

# St. Mark's Family Centre

Mitcham



Annual Report 2010—2011



## our chair of trustees report



As a local charity, we continue to achieve so much for the many people in our communities and there is no year that passes when we cannot say how busy we have been meeting a range of needs and hopes. This year is no exception, except that we have seen the demand for our services significantly increase and to meet this we continue to develop new services, which our local community tells us are important and very much needed .

But, like so many in the charity sector working for the community, funding changes have affected us. Yet our work with children and families continues to increase in demand as we tackle a range of issues related to the economic downturn. We are still providing lunch and activities for our older adults and support for adults in our mental health drop-in (Thursday Club) and both Silver Surfer Groups have ongoing waiting lists, such is their popularity. Despite these changes, the Centre continues to thrive because of the skill, experience and commitment of all the staff and volunteers. We owe them a debt of gratitude for their hard work and professionalism - the depth and breadth of the Centre's reputation is down to them.

Some years ago in an earlier report I quoted Shakespeare out of context, "We know what we are, but know not what we may be." The joy of an annual review is not just about looking back over the past year but also about looking forward and anticipating the new challenges that lie ahead. This is still true but what I see for the forthcoming future is austerity and the social problems it causes communities. Problems, which we were set up to resolve when we began our work over 20 years ago. Many of those who started the Family Centre were part of an earlier organisation called Job Concern, training people in employability skills. Today with our partners, we still provide many courses in these skills and these are growing in need.

To deal with the challenges we are faced with now and in the future will depend on our many partners, both in the statutory sector, such as the London Borough of Merton or Carers Support Merton in the voluntary sector, to name two examples. This partnership ensures a better chance of more sustainable, efficient and effective services, and are what our funders expect to see. It also provides our funders with confidence that we are achieving improvements in communities. Some of our funders are of many years standing, others are more recent but we continue to nurture our relationships with them ensuring our work stays relevant in serving the needs of our local community. We continue to welcome the opportunity to develop these relationships and to demonstrate the impact that their funding commitment is making in families' lives.

The Chair's report is a welcome opportunity to make some public tributes to people who have contributed to St. Mark's Family Centre this year. This is particularly true of my fellow Trustees whose generosity with their time and expertise has been invaluable. We welcomed new Trustees at the beginning of 2011 and said goodbye to some long serving ones such as Neil Malcolm, Hamish Duncan and Cllr. Geraldine Stanford. In particular, I'm grateful to Bryan Wagner, who continues to be our long serving Treasurer, for ensuring the rigorous standards of public trust in our finances are adhered to. I'd like to pay my personal tribute to all the Trustees and thank them for their support and achievements over the past year.

**Sue Simmonds**

# contents

Chair of Trustees Report	Page 3
Index	Page 4
Programme of Activities	Page 5
Aims & Objectives	Page 6
Board of Trustees & Staff	Page 6
Our Centre Users Say	Page 7
Who Uses the Centre	Page 8
<b><i>Reports:</i></b>	
Director	Page 9
Children & Families	Page 10
Mental Health	Page 12
Behind the Scenes: Administration	Page 13
Older Adults	Page 13
Community Learning & Advice	Page 14
Financial Information	Page 15
Volunteers	Page 16
Acknowledgements & Funders	Page 17
Our Centre's Ethos	Page 18

## programme of main services & activities

<b>Day</b>	<b>Service</b>	<b>Room</b>	<b>Time</b>
<b>Monday</b>	Personal Independence (DV Support)	Training Suite Office	9.30-3.00
	<b>Customer Service Level</b>	Training Suite	9:30-12:30
	Parent, Toddler & Carer Group (with lunch)	Hall	10:00-12:00
	ESOL Group & Crèche	Training Suite	12.45-2.45
	Zumba Dancing Class followed by Circuit Training	Hall	6.30-8:30
<b>Tuesday</b>	Personal Independence (DV Support)	Training Suite Office	9.30-3.00
	CAB or Legal Advice	One to One Room	9:00-12:30
	Family Numeracy/Literacy & Crèche	Training Suite	9:30-11:30
	Older Persons Lunch Club	Hall	11:30-2:00
	Next Moves & Crèche	Training Suite	12.45-2.45
<b>Wednesday</b>	Parent, Toddler & Carer Group (with lunch)	Hall	10:00-12:00
	Careers Advice	One to One Room	9:30-12:30
	Parent's Support Group & Crèche	Training Suite	9:45-11:15
	Lunch Drop-in	Children's Room	11:30-1:00
	Silver Surfers	Training Suite	12:00-2:00
<b>Thursday</b>	Parent's Support Group & Crèche	Children's Room	1:00-2:30
	Model Railway Club	Hall	7:00-10:00
	Personal Independence (DV Support)	Training Suite Office	9.30-3.00
	Family IT & Crèche	Training Suite	9:30-11:30
	Older Persons Lunch Club	Hall	11:30-2:00
<b>Friday</b>	Thursday Club Mental Health Chit Chat	Hall	2:00-4:30
	Weight 2 Go & Creche	Training Suite	10.00-11.30
	Lighthouse Church	Hall and Children's Room	7:00-10:00
	Business Administration Level 2	Training Suite	10.00-3.00
	Older Persons Lunch Club	Hall	11.30-2.00
<b>Saturday</b>	Silver Surfers	Training Suite	3.00-5.00
	Lighthouse Church Midnight Prayer Service	Hall	11.00-5.00
	Global Salvation Ministry Church	Hall	6.30-9.30
	Children's Dance Group	Hall	9:00-12:00
	Lighthouse Church & Global Salvation Ministry	Hall/Children's Room	10:00-5.30

**Other Services we provide are:**

One-to-one support for parents experiencing mental health related issues. Home visits, Supported appointments, Advocacy, Excursions, Meals on Wheels Service for Age UK and Merton Mind, Contact Sessions, Venue support for local resident's associations, Holiday fun courses for children and practical adult learning programmes (Painting, Fire Marshall etc.), Big Cook Up programmes.

## aims & objectives

St. Mark's Family Centre is an independent voluntary organisation, supported by the London Borough of Merton. It is an example of social responsibility through partnership between statutory authorities, voluntary organisations, churches and local residents. It aims to provide services to benefit the residents of Mitcham and the London Borough of Merton, especially those in greatest need. (Constitution)

St Mark's Family Centre aims to build up the local community, encourage self-help, self esteem and improve the quality of life for all ages, cultures and interests. Amongst Centre Users we encourage friendship, care and support. We provide advice, support, advocacy and a range of services that meet the needs and aspirations of all within our community.

## board of trustees

**Chairperson** Sue Simmonds (Neil Malcolm stepped down October 2010)

**Secretary** Vacant

**Treasurer** Bryan Wagner

**Trustees\*** Andrew Hodge Cheryl Seabrook  
Graham Pain Georgie Tyrrell

**Co-opted** Mags Alexander Debra Cullen

## staff

**Acting Director** Ian Petherbridge

**Children & Families Project Manager** Angela Martin

**Adult Learning Coordinator** Jenny Alvarez

**Admin Worker** Jody Khan

### Cooks

Gillian Davis

Judit Badjo

### Mental Health Workers

Chris O'Neill

John Checkley

Hulya Kusella

### Caretakers

Robert Paget

Pat Boardman

### Play leaders

Jenny Alvarez

Lizzie McCarthy

### Crèche Workers:

Theresa Peterson Mary Inpanathan Javeria Qureshi Karen Jordison  
Samia Ahmed Micheala Langley Denise Nye Angie Larmond

\*Note\* Hamish Duncan, Cllr. Geraldine Stanford, Cindy Marie-Jeanne all stepped down during 2010-2011 allowing new Trustees to stand

## our centre users say

*"Coming to the Family Centre has been so great. It has brought myself and my children together. The staff have shown me how to find different ways of playing with my kids and also how to find time. They can also help you deal with stress and many other problems you may have. It has helped me so much. I can recommend it to anyone. Just try it for yourself."* **Parent & Toddler Group User**

*"Without the help and support the staff give me from time to time I would really struggle. They listen to my moans and grumbles and don't judge me. When I have a real problem they are around with practical help. There are no other clubs like Thursday Club and nearly everyone is supportive and understanding."*

**Thursday Club User**

*"This Centre is a great place when going through tough times giving me so much support, help and advice with loads of information. The mental health support has been the biggest and most helpful part for me as I have been struggling with mental health problems for a long time. They listened to me without judgement and with acceptance, supporting me at my doctor's appointments. My little ones love the centre and I love the parent and toddler group, enjoying the songs and seeing the smiles on their faces. This place has given me a sense of hope and strength"*

**Supported Parent and Parent & Toddler Group User**

*"I started doing volunteer work at St Mark's Family Centre in September 2011, my confidence was at an all time low but being here has really built that up and I feel I can do whatever I want and I can now speak to ALL people.*

*I work along side Jody Khan, St Mark's Administrator, Jody has taught me how to do all types of Administration work, from inputting data through to making appointments, I have learned so much through doing this volunteer work, it has been a great opportunity for me and I am so grateful I had the chance to do this, that hopefully it will lead me into paid work; if and when that happens I will be deeply upset to leave the Centre. Jody is a very friendly lady and she has also become a friend who I can confide in, she is the first port of call and nothing is too much trouble for her, she is happy to help anyone, even if it is not in her job description.*

*The atmosphere here is great, everyone is friendly and helpful, I have done a few courses here like Food Hygiene, Family Cooking, Career's Advice and much more, it is a great place for learning new skills and it is for all ages. I have a 19yr old daughter who has a baby, I told her about the Parent and Toddler group that is run here on Monday and Wednesday, like me she had no confidence, but since coming here I have noticed that she is happy and gaining more confidence every day.*

*The playgroup workers are fantastic and work very hard to provide lots of games and other things for the children to do, they welcome every new member with a friendly smile and make everyone feel very welcome at all times.*

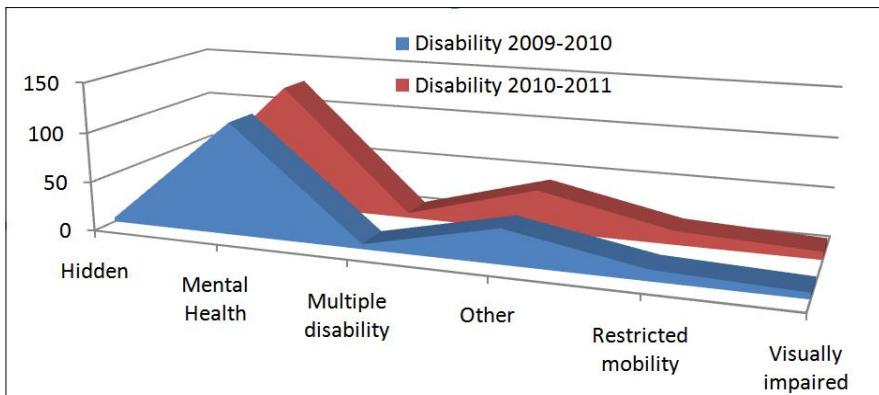
*St Mark's Family Centre has helped so many people in so many different ways, I just hope that this place gets loads of funding so they can carry on with all their hard work, a lot of people rely on this centre, me included, without a place like this I dread to think where some of us would end up."*

*Sam Jennings, Centre User and Volunteer*

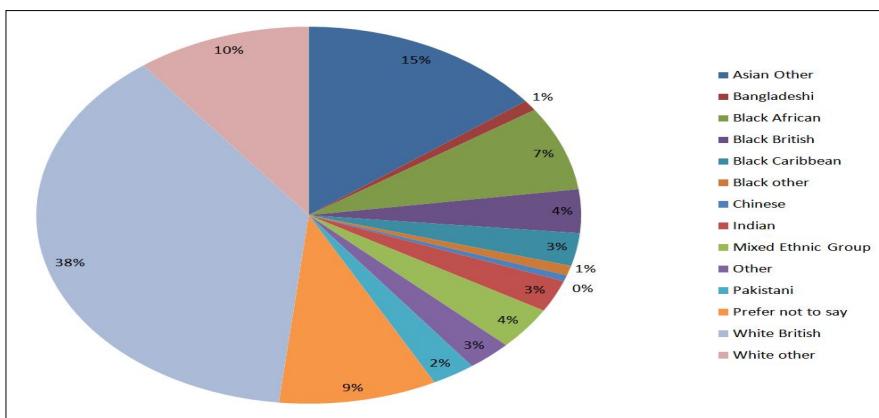
## who uses the centre

There has been an increase of over 20% of people using the Centre since last year and we see this reflected in the increased figures below as well as the increase of 15% of our clients having a disability.

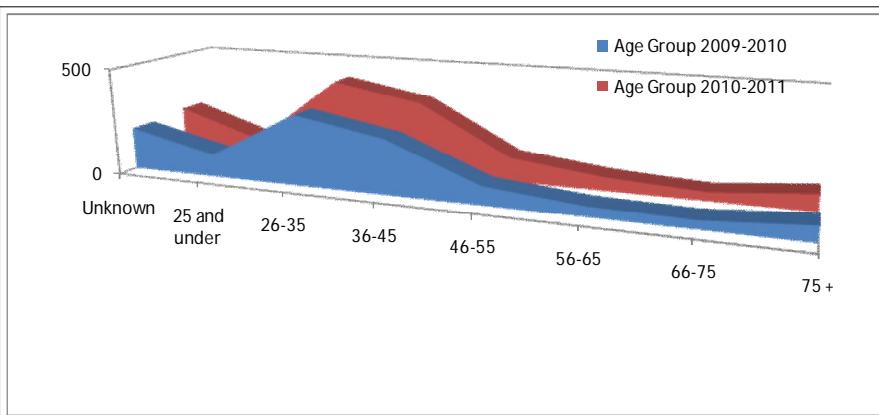
This is accounted for by a 12% increase in those suffering with mental health issues, nearly 39% with restricted mobility, 20% who are listed as other and over 33% with visual impairment.



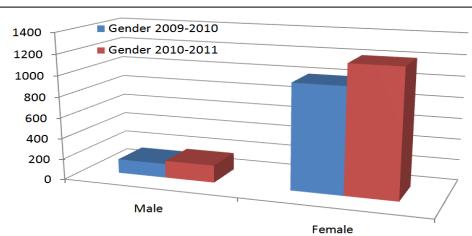
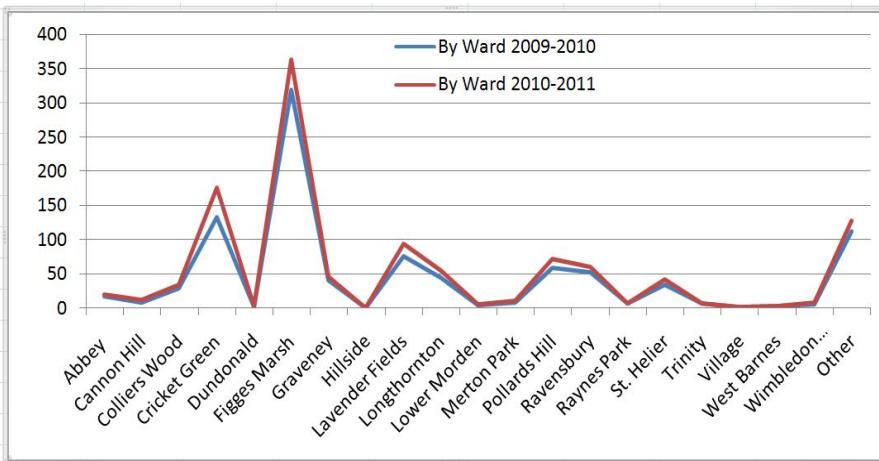
Mitcham is an ethnically diverse part of Merton and we can see by the pie chart that over half of our membership is made up of many people from a wide range of cultural backgrounds. The largest increase this year of people using the Centre has been from the Black African, Asian and Caribbean communities although other communities too. These are our official registration figures, but a lot more people use the Centre than are noted in these statistics.



The largest % age group increase this financial year has been the 56– 65's which is up by nearly 36%. All age groups are up with the exception of the 25s and under which has dropped 15%. This will be accounted for with the cessation of the Active Hour Group. However we have and continue to host some local Children's Centre activities but that data is not reflected here otherwise we would also see an increase in the age range.



A third of our service users come from our Figges Marsh ward. The biggest single increase of 100% is from Dundonald where last year we had one client and now we have two! And below we see a bigger % increase in male clients although we see over 200 new female members.



## directors report



Annual General Meetings and our Annual Report can be a little strange as we are often remembering the financial year that finished over six months or more ago. However, one of our notable changes in the financial year 2010 to 2011 was our Director, Ray Hautot leaving the Centre for pastures new. His style of management and personable qualities made an impact on all those he worked with or met and this was reflected throughout the Centre and in his relationship with colleagues. We all wish him his deserved successes in his future career.

We continue to experience a recession of unprecedented severity both economically and socially; one that is having profound negative effects on our communities in Mitcham and Merton. Changes in benefits and failing or overworked systems mean we are seeing people whose lives range between the daily struggle and 'falling apart'. Thank goodness we are still operating and running services that help to tackle these challenges. We continue to run most of our services thanks to funders, colleagues and prudent management by our Trustees. We also witnessed the coldest and snowiest winter for many years but we still carried on and some, like Blythe Malcolm in the photo below definitely enjoyed it!

We again benefitted from the kindness of others with such things as Harvest Festival food from local churches, schools and via the Wimbledon Guild. There has also been the odd donation and regular fundraising through the Wine Club that meets every few months throughout the year. Often it can be these little things that count. They make our care for people personal, such as handing out some donated new toys to families that just would not be able to afford anything over the Christmas period. I would also like to express my deep thanks to Canon Rev. Steven Coulson and St. Mark's Church for all the support and help they have given us over this year and the many previous years. We are in their debt but their kindness continues to buoy us up.

Although a challenging year we have still many, many successes and we remind ourselves that the reason the Centre was set up all those years ago was to meet the real needs of our communities. Looking at our history we can see how effective and far reaching our influence has been in many lives. And from our older adult lunch and activity club to our in-depth mental health work with parents, you will see significant positive change. This has not been achieved in isolation, but through our strong partnerships with the Local Authority, Children's Centres, Local Schools, Health Service, Voluntary Sector and others with their support, funding and commitment to our communities. I thank all our many funders, supporters and members for another successful, positive and rewarding year.



I continue to tutor a Community Development course, from whose last year's programme we have a new volunteer receptionist/administrator, Samantha. She is one of the many volunteers we see support our work through the year and I give them my thanks for their continued support and dedication. Nor would our work in the community be so successful without our dedicated staff team. I thank you all and look forward to working with you in the forthcoming year.

**Ian Petherbridge**

## children & families project manager



On 1<sup>st</sup> April 2011, I celebrated my first decade working at the Family Centre. As I reflect on this time I am aware that during the last year, the needs of our community have become more complex and the challenges much greater but we have continued to meet them to the best of our ability. Our location, close to the centre of Mitcham, our excellent relationship with St Mark's Primary school and newly opened Children's Centre, and our partnerships with other agencies, have continued to provide a constant stream of enquiries and new visitors throughout the year.

The Parent/Carer & Toddler Group has continued to thrive and as we support the children to move on to nursery, we welcome new families to take their place in the Group. Jenny and Lizzie aided by our few dedicated volunteers, have continued to provide a broad range of activities on a variety of themes for the children, whilst encouraging and supporting their parents/carers. This group is central to the many other services we provide for children and families, including Active Hour, our messy play session.

Funding from the London Borough of Merton enabled us to deliver 3 commissioned services:



**Easy Cook** During the year, five courses were successfully delivered in the Children's Centres including Lavender Children's Centre (LCC), Newminster Children's Centre, Abbey Children's Centre and the Acacia Intergenerational Centre. Unfortunately, due to other commitments, we had to say goodbye to Tracey as our Easy Cook facilitator for many years. Her place has been taken by Lisa, who has also run courses this year in Haslemere and Singlegate Primary schools, ably assisted by Tina.



**Family Workshops** Three programmes of Family Workshops were held during the year. Each programme covered a broad range of topics driven by parents' needs. As well as the ever popular 'First Aid for Babies and Children' we included some new and more innovative topics, such as 'Self Defence for Women', 'Make Money Count', 'What to do about Bullying' and 'Safe Computer Access for Children'. They are always well attended and act as an important introduction to Merton's parenting courses.



**Mental Health Support** Three more programmes of group support have been completed alongside one to one support and advocacy for parents with increasingly complex practical and emotional needs. The programme was designed to address a recognized unmet and ever increasing need and the provision of regular support has allowed many parents and families to remain stable and cope and some to successfully move on with their lives. One to one support has continued to provide new challenges including several visits to court with a number of clients for a wide variety of reasons.

## our children & families work

The Centre has also continued to run a group for parents with ongoing mental health support needs. This group continues to expand and provides a valuable lifeline to those parents with the greatest need and whose mental health would otherwise deteriorate.

In September Jenny took over the role of Adult Learning Co-ordinator and under her guidance our strong bond both with Merton Adult Education and our families has continued, with ESOL (English for speakers of other languages), 'Keeping up with the Children' literacy and numeracy and Family IT courses still firmly embedded in our core programme of activities. We have also run Food Safety and Family Cooking courses and many parents have been successful in gaining a Level 1 award. Such is the demand that we hold waiting lists for every course.

Throughout the year, we have held a number of activities organized by Merton Adult Education in partnership with the Polka theatre – Stories in Action, creative writing, minibeasts and Drums from around the World. All have been well attended by our families. Our annual trip to Brighton was a resounding success for 12 families even though the weather was not as kind as usual!



In September, St Mark's Children's Centre was opened providing a number of activities as well as pre-school places for 2 – 3 year olds.

We work closely together to provide the optimum service for families in our community and Children's Centre staff have delivered 'Rhythm, Rhyme and Storytime' and 'Manic Mondays' in the Family Centre.

Two Christmas parties were held in the Centre and over 60 excited children and their parents/carers played games and danced and sang enthusiastically to the guitar tunes of Roger and Tim, our regular Christmas entertainers, energetically supported by Jenny, Lizzie, Debbie, Gill and other staff and volunteers. The parties culminated with a visit from Santa (well – one of his helpers) laden with presents.

I continue to represent the Family Centre on the Domestic Violence Forum, Local Advisory Board Lavender and Steers Mead Children's Centres, Family Learning Task Group, Mitcham Town Centre Cluster Group, Supporting Families Panel, Parenting Practitioners Network and more recently, the Local Advisory Board St Mark's Children's Centre and LSCB Training Sub Group. I am also a Community Governor of St Mark's Primary school.

Finally, the year has seen many individual rewards and group achievements and our success creates both opportunity and challenge. As parents, children, staff and volunteers gain in experience and confidence and move on to new opportunities, we celebrate their success and welcome the challenge that brings. Next year will undoubtedly bring new opportunities and challenges for us all but I look forward to them as a measure of our success. My eternal gratitude to the playleaders, crèche workers and volunteers who make up my team and Jody for her invaluable admin support. I could never do it



Angela Martin

## a little about our mental health work



Chris

We have seen many new members over this year in Thursday Club and with this increase has been an increase in the needs of the members struggling with the effects of the economic downturn we find ourselves facing. This has meant our support work has increased with referrals to legal advice, CAB and to other organisations or for clinical support.



John

The Club still has a buoyant, upbeat, informal and supportive feel about it. New members and volunteers often refer to this as being one of the reasons they stay. John and Chris(tine), our two long time support workers are key to engaging with new members. This means they are both popular and very aware of any of our clients needs and aspirations. This trust is key to developing and maintaining a supportive relationship which underpins the ethos of the group and the Centre as a whole.

Sadly we lost two important members of Thursday Club recently with the passing of Paul Doran, who had been ill for sometime and Billy. As an ex



PE teacher Paul loved to play and coach members over our Pool Table and Table Tennis, both of which he played well. He also led the chit chat magazine group and it will be difficult to find someone with his enthusiasm, wide interests and commitment. He loved sitting in the quiet, tapping interesting items on the computer and making up puzzles. He is sorely missed.



We also lost Billy this year. Again a real character always full of fun. Billy was a favourite with all our members and despite a struggle with poor health and having to use a wheelchair he never lost his buoyant spirit and always thought of others. His funeral service was packed with many of his friends. Another sad loss for us, but we remember the fun times they gave us and how they coped so bravely in the face of long term illness.



Paul Doran who passed away this year



Billy who passed away this year

## a little about our administrator



This is my second year here and I am still thoroughly enjoying my time here. My role has become much more diverse and I find myself enjoying the challenge even more. It's been a very exciting time watching new projects come together and meeting new Centre Users. The environment can still be extremely hectic but I find now that its second nature to just go with the flow and enjoy and learn from the experience that each day brings.

I was fortunate enough to complete an NVQ 3 in Business Administration with LLC and feel confident and happy with the support that the Family Centre have given me throughout my study.

**Jody Khan**

## a little about our older adults work



What can I add to last years report on our work with older adults? Probably the fact that we are still running these groups and that they continue to be successful and valued by their members. Both our Silver Surfer Groups and lunch and activity groups provide a place where people can meet, talk, make new friends and support each other. Gill has now taken over from Debbie in the kitchen providing our lunches, which means that our members can have a proper lunch for that day without worrying about cooking for one. At the end of the year, came the ever popular Christmas

Lunch with all the trimmings, raffle and entertainment courtesy of St. Mark's Primary School Choir and St. Thomas of Canterbury with a variety of carols.

Silver Surfers continues to be over subscribed with waiting lists for both Wednesdays and Fridays. As I said last year nobody ever wants to leave and since last year, no one has. This is simply because we provide a fun learning environment where the members learn what they want, at their own pace and to their own standards. The members are also very supportive of each other, sharing skills and mistakes! Both our groups have volunteers that are also members that have gone on to learn much more. This year our senior volunteer, Michelle, whose help has been essential over the last few years, has started work and although she still makes some sessions, we thank Linda and Ann for taking over and leading the sessions when she is absent. However, we still see family links in volunteering for Silver Surfers as now Michelle's son Kieran is a signed up volunteer and her daughter Charlotte often helps out during the holidays: real intergenerational work here.



## a little about our community learning work

Even since last year we have seen the demand for training and learning in the community increase with basic skills and employment skills. Our training is now often hard to book as



time slots go quickly, many of these having a crèche alongside to enable parents/carers access to this important learning. Our partnership with Merton Adult Education continues to be a proven success and effective in delivering a range of skills and knowledge. Some examples would be our literacy & numeracy courses, ESOL (English for Speakers of Other Languages) in such huge demand, Family IT along with our programmes that include First Aid, Family Workshops, Food Safety. We have also worked with

Merton Priory Homes to deliver some DIY courses.

Community learning at the Centre works because it is locally based, usually has a crèche (a must for parents) and is delivered in a dedicated, but relaxed learning environment with excellent and engaging tutors. It is also free, another must for many of our impoverished parents, carers and other clients. Many of our learners are people we see using our other services or are known to us through our many partners, which helps us to build up their confidence about learning, overcome negative learning experiences they may have had and provide positive results and opportunities for the future. And I know this because our learners tell us.



## a little about our advice work

There has been a steady increase in the demand for our free advice services to our community. We are often booked up more than two weeks in advance but we count ourselves fortunate to have both the CAB and Raja & Co. Solicitors providing this work for us. The changes in the benefit systems, difficulties in money management, fear of dealing with problems, poor mental health, housing issues and family breakdowns are some of the factors that bring many clients to these sessions, often desperate for help.

Working with some of the most vulnerable people in Merton, from a range of cultural and ethnic backgrounds we know the value of these sessions and how it can help turn around a client's life. Much of our work with vulnerable adults and parents is often linked to this advice work as part of the process of getting back to 'normality' in life. We thank Carol Pegg Tsivanidis (CAB) and Deena Vekaria (Raja & Co. Solicitors) for the excellent work that they do here.



Another part of our advice is around careers or job training and to meet this need Martina Collett-Creedy from Merton Adult Education holds regular sessions here helping many people to explore their skills, aspirations and hopes.

# finances

**Our Incoming Resources** for the financial year ending 31st March 2011 totalled £257,615. This is down by 19% from the previous year.

This was through reductions in Grants and fundraising, not unexpected in the current economic climate and heavy cuts made on Local Authority Services.

Such services as our respected Family Workshops and Easy Cook sessions were discontinued.

Although not shown in our audited accounts, we estimate the value of **In Kind**

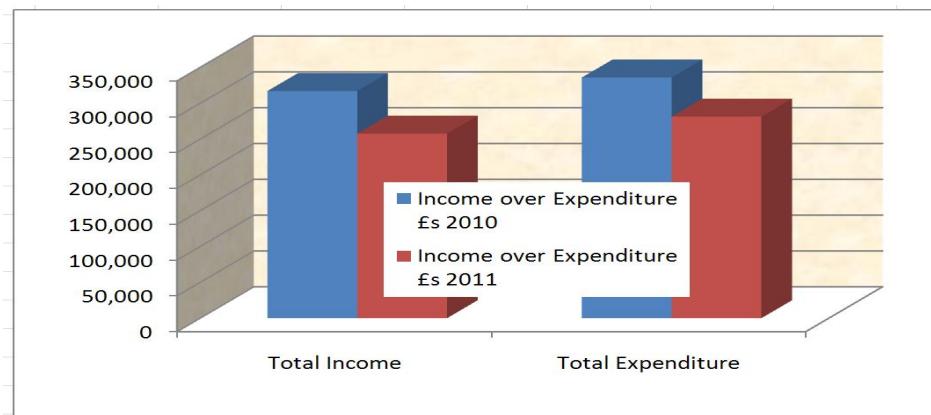
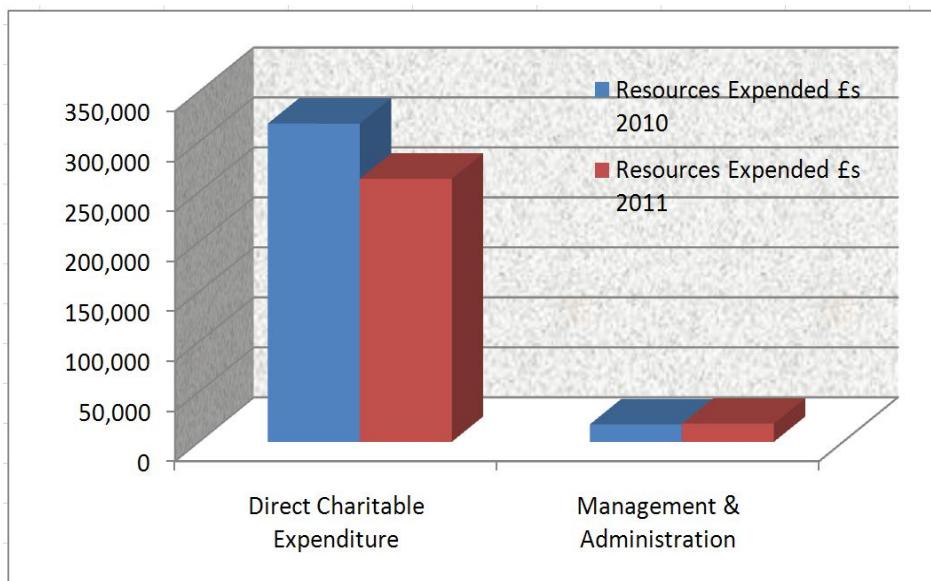
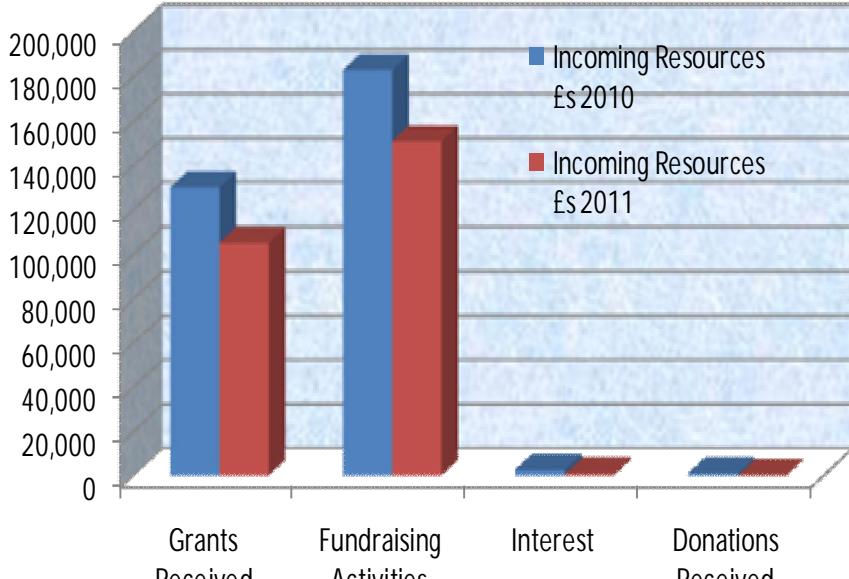
**Donations** made over the period of the financial year to be in the region of £1,000. This will be from food, toys and other equipment donated by a variety of organisations and individuals for which we are always very grateful.

**Our Expenditure** this year was down by 12.4% to £257,615 from the last financial year.

This was largely due to the reduced income and was better than hoped for given the general increase in costs.

This year our total expenditure was just over our total income by 3% which was achieved through prudent fiscal management in a difficult financial climate.

Full financial details are in our Financial Statement or will be accessible on our Website or the Charity Commissions Website from the 1st February.



# a big thanks to our volunteers

We continue to give a big thank you to all our volunteers for their dedication and hard work during the past years and especially this last financial year. As always, without them giving up their free time to help us deliver our valuable services, we would not continue to be the successful, well respected community organisation that we are recognised for. Volunteers represent the best of a community and the aspirations of a community.

Over many years we have supported volunteers to move on to do other training and work to meet their aspirations. From the manager of a mental health group to many an NVQ qualified childcare worker, we are privileged to have worked (and still work) with so many excellent and caring people.

Samia Ahmed, Jane Gilbert,  
Denise Nye, Micheala Langley  
Hannah Lee, Karen Jordison,  
Lisa Parker, Javeria Qureshi,

## Children & Families Services

Bryan Wagner,  
Dean Rouse,  
Roy Buzwell,

## Kitchen & Older Adults Services

Anita Maharaj

Michelle O'Shea, Linda Bowdery,  
Kieran O'Shea, Anne Wood

## Computer Classes & Administration

Brian Filby, Neil Malcolm

## Maintenance & Repairs



## funders, acknowledgements and partners

Our work here could not be achieved without the support of the many organisations you see below. We give them our heartfelt thanks for their belief in us and the work we do. Whether funders small or large, donors or one of our many partners, our work is successful because of each and every contribution. We take the liberty to thank them on behalf of our community and recognise here that so many lives have been changed or are changing for the better.

### FUNDERS

London Borough of Merton

Main core grant funding

Sutton and Merton Primary Care Trust  
and LBM (Adult Social Care Grant)

Thursday Club, Chit Chat

Execution Charitable Trust

Adult Learning Coordinator,  
Parent's Mental Health  
Support Group

LBM Children, Schools & Families

Parent's Mental Health Support,  
Family Workshops, Easy Cook

Mitcham Town Cluster Group

Easy Cook

Merton Adult Education

Adult Learning Programmes

### DONORS

McDonalds

Cash donation  
(Children's Xmas Parties)

Phoenix Project

Toys

St. Mark's Church

Harvest Festival

St. Mary's Merton

Harvest Festival

Wimbledon Guild

Harvest Festival & Toys

St. Thomas of Canterbury Primary School

Harvest Festival

### OUR PARTNERS

London Borough of Merton

Merton Adult Education

Citizens Advice Bureau

Raja & Co. Solicitors

Age Concern Merton (now Age UK)

Cumberl and Day Centre

Volunteer Centre Merton

The Vine Project

Sutton & Merton PCT

MVSC

Merton Mind

St. Mark's Primary School

St. Mark's Children's Centre

Carers Support Merton

Children, Schools & Families (LBM)

Local Merton Schools

Jigsaw4U, Homestart, New Horizons, South Mitcham Community Centre

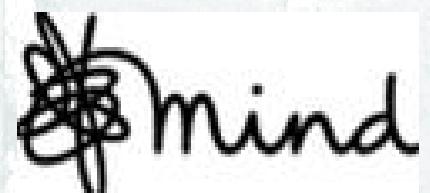
Supporting Families Panel, DV Forum,

## our ethos



- We strive to meet the needs and aspirations of our community.
- We strive to be accessible to all members of our community.
- We strive to make our resources accessible to our community.
- We strive to build up and strengthen our community.
- We strive to put our communities' needs first in all that we do.
- We strive to promote, encourage and celebrate our communities' diversity.
- We strive to support people to take control of their lives.
- We strive to inform, support and encourage and not push.
- We strive to provide a safe, caring environment for our community.
- We strive to deliver quality, relevant and effective services for our community.
- We strive to work in partnership big & small for the benefit of our community.
- We strive to be inclusive in all our work, planning and management.
- We strive to uphold these values and encourage our community's support.





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**Registered Charity No 1000148**