



TELCO IMPACT REPORT 2020-2021

Building for a generation



BUILDING FOR A GENERATION

As TELCO celebrates its 25th anniversary this year, we are faced with the global reality of the COVID-19-19 pandemic and issues racial justice which have highlighted deeply ingrained inequalities in our society. Despite these challenges, TELCO has raised £100,000 for our member institutions who have continued to fight for social justice.

It may be hard to imagine what the world will look like 12 months from now, let alone in 5 years' time, but that should not stop us from imagining what kind of world we want to build together. As the founding Chapter of Citizens UK, I'm proud that we have kept up our pioneering tradition by reimagining the work of our alliance and its impact.

Five years ago we launched the Fair Energy campaign as part of our 'disorganising and re-organising' process. Our academic partnership with Loughborough University £139,000 in partnership with Loughborough University to make the Olympic Park the first Fair Energy Neighbourhood. The Fair Energy campaign has the support of the Bishop of Stepney and Tearfund and is a growing force in tackling fuel poverty and climate change. I am also proud that the homelessness campaign pioneered by Salvation Army and Ilford Citizens has now become a national campaign, harnessing the talent and energy of leaders across the Citizens UK alliances during

the pandemic. The campaign has already won support for people with No Recourse to Public Funds (NRPF) during the pandemic. We are also proud to work with the Salvation Army and the Hill Group on a national homelessness partnership to deliver modular housing across the CUK network and beyond.

Our Women100 project has now trained hundreds of women in leadership skills, and some of the work has recently been featured on the BBC news, promoting COVID-19-19 vaccination uptake in BAME communities.

Our more established campaigns have also made major impact. Newham Citizens won two significant Living Wage campaigns - Tate and Lyle and London City Airport are Living Wage employers with Newham Council committing to do so by early 2021. Our Olympics Housing Legacy team won increase of 150 genuinely affordable homes on the Olympic Park, and the campaign for 80 more Community Land Trust homes continues.

TELCO organisers and leaders also joined up with Citizens UK teams to build relational power in our education and faith sectors, including: leading on community organising training for schools; online gatherings attended involving 110+ leaders from mosques and Muslim organisations; 150+ leaders from Catholic school, parishes and organisations; deepening our work in Anglican parishes
Emmanuel Gotora – Lead Organiser, TELCO

Your TELCO Organisers

- Newham – Alistair.Rooms@citizensuk.org
- Tower Hamlets – Phil.Warburton@citizensuk.org; Afsana.Salik@citizensuk.org (Women100)
- Redbridge – Samantha.Nakirya@citizensuk.org
- Barking and Dagenham – Frankie.Webster@citizensuk.org
- Hackney and Islington – Froi.Legaspi@citizensuk.org
- Waltham Forest – Paul.Amuzie@citizensuk.org (Schools Lead)
- Homelessness Strategy Lead – Marzena.Cichon-Balcerowicz@citizensuk.org

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TOWER HAMLETS CITIZENS

Women-100

While this has been a difficult year, we have seen a great level of support and compassion for each other. The community shown the support so many ways- by delivering food for neighbours, offering digital devices for families and leaders raised money for community. Women100 also raised £3,000 in Ramadan via interfaith iftar. The money will help women100 deliver more training and help recruit small organisations in Tower Hamlets.

Our work also received a lot of recognition through the Interfaith Community Award, and the Duke and Duchess of Cambridge visit to the East London Mosque to recognise the great leadership in the hard time.

Health Equality Action Team

Our Health Equality Action Leadership (H.E.A.L) team was created following the Public Health report on COVID-19 and its disproportional impact on BAME community, and involves faith leaders, academics and GPs whose aims are to bring BAME communities into the health conversation, connect with decision makers in local areas and prevent the community facing health related issues. Since it started the team has engaged with the council, demanding a Living Wage for employees who work in the local testing centres in Shadwell and Mile End. Tower Hamlets council has taken our issue to Ministry of Health.



The Duke and Duchess' next visit was to the East London Mosque and London Muslim Centre in Whitechapel, where volunteers have played an important role in supporting members of their community by helping to deliver warm meals, food and medication to the most vulnerable.



Shadwell Responds

Leaders from St George in the East, Darul Ummah Mosque, St Mary's Cable Street, El Community Church & St Paul's Shadwell teamed up for an hour every week to plan a response to the unfolding needs of the local area of Shadwell in the south of the borough. Shadwell Responds:

- Set up Emergency Fund to help to people in need.
- Built a website that directs people to local support
- Raised funds for digital devices for 40 devices to local families to help them study at home during lock down.
- Organised an online assembly of 100 people, attended by the Mayor and Deputy Mayor of Tower Hamlets and Shadwell's local Councillors.

Free School Meals

Our campaign 'Don't Freeze Iceland Out' won agreement from national government to include the supermarket chain in the Free School Meals Voucher scheme which enabled families in Tower Hamlets and across the UK access use food vouchers at their local Iceland stores.

HACKNEY & ISLINGTON CITIZENS

Congratulations to Hackney Citizens and Islington Citizens for merging alliances, building on their common history dating back to the days of Shoreditch Citizens in 2011.



Shoreditch 300 Challenge

Lockdown pushed life online. But not everyone was able to keep up, with families having to share a single laptop between working parents and their children at school, and people trying to keep connected on 500MB data a month.

In November 2020, we launched the Shoreditch 300 Challenge, to help 300 Hackney and Islington neighbours in need with laptops and internet. We met local tech companies in Shoreditch like Amazon (pictured above), who have agreed to contribute to a fund that will help 100 people so far. The campaign continues to help 300. Congrats to ELATT, Hackney & Stoke Newington Methodist Circuit, New Unity, Loughborough University London, St John's Hoxton and Wesley's Chapel for their work and contributions.



Policing: Black Lives Matter

As part of a London-wide team looking at issues around policing and race, we advocated on our manifesto's ideas on training and accountability as part of the Mayor of London's action plan on policing. Policy change has been adopted, including a greater role for communities in training, especially around racial bias. The campaign continues for additional powers for community-led accountability mechanisms in response to police misconduct. Congrats to City & Islington College, ELATT, New City College and St Anne's Hoxton for their efforts in this campaign.



Fair Energy campaign launches energy switch days

In February 2020, the Fair Energy Campaign ran a Switch Day with the Mayor of Hackney and Bishop of Stepney.

The campaign is now set to spread in and around the Olympic Park, through the efforts of Loughborough University London who secured £139,000 for the first Fair Energy Zone. Further congratulations go to St James, Clapton and St John's, Hoxton for leading on the pilot.

For more information contact:

froil.Legaspi@citizensuk.org

FAIR ENERGY CAMPAIGN



Join the movement to stop the exploitation of people and the planet



What is the Fair Energy Campaign

We are putting pressure on the Big Six energy companies to stop practices that exploit people and the planet. Using community organising, our strategy is two-fold:

- Switch schools, faith & community groups and their buildings to ethical Fair Energy suppliers
- Engage with energy suppliers on their practices

We define Fair Energy suppliers as those who are committed to:



No 'tease-and-squeeze' pricing



100% renewable electricity

In 2020, we have assessed Bulb, Octopus Energy and London Power as meeting this criteria.

FAIR
ENERGY
CAMPAIGN

FAIR
ENERGY
CAMPAIGN

Goals



No 'tease-and-squeeze' pricing

This is the practice of energy suppliers luring people into low energy prices for a year, only to increase it to the legal maximum tariff. This can often increase as much as 30%.



100% renewable electricity

in their fuel energy mix as reported to Ofgem

The average UK energy supplier only sources 33% of their electricity from renewable sources.

NEWHAM CITIZENS

Newham democracy and civic participation

Newham Citizens hosted the Newham Democracy Commission who heard from young people and our leaders about the ways the council can engage well with local communities. They recognized our role saying:

“Citizens who organise themselves in strong community organisations are often able to build relationships across diverse groups... In East London, perhaps the best-known example is TELCO of which Newham Citizens is a part. This kind of community organising can help redress inequalities in power and political participation.”



Policing Campaign

Newham Citizens' Youth Safety Commission contributed massively to London Citizens strategy for the next Mayor of London. Leaders from our local alliance joined leaders from across London to build pressure on politicians to improve relationships between London's diverse communities and the police. We won:

- Monitoring of School Police officers work in schools to raise standards.
- The Met Commissioner admitted that *“the force is not free of discrimination, racism or bias”*.
- The Met Police has committed to increase community input as a baseline for training given to new recruits. £1m/year will be invested by City Hall.
- An overhaul to ensure that London's diverse communities are better represented in monitoring Police conduct
- Specific London-wide accountability for Territorial Support Group Officers (Riot Police) for the first time.



Living Wage

Our alliance formed a Living Wage Action Team, who helped launch a national Living Wage for Care Workers Campaign, taking action at a local care home and on national government and key employers locally. Tate and Lyle become a Living Wage Employer after our campaign. The latest large employer to become accredited as a Living Wage employer alongside, London City Airport and West Ham and The London Stadium. We also won commitment to a February 2021 timeline for Newham Council's Living Wage accreditation

As part of the national campaign which Newham Citizens played a key role, 6000+ pay rises for care workers will be paid at least the Real Living Wage and not the government minimum.



REDBRIDGE CITIZENS

Homelessness is now a national campaign

Redbridge Citizens have built on the momentum of Malachi Place which opened in March 2020. As a result, 42 residents including 16 with No Recourse to Public Funds (NRPF) are safely housed during the pandemic. We're also on course for Malachi Place 2 in Ilford! In December leaders from Ilford Salvation Army led a moving Winter Action and artist Nana gave a personal artistic expression of experiencing homelessness during a pandemic with NRPF. This card was delivered to the home office and featured on BBC London News, taking Nana's art and message all across the Capital. The homelessness campaign created in Ilford, led by the Salvation Army, has become a national campaign with alliances in North London, Leicestershire, Birmingham, Essex, Somerset, and Manchester



Youth Safety and Hate Crime



Young people have continued to stand forward in creating the world as it should be. Students from Palmer Academy ran a school wide listening campaign and met with the Borough Commander and other neighbouring schools. Cllr Jas has agreed to work with us to share and implement our listening with more schools and host a meeting with the police. We also welcomed Caterham High School into membership who will add to our youth leadership development and social action.

CLT homes win planning permission

[Ilford Recorder > News >](#)

Redbridge & Ilford Citizens alliance delighted by affordable housing allocation in Hyleford School site development

Cash Boyle



Published: 5:00 PM December 22, 2020 Updated: 5:59 PM December 22, 2020



The Redbridge & Ilford Citizens Alliance is delighted that 21 affordable CLT homes have been included in the plans to redevelop the old Hyleford School site off Loxford Lane. - Credit: Google

We are also working with Redbridge Council to develop curriculum material for Hate Crime awareness. This work is being led by Al Noor Primary School.

Working closely with London CLT, the Redbridge Citizens team has secured 21 new homes at Loxford Lane site, bringing the total of CLT homes to 31, and another site identified. These permanently affordable homes will be affordable for keyworkers like those on the frontline in the fight against COVID-19-19

WALTHAM FOREST CITIZENS

Racial Justice



During Summer of 2020, St Marys, Leyton Sixth Form College and Cornerstone Church initiated a conversation about race, inequality, institutional racism. We have had 100 leaders involved in 2 listening workshops and now 35 leaders acting together on 4 priority issue areas that we hope to feed into an Anti-Racist institution charter. The campaign also helped to recruit institutions: Holy Trinity & St Augustine Church Leytonstone, Leytonstone High school & Walthamstow school for Girls.

Climate Change

Waltham Forest Citizens members, led by St Mary's Walthamstow who have been massive influencers in this exciting campaign that is making a big push to see employers committing to environmentally friendly jobs and businesses. St Marys are leading a huge part of the London wide listening and producing a incredible number of responses for Mayoral Accountability Assembly strategy on climate change.



COVID-19 response & Community Sponsorship

Many of our institutions stepped up to provide compassion, prayer, food, PPE and other opportunities for local action.

Faizan E Islam and Leyton Sixth Form College collaborated to sponsor a Refugee family who are expected to arrive in early 2021. We are now doing a fundraiser to provide the family with a fully furnished home.

Published: 1:00 AM October 1, 2019 Updated: 9:08 AM October 13, 2020

Affordable housing campaign

This year we have been able to build a strong housing team to pursue an ambitious community land trust project on the Whipps Cross Hospital site. We are working with Create streets and have built relationships with Barts NHS Trust and Waltham Forest Council to deliver 200 CLT homes in our borough. St Barnabas with the support of Bishop Peter Hill are driving this campaign.



What Whipps Cross Hospital could look like. Picture: Barts Health NHS Trust - Credit: Archant

BARKING & DAGENHAM CITIZENS

Developing Core Teams & Migrants' Mass

Leaders at Holy Family Dagenham continued their Vision/Mission process as part of a congregational development programme funded by Porticus to build power in Catholic Church-School Hubs. Leaders also contributed to the 2020 Migrants Mass which was live-streamed from Brentwood in May. Holy Family were one of five Catholic churches across the UK to be receive additional grant funding from Porticus to develop digital capability, develop a new digital ministry and also start a church-based foodbank to support their local community



COVID-19 response: digital exclusion

Mums on a Mission have had a very busy year! They took part in our Just Transition listening campaign and have raised £9,000 for food support and digital inclusion for families. Digital inclusion has an ongoing fight for families to stay connected and to access education and financial capability workshops online. Mums on a Mission were one of two organisations award £5,000 in the inaugural Genistar Black Achievers Award to support Black organisations in light of Black Lives Matter. The award built on previous funding from the Isla Foundation to address the digital divide which also provided laptops and data to families at George Carey Primary School

COVID-19 response: food insecurity

Pastor Cecilia and leaders from On the Rock also provided much-needed food support for families on the Marks Gate Estate. They teamed up with St Marks Church of England leaders to deliver food parcels to families on the Marks Gate estate. On The Rock have a wonderful track record of building relationships and strengthening community ties through an annual Unity in the Community Christmas Dinner and Summer Fair.

Pastor Cecilia also co-chaired joined the Black Clergy Caucus which is seeking to increase Black leadership representation as well as increase the number of Black leaders trained in Citizens UK.



ORGANISING FOR CHURCH GROWTH

TELCO and the Centre for Theology and Community are working together on an exciting three-year project which grew out of our learning community on Congregational Development through Community Organising - and has been made possible through the support of the Bishop of Barking, Peter Hill, and the past and present Bishops of Stepney, Adrian Newman and Joanne Grenfell.

Building on the evidence of growth in size, depth and social impact of churches which have engaged in deep, patient organising, the Church of England is funding organiser time in two "Hub Churches" (St John's Hoxton and St Mary's Walthamstow) and six "Partner Churches" (the first two of which are Holy Trinity Leyton and St Andrew's Stamford Hill)

At the two Hub Churches, 2020 saw a process of one-to-ones to develop three teams - one on deepening discipleship, one on taking new action, and one on church growth. In all, around 50 church members are involved in the three teams. New actions have emerged on digital inclusion and racial justice, and existing campaigns on Fair Energy and Just Transition have been developed and strengthened.

The two Partner Churches are much smaller congregations, and are new to organising. Having joined the project in October 2020, they have made great strides during these challenging times.

- At **St Andrew's Stamford Hill**, Keisha Nembhard has taken a lead organising people on her council estate around the way a new COVID-19 testing centre was installed. Residents accept a new centre is needed in the neighbourhood, but feel, with good reason, that residents of luxury flats would not have been treated in the same way! The testing centre has now been moved
- St Andrew's Vicar (Charis Enga) held a "listening campaign" to what people might contribute to the church's online offering of worship, as well as what they want and need. The first fruit of was the parish's online carol service which include testimony from a range of church members (including from Keisha). You can watch it here: <https://theology-centre.shorthandstories.com/st-andrewsn16-2020carols/index.html>
- At **Holy Trinity Leyton**, a team of six leaders have received training on one-to-one conversations and listening campaigns. Through their 121s they have identified other potential leaders to join the listening campaign - including other church members as well as residents living on the adjacent estate and nursery.
- Having developed relationships with people outside of the Church walls through the Food Share initiative which supports families facing food poverty in the neighbourhood, the lay leaders are planning an estate-wide listening campaign to reach more local residents to: (1) build a strong and diverse leadership team to take action, and (2) have more conversations with residents to explore which issues of injustice they will take action on, of those identified so far (fuel poverty, poor housing, lack of community space)
- The project has also increased the use of testimony in Sunday worship - with more people sharing stories of their faith and its impact on daily life

At all four churches, the organising work is being anchored more deeply in the congregations' life of prayer and worship, and their sense of their wider mission. With increasing engagement with Pentecostal churches in CTC and TELCO, and with Pope Francis' call for churches to "open their doors" and work with "self-organised citizens" for social justice, we are hoping to develop similar projects in the other denominations where we have worked together on Congregational Development.

Angus Ritchie – Director,



THE CENTRE FOR
**THEOLOGY
& COMMUNITY**

We are delighted to share with you our newly launched website and leaders area, along with instructions on how to login. Over the coming months, we'll add new resources, guides and advice from expert leaders and organisers to help you develop your Community Organising practice and strengthen your institution. If you've signed up to receive regular updates from Citizens UK, you can log into the new members area here: <https://www.citizensuk.org/join/leaders-area/>

- To receive regular updates including training - sign up here: <https://actionnetwork.org/forms/get-members-area-access>
- For more information on our leadership training visit: <https://www.citizensuk.org/join/leadership-training/>

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