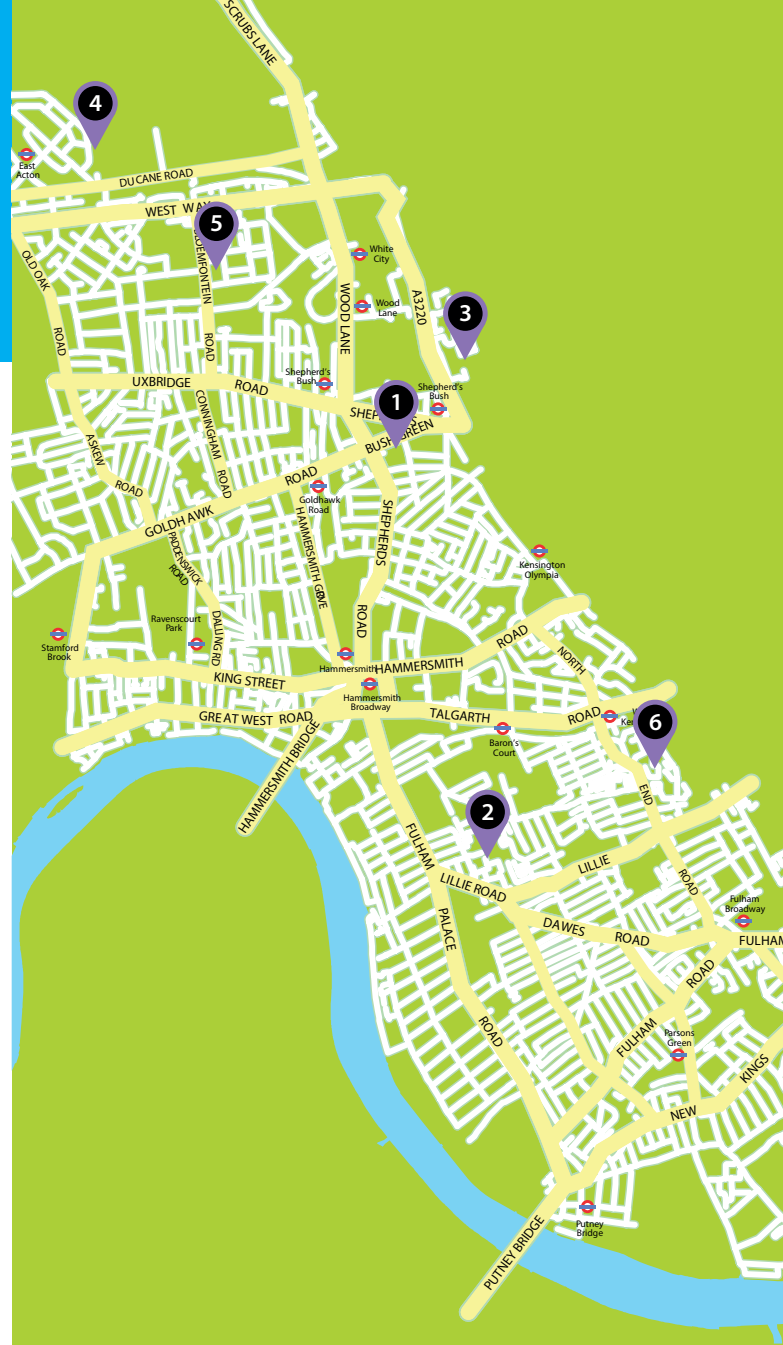
**Community Champions
in Hammersmith & Fulham**
April 2017 – March 2018

The Vision

Communities that are engaged in shaping and improving health and wellbeing with their families, friends and neighbours.

The Places

- 1 Addison**
 Hosted by Urban Partnership Group
 • Charecroft Hall, Rockley Road, W12 8PQ
 • 07921 404 873
- 2 Bayonne and Field Road**
 Hosted by Hammersmith & Fulham Volunteer Centre
 • Wentworth Court Sheltered Housing Community Hall, Laundry Road, W6 8QP
 • 020 7386 0557
- 3 Edward Woods**
 Hosted by Urban Partnership Group
 • Edward Woods Community Centre, 60-70 Norland Road, W11 4TX
 • 020 7603 2324
- 4 Old Oak**
 Hosted by Old Oak Housing Association's Community and Children's Centre and based there. Also the host for Hammersmith & Fulham Maternity Champions Manager
 • 76 Braybrook Street, East Acton W12 0AP
 • 020 8740 8008
- 5 Parkview**
 Hosted by White City Enterprise and working in Parkview Health and Wellbeing Centre and the White City and Wormholt estates
 • White City Community Centre, India Way, W12 7QT
 • 020 7743 4545
- 6 West Kensington and Gibbs Green**
 Hosted by Pinnacle PSG
 • West Kensington Tenants Hall, Dieppe Close, W14 9LW
 • 07980 680 601



Community Champions hubs in Hammersmith & Fulham

The Community Champions programme in Hammersmith & Fulham continues to perform well with all projects working at capacity in 2017-18. The year has been marked by a significant increase in food poverty work in several of our hubs, with projects reporting increased poverty in their neighbourhoods as a result of benefits changes and cost of living increases.

The year also saw the start of the new borough-wide Maternity Champions programme, building on the hugely successful three years pilot in our Old Oak project. Launching in the winter, the new programme embeds Maternity Champions and activities for new and expectant parents in all Community Champions projects across the borough.

The **Project Spotlights** and **Programme Highlight** describe just a small part of our work over the year. The **'Journeys to work'** case studies tell the stories of two Champions who have been successfully supported in to work thought their experience with the programme; while the **'Close up with'** case study tells the story of another champion. There are many more like these!



The Champions

The year has again seen some turnover of Champions with volunteers moving in to employment or training and others moving on for family, personal or housing related reasons. With continuous recruitment, especially of maternity champions, the number of champions has increased ending the year with **119** registered Community and Maternity Champions and **105 active** at any one time.

Champions give their time and energy in a variety of ways, for anything from 3-6 hours per month to 3-6 hours per week. The profile of our Champions remains consistent with previous years: 90% women; 92% from an ethnic minority background, 85% ages 25-44, 84% parents.

Training

Volunteers' professional and personal development continues to be a key component of the programme with all Champions benefiting from a comprehensive learning & development offer at both programme and project level. This includes funded and nationally accredited courses and much that is accessed locally for no or low cost from partner organisations and LBHF's training offer. This year there was a total **165 training days attended**.

Of particular note, our investment in staff completing MHFA England's MHFA Instructor training is now paying dividends in the roll-out of MHFA training to not only Champions but residents and other local professionals.

Courses in Hammersmith & Fulham have included:

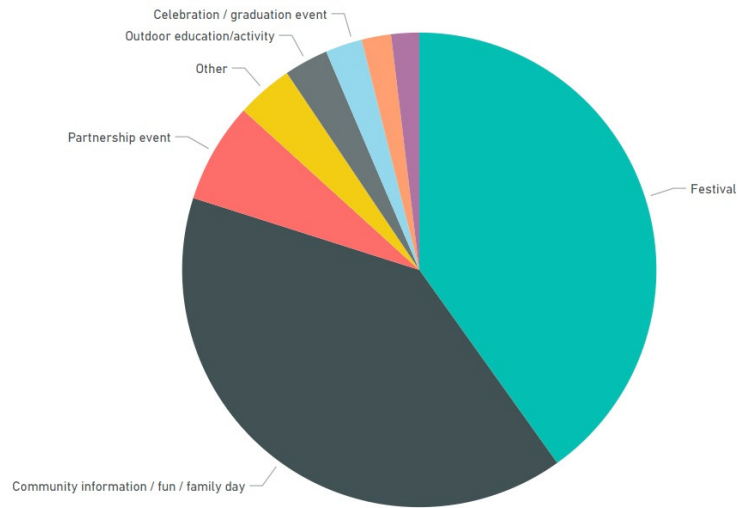
- Level 2 Understanding Health Improvement (Royal Society for Public Health)
- Level 2 Understanding Behaviour Change (Royal Society for Public Health)
- National Childbirth Trust's (NCT) Birth & Beyond Peer Supporter & Breast Feeding Peer Supporter (Level 2 Open College Network)
- Safeguarding Children Level 1 and Level 3
- Safeguarding Adults Level 1
- MHFA England's Mental Health First Aid
- Perinatal Mental Health
- Ask Me Ambassador – domestic violence
- Chair based Exercise Instructor Level 2
- Level 2 Food Hygiene
- Level 2 HSE First Aid
- Paediatric First Aid
- Making Every Contact Count (MECC)
- Smoking Cessation
- Cancer awareness
- Nutrition & oral health
- Mindfulness & wellbeing
- Walk leader
- Annual Community Champions Conference 2017: Healthy Safe Communities

Hammersmith & Fulham Champions gave 4874 volunteering hours this year!

The Events

26 large community events achieving 4985 attendances took place.

Bringing together health and social care providers with residents, the scale of events ranged from 50 to 750 people. As in previous years some were led and organised by the Community Champions, others were partnership events to which the Champions contributed. The pie chart shows the relative attendance by type of event attributable to Community Champions involvement.



SPOTLIGHT ON ADDISON:

Fifty take a coach trip to Bucklebury Farm Park

Family fun events delivered over holiday periods in Charecroft Community Hall included healthy eating and oral health sessions, physical activities such as Taekwondo and Street Dancing, and creative sessions such as puppet-making, playwriting and a theatre presentation to parents! But our day trip to Bucklebury Farm Park in October half term was a particular highpoint.

Local adults and children enjoyed a perfect blue-sky day in a green space out of London that offered recreational and educational activities in a farm setting for everyone.

One Charecroft estate resident who attended with her family commented on the importance of opportunities such as this for families on

low incomes, "I live locally and I joined the Community Champions for a trip to a working farm during the school half-term, with my husband and four children. The children were very happy and had so much fun! We shared lunch with other residents we hadn't met before. We wouldn't be able to afford such a lovely day out without the support of the project."

SPOTLIGHT ON BAYONNE & FIELD ROAD:

Yoga and Mindfulness for over 50s changes lives.

Now an established part of the weekly timetable, this £1 per head session, has become a much-valued service to older people in the area.

Regular attendee 69 year old Bernard said the classes have improved his quality of life. Previously, his stress and anxiety levels were *"through the roof"* and he was finding it increasingly difficult to manage day-to-day living. Being new to Yoga and Mindfulness, Bernard was unsure of the benefits but he soon enjoyed the company of the other attendees who all encourage each other to keep attending. 11 months in, Bernard is one of the most regular attendees and never misses a session. Bernard said, *"Yoga and Mindfulness classes have helped me so much by teaching me techniques and tools, which I use every day, to manage my stress and anxiety level. If someone had told me at 69 I would be doing these classes, I would have thought 'no way' and laughed but I'm so happy the Community Champions project introduced me to these classes, made them accessible and affordable for residents like me."*

As for Sharon, attending the classes gave her the inspiration she needed to give up smoking. She said, *"I feel so much healthier since I've been coming to yoga. It inspired me to also give up smoking. I went to my GP who gave me tablets and patches. It really helped and I've been stopped for three months now."*

Supporting the Twynholm TRA



The Bayonne & Field Road project, located next door to the Twynholm Tenants Hall, naturally planned to make good use of the hall for community events from its inception. Finding the hall under-utilised and the Twynholm Tenants and Residents Association that managed it in difficulty; the project was instrumental over 18 months in supporting the community to gain access. They were thrilled then, when a new committee, representative of the diverse local community, was elected at an AGM in January - and Natalie, one of their champions, elected Chair. Since the new committee took over, with the support of the Community Engagement Officer from the Council's Regeneration, Planning & Housing Service, the TRA has gone from strength to strength; delivering a number of community activities that have been truly fun and inclusive. These include an Easter egg hunt, half term activities such as a film club, jewellery making and table tennis as a Royal wedding celebration! Natalie said, *"I wouldn't have had the confidence to become Chair without being a champion and the support I've had since."*



Addison Champion, Emilija, finds the right job



Community champions get all the support they need to develop new skills or specialise in a particular area, including through accredited training opportunities. The project works closely with the Employment Support Services of its host organisation, Urban Partnership Group. As a result, three champions have successfully moved into employment over the year. The experience gained by becoming a volunteer and engaging with the wider community was key to boosting their confidence and knowledge to secure employment in a community centre, social care setting and local retail company.

Emilija described her journey back into employment: *"I always had a plan to follow my dreams and I was always very successful in what I was doing, but circumstances can change suddenly and you find yourself stuck in a strange situation that you never imagined. You feel you can't move on, you don't want to step back, you don't see the light in the end of tunnel... and you feel trapped in that situation. The worst thing is that time is flowing, you get older, angrier, and you think you will live in the shadows for the rest of your life."*

But then, suddenly you are brought up from the bottom and shown that there is something for you which you missed all these years living in London. Something that can make you stronger than you think you are, something that will warm your heart again. That happened to me when I joined the Addison Community Champions team. They understood my needs and through different activities I became involved in community life. I started volunteering, I met amazing people with the same problems as mine, I made new friends, and I also regularly attended training sessions to improve my confidence and knowledge. After nearly one year, I found the job that is perfectly suitable to my personal circumstances and my family is very proud of me. I can't say enough thanks for the support and love that I received during all this time."

JOURNEYS TO WORK:

What the Tech!: A partnership with students and staff from Imperial College Business School.



A weekly drop in session for older and vulnerable residents needing help and support with their technical devices. Student volunteers provide 1-1 advice, helping to demystify laptops, tablets, mobiles and showing participants how to Skype or send photographs to friends and family – a joyful session!

A fine example of intergenerational work, the What the Tech! drop in is held in the cafe area of Edward Woods Community Centre. This area holds five computers for local residents - part of the Borough's Digital Inclusion initiative. Project manager, Helen, writes, *"It is an uplifting programme – the interaction between students and residents is very special."*

Two participants said, *"Thank you for all your splendid organisation for the 'What The Tech!'. We all love it!"; "The one to one computer course is wonderful We wouldn't be able to afford these kinds of lessons".*

For a delightful testimonial on the value of this session follow the link:

<https://imperialcollegelondon.box.com/s/xi711lyyvqctyfysw331dh1ea40m1y6q>

Community Kitchen in Shepherds Bush.



The Community Kitchen was started in November in partnership with Hammersmith & Fulham Food Bank. Highly nutritious two or three course meals are prepared once a week by qualified staff and champions with food hygiene training. Fresh food, and often longer life food and other goods, are sourced from donations via local supermarkets and City Harvest food distribution social enterprise. Beneficiaries are referred from St Mungo's and the food bank, though anyone turning up for the first time is fed.

Helen writes, *"There are so many more homeless people on the streets in Shepherds Bush - one of our Champions and one of our residents regularly cook food for them. Universal credit has had a devastating effect on some of the families who struggle to find the money for decent food. The kitchen provides good hot food once a week for those in need. City Harvest delivers food which forms the basis for the weekly menu and also to make regular contributions to individuals and the food bank"*

Two of the beneficiaries of the Kitchen said, *"It has been an absolute godsend since my benefit was cut. Everyone is so friendly and helpful. A highlight of my week", "I would be more depressed and would feel isolated and alone – going back to how I was before I came to the Community Kitchen."*



SPOTLIGHT ON PARKVIEW:

Addressing food poverty in White City.

Parkview's weekly food distribution project has reached a critical mass. The project now works with both Felix and City Harvest food distribution social enterprises. Demand has increased and the initiative has been relocated from White City Community Centre to St. Michael's and St. George's Church Hall. Every Monday food is delivered for distribution to local residents. Around 50 people each week receive food parcels with 20-25 of these being delivered directly to vulnerable, elderly and housebound residents.

Champion Terri said, *"It has been very interesting working as part of the food project as I see how this is helping the local community. I see the people's smiles when they got some food to take home, which is amazing."*

Resident, Laura said, *"I come quite often. Sometimes I have to rely on the free food as the money is very tight. The staff are very helpful and friendly, the food is good, this work they do is amazing. The project helps me a lot and I like the fact that you don't need a referral and you can just turn up."*

The service was externally recognised as an exemplar of good practice last year. Project manager, Sharon writes, *"This service was chosen by the Felix Project to feature in their Evening Standard Charity Christmas Appeal. On 30th November 2017, cricket players based at Lord's alongside former England captain Mike Gatting visited us at White City Community Centre to learn more about the work we do addressing food poverty in partnership with The Felix Project."*



Black History Month celebrates black inventors.

Parkview marked October's Black History Month in October by hosting a community event at White City Community Centre. On the day, staff and champions dressed up in traditional African clothes, as an Egyptian goddess, Malcolm X and an abolitionist, with the aim of educating participants on the various aspects of black history, which the outfits represented. Project manager Sharon wrote, *"We featured a poster gallery of 21 black inventors and screened a documentary highlighting black gods in Ancient Egypt. We also invited local partners to host stalls as well as local entrepreneurs who displayed art, jewellery and natural*

health products. There was a huge variety of Caribbean and African finger food available for people to try. The event was well-attended by the culturally diverse community and we received invaluable praise from those attending."

Local resident, Dee said, *"This was the first Black History event we have had in White City. It was really good and I learnt so much."* Local mum, Rose said, *"Could you make a booklet out of the black inventors' posters you have. I would really like one for my children. Great idea!"*



Close up with Old Oak Maternity Champion, Carly



My journey within the Maternity Champions started at pre-natal yoga 'aka' the birth preparation and relaxation class at Old Oak. I loved this class and loved that it gave me a set time every week to just focus on myself and my baby. I made a very good connection with Mary the teacher, and she was so helpful just to talk to.

Whilst my daughter was 4 weeks old my own mother passed away. This was obviously a very traumatic time for me, however I feel that I got so much support from the maternity champions at the time. I was already taking part in the "Enjoy Your Baby" classes at this time and also the trainers from Back on Track, who I wouldn't have known anything about had it not have been for the Maternity Champion's scheme at Old Oak, they helped me to deal with this loss.

I am quite an outgoing and chatty person who has lived opposite the Community Centre for all of my life. I had no idea of all these services available to me, and I live within such close proximity to them. So imagine how hard it could be for other mums, who are struggling at home, who may not be able to leave the house and who have not got the confidence to ask for help. I since became a Maternity Champion myself. I want to help as many new and expectant parents as I can. During the last 10 months I have met so many mums who could go for days without leaving the house and even longer without having a conversation with another adult. This is where I want to be able to help. I want to be accessible for them to be able to ask me questions and then for me to assist them or signpost them to the correct services. Maternity leave and pregnancy in general can be a very scary time for a woman and this makes it very easy for them to lose their confidence very quickly. They may have no family or friends around them that have children. They may be an older or younger mum, whose friends have children, but they are all completely different ages so they feel like they will not understand what they are going through.

Since joining the Maternity Champions I have set up my own session called "Carly's coffee morning". This is a casual and fun session to encourage mums and dads to come along with their babies to chat and socialise with parents from their own community. I have also enrolled in university to complete my first ever degree to become an NCT antenatal teacher.

The Maternity Champions scheme has really helped me on both sides of the scheme. From receiving the information and being signposted to the "Enjoy Your Baby classes". To giving me the confidence to enrol in university. It is such a great scheme that is run in an organised and systematic but fun way."

CLOSE UP:



Parkview Maternity Champion, Roxanne



My name is Roxanne and I have been a Maternity Champion for the last 12 months. My background is in oral health I had my daughter about 4 years ago. For a couple of years I didn't go back to work. About two years ago I moved to Hammersmith and Fulham and then a very close friend of mine, Eva, told me she was a Maternity Champion. It sounded like it was something I would love to do so Eva introduced me to the Maternity Champions and to Carmella the Manager. After a six weeks induction and support from the other Maternity Champions I became a Maternity Champion. Since then I've gone from strength to strength. I really enjoy signposting about activities and pre & post-natal services in Hammersmith & Fulham at the weekly signposting sessions at Parkview Health & Well-being Centre.

I had been trying to find a part-time job for quite a while and one that would fit into my lifestyle as a mum with a small child and found it really difficult. I just didn't seem to get anywhere and one day I heard there was a vacancy at the Parkview Centre, so I applied. I was really apprehensive as I've been used to getting so many knock backs but I mentioned my background and what I have been doing as a Maternity Champion. That really helped me and I got the job and it's great because it's just a few minutes' walk from where I live and I can still do the signposting there.

One of the best things I've been able to do which is really amazing is to signpost two parents who both had a lot of health issues. I really helped them by giving them lots of information and I found it really fulfilling - it really changed their lives. Every day I volunteer as a Maternity Champion I feel I've accomplished something new - even the other day I had to go and speak to a group of people at the women's empowerment day at The Clement James Centre which is something that I would never do; but with the confidence that Carmella gave me and support from the other Maternity Champions I was able to tell my story and inspire other women to become Maternity Champions.

The Maternity Champion programme has given me the opportunity to complete an accredited training course in Birth and Beyond Peer supporter by the NCT which will help me support new mums even more and I have just started to do the Breastfeeding Peer Supporter training. I'm hoping next year to do support work at Queen Charlotte's helping new mums to breastfeed their new babies. Thank you so much for the Maternity Champions.

JOURNEYS TO WORK:

Juke Box Café rocks for over 60s.

Following consultation with older residents, Old Oak Champions started running quarterly Big Tea Events for local over 60s back in 2015. Project manager, Caroline said, *"We started these sessions to begin to address loneliness and isolation and give guests the opportunity to get to know their neighbours better and form new friendships. This is working well and many guests tell us about new friendship groups which they have made. One unexpected outcome was seeing the amount of physical activity our guests get by dancing along to the music!"*

With their enjoyment of music at the Big Tea events in mind champions came up with a new session last year, Jukebox Café. This monthly event uses a projector and laptop plus YouTube to allow residents to choose their favourite music from back in the day and re-live their youth. One champion acts as DJ whilst others take participants' music choices and dispense



tea, coffee and even have some time for health messages like winter health self care. Champions encourage residents to say why they have chosen each track and what memories each brings back for them. This is really helpful for making the group friendly and inclusive for those with early dementia.

Comments from participants are testimony to the value of this activity: *"I am enjoying life more as these Big Tea sessions help me to mingle more in the community"*, *"Your services like Jukebox Café*

and over 60s exercise have helped enormously with getting to know my neighbours. I feel that there is a close community", *"Socialising, getting exercise, spending time with my neighbours is all very good, thank you"*, *"Your sessions bring the people of the estate together"*, *"It is nice to socialise with other retired people – great friendly atmosphere"*, *"Living alone, meeting people like this is important to me. A lot of people find Jukebox Café excellent"*, *"By attending health promotion sessions I can gain knowledge on health and welfare issues"*.

Celebrating World Oral Health Day.

Dental decay is still the top cause of childhood hospital admissions for five to nine-year-olds, yet it is largely preventable. For the last four years, in addition to regular promotion work at events and in Stay & Play sessions, Old Oak has held an Annual Child Oral Health Event in March to coincide with World Oral Health Day.

Caroline writes, *"We engaged with 200 children and parents at this year's event. Paediatric doctors, nutritionists and oral health educators attended so we could give health messages from different perspectives. We get local children's interest by rewarding their engagement with oral health promotion strategies, such as the fun and effective Sugary Drinks Challenge and digital oral health quiz, by attending half hour animal education shows. This year we asked our visiting animal educator to explain to children how different animals care for their teeth to maintain the children's interest in dental care."*

Two children who attended said: *"I liked the game with guessing how much sugar was in the drinks – it was lots!"*, *"We used the giant teeth to show how we brush properly"...* and two parents: *"Thanks for showing us the Sugar Smart app which we'll find very useful"*, *"I was really surprised at what we learnt and what I didn't know about looking after teeth and so on. And the sugary drinks challenge was so shocking that my kids won't be getting the high ones [sugar content] again!"*



West Kensington & Gibbs Green families hit the beach.



Early in August, together with Bayonne & Field Road project, over 100 local residents were treated to a low cost family coach trip to Margate. This trip was important to the attendees who mostly said they would never usually get a chance to go away during the summer due to the cost. The coach trip was so well received by the community that the project will continue to host an outing of this sort every summer. Project manager Sara writes, *"The project enjoyed collaborating with the TRA on this event and it was a good way to get residents familiar with the project and what we do. It will be beneficial for us to keep working with the TRA and plan future events together."*

Resident Varshna said, *"The work you guys do in the community is amazing. I am so proud of you doing things that are affordable for people on low incomes as it can be a struggle to access such activities due to logistics and price."* Local dad Andy said, *"I haven't been able to afford a holiday with the kids in years and coach trips are usually unaffordable for all five of us to go so the trip to Bournemouth for only £5 is excellent value and we all had a fantastic time."*

Reducing isolation with West Kensington Seniors Club.



The bi weekly seniors club has been going from strength to strength since its launch in October. Seniors look forward to getting together and taking part in the various activities such as Zumba, massage oil making, cooking and movie afternoons. The group have bonded well and enjoy being with their peers and taking part in the on-site activities, but have now started discussing more ambitious plans for trips out further afield.

One participant said, *"Mary, my daughter has noticed a difference in me since I have started coming to the club. I always look forward to meeting up with the ladies and doing something fun."* Madhu commented, *"I had missed a few of the seniors club sessions because I was feeling unwell. I actually missed coming and realized how much I enjoy being with the other ladies (the staff are great too) and taking part in the different activities. Today I loved the pamper session, it was just what I needed."*

Maternity Champions arrive in Hammersmith & Fulham.



The new borough-wide Maternity Champions programme began in October hosted by Old Oak Housing/Peabody. A full time Maternity Champions manager works across the borough to support the recruitment of maternity champions and embed activities for new and expectant parents in all our Community Champions projects as well as building strategic links with maternity services, health visiting, children's services, Imperial Trust, the CCG-run early adopters group and others.

The programme aims to recruit and maintain a fully trained and supported cohort of 18-30 maternity champions. Six months in, the programme ends the year with 21 maternity champions in place across the six projects. Their role is to increase health related awareness during and after pregnancy. They help set up peer support groups, facilitate activities aimed at new & expectant parents, increase the reach and uptake of pre and post-natal services and support new parents in the community. The programme commissions the National Childbirth Trust (NCT) to deliver Birth and Beyond Community Supporter (BBCS) and, where appropriate, Breast Feeding Peer Supporter (BFPS) training; both level 2 qualifications accredited by the Open College Network (OCN).

Along with Level 3 safeguarding, these are required of all maternity champions.

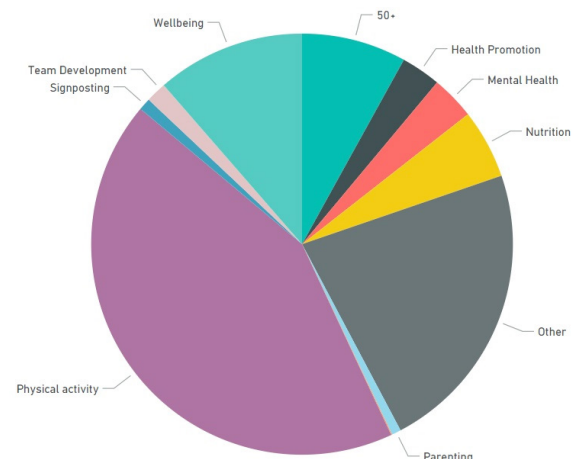
Activities in Old Oak Community Centre and Parkview Health and Wellbeing (HWB) Centre are already well established following the

success of the previous pilot. At Parkview, maternity champions continue to deliver a weekly signposting service to new and expectant parents from the Atrium at Parkview HWB Centre. The sessions, which run concurrently with the centre's baby weigh-in clinic, promote positive health messages & awareness. They are regularly attended by at least 15 parents and give those who attend the chance to socialise, make friends and gain support. At Old Oak, Birth Preparation and Relaxation classes continue weekly, while Carly's coffee morning, featured in Carly's case study, is a new monthly initiative.

MyTime Active's MEND Mum's nutrition and exercise 6 weeks programme has gone from strength to strength. At the Old Oak hub a rolling programme of courses reaches a dozen new and expectant parents each time. Maternity Champions Manager, Carmella says, "We have seen it transform the lives of the mums that attended the sessions. The courses work best when supported by the maternity champions so that parents can get time away from their babies to concentrate on the learning."

Maternity Champions from Old Oak and Parkview offer on-going breast feeding support to new mums on the Edith Dare maternity ward at Queen Charlotte's hospital. Following BFPS training, they will be joined by champions from other projects. The Maternity Champion Programme is also championing awareness in the community on perinatal mental health. The aim is to increase awareness and understanding of wellness and the stigma associated with mental health during and after pregnancy, spreading awareness within the wider community.

Expectant parents, Anne and John, said, "My husband and I are expecting our first child soon and cannot thank the maternity champions enough for the advice, information and support they have given us. We told our parents about this service and our parents wished that such a service existed in their time. I was nervous about childbirth but the champs put me at ease and made me feel that I was not alone. This service is invaluable to mums and dads alike. Well done and keep up the good work."

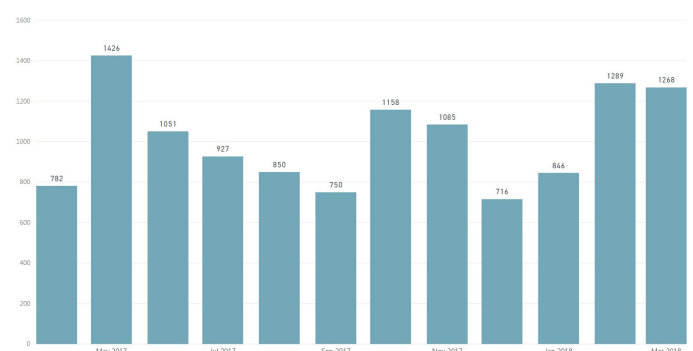


The Regular Activities

These are the weekly, monthly, quarterly or ad-hoc activity sessions, courses or workshops each project routinely plans, delivers, supports and/or promotes. 953 separate sessions took place with total attendances of adults and children amounting to 12148 – or an average 2025 attendances per project over the year.

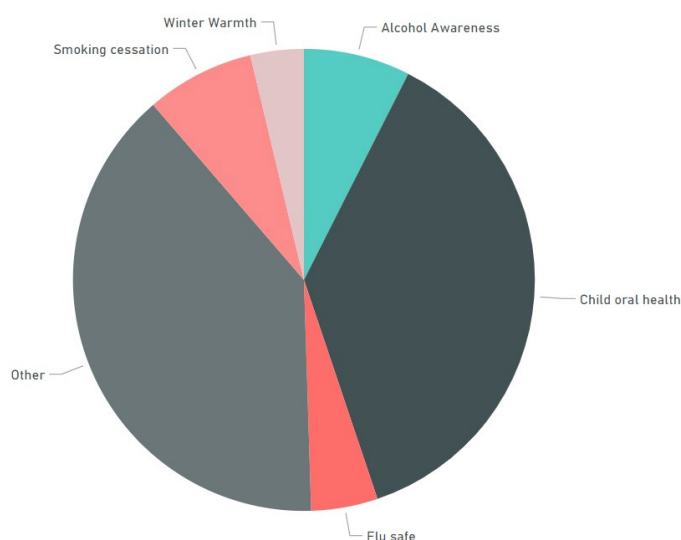
Sessions include a diverse range of activity broadly focussed on physical activity, nutrition/healthy eating, oral health, mental health and reducing social isolation; with sessions targeting all-comers or specific groups or needs such as children or older people.

The pie charts shows some of the range of activity while the graph shows the spread of attendance throughout the year.



Public Health Campaigns and Community Research

14 separate Public Health campaigns and research took place reaching 1608 residents. Training for champions always takes place at the start of any campaign. This ensures the key public health messages for each topic are understood and Champions can be confident they are offering accurate and up to date information to residents. The pie chart shows the spread of campaign by type across all projects.



CHAMPIONS SIGNPOSTING HELP:

Champions offer signposting for residents to other services. This can spill over in to much more - including interpreting, peer support and advocacy where appropriate. Old Oak's project manager talks about one example here: "Lucia, a young single mother of three children under 10 years, came into the Centre seeking housing help. She spoke almost no English – fortunately one of our Champions, Eva, who was at the Centre, shared Lucia's mother tongue of Spanish and was able to interpret. Lucia was in a privately rented property with no rental agreement and no receipts for rent paid. She had just received an eviction notice from the landlord and was very distressed. Eva escorted her to the local Citizens' Advice centre for two appointments during which she continued to interpret. Lucia gained strength and confidence from having Eva's support and moved successfully to a new property within three weeks. Her situation, which included coping with a very damp home, was upsetting for her and having an adverse effect on the health of her young children. Lucia no longer has to deal with such problems and is now happily re-settled with a legitimate rental agreement, which has also brought her peace of mind. She has since returned to the Centre to express her thanks."

Report author: Community Champions Programme Manager, Lesley Derry (Tri-Borough to March 2018)

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