1. OUR SERVICES

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2. ABOUT US

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CONTENTS

THE YEAR IN CHANGES

- 293810: Our old charity registration number
- 1127253: Our new one, since October 2008
- 6720498: Our new company registration number

LATIN AMERICAN HOUSE

- Our old logo
- Our new logo!

THE YEAR IN NUMBERS

- 1092: clients have been assisted by the Legal & Social Advice Service
- 98,34%: of which have been happy with the service provided
- 11.5%: that’s the increase over last year
- 107: learners have enrolled in our IT courses in the 08-09 academic year
- 108: learners have enrolled in our English courses in the 08-09 academic year
- 17: children are being take care of in our Nursery
- 2643: sessions have been logged in in our Computer Room
- 96,69%: of these sessions have been started by a happy user!
- 15: films have been presented in the CineClub
- 1983: Year Latin American House was born!
- 25: Our age!
- 74%: of our users have been referred to us by friends
- 57,57%: of our users have been Latin Americans

(That’s because they are still not recognized as an ethnic minority, so stats can only count them as “others”...)
Chair’s Statement

This year has been a year of achievements and important challenges for the Latin American House.

The main achievements have been, on the one hand, the completion of a long process to become an Incorporated Company and, on the other, the updating of our long term strategy in tune with the economic recession the country is living in.

To be an Incorporated Company will bring us more flexibility and chances to work in a more creative way answering and satisfying the increasing community demands, imposed upon us due to the general economic situation.

As a result of our strategic plan we have been fine tuning and aligning all our projects accordingly: LESAS, the Learning Centre, the Nursery, the Community Centre and the Cultural Project will have their own business and development plans. As a result of this exercise, the organization will be more robust to capture funds from funding bodies and will become more sustainable.

Besides, important as an action has been the relevant training programme we have completed and that will result in a more professional work that will strength our performing capacity.

Challenges are quite significant. The economic crisis we are living in has meant that important organizations of the Latin American community have had to close services or diminish their activities dramatically. As a result of this situation, we at Latin American House have had a bigger demand on our services and we need more resources to respond to that expanded demand urgently.

At a political level, for the same reason, we need to adopt a more active role concerning the community leadership, given the fact that we, so far, have managed to sort out the difficult period that ethnic minorities and our community are facing at present. This fact imposes on us a more central role and the organisation has to be prepared for this.

I am convinced that all these challenges will be face successfully as in the past thanks to our stakeholders, funding bodies and community support.

The remarkable work of the Management Committee, the Staff and Volunteers guarantees a promising future for our organization and the community.

Miguel Mercado
Chairman

General Coordinator’s Statement

Once again it is time to express our gratitude to staff, volunteers and founders, who make it possible for the Latin American House to maintain and improve our projects, so that more people can benefit from our services and share Latin American culture. We have obtained funding from London Councils and Lloyds TSB Foundation which secure our Legal & Social Advice Service for a few more years, and we continue to search for ways to go further. Thanks to Camden UKOnline the found floor of our building is going to be wheelchair accessible, meaning that we can deliver all our services to people with disabilities.

We are all going through difficult times due to the recession and we hope to be able to assist people in need during hard times.

Txus Santacara
General Coordinator

About Latin American House

AIM
To promote the benefit of all Latin American people, principally, but not exclusively, living or working in the United Kingdom, particularly the Greater London area, in an effort to advance education and to provide facilities in the interest of social welfare for recreation and leisure time occupation, with the object of improving the conditions of life of such persons.

TARGET GROUPS
• Latin Americans and their families living in London.
• Spanish- and Portuguese-speaking communities.
• Local communities and other ethnic groups, including the ones hosted at Latin American House Community Centre.
• The general public, to develop a better understanding of Latin American people and culture.

OBJECTIVES
• To provide facilities in the interests of social welfare, for recreation and leisure;
• to facilitate the inclusion and participation of Latin American people in the UK and London by linking them and carrying out community activities;
• to stimulate and promote education, knowledge and understanding of Latin America in the United Kingdom;
• to develop a link of cooperation between Latin American community and British community groups, in order to promote integration and to encourage greater understanding and cooperation between the different communities.
This year has been an extremely busy time for Menchú Nursery as the number of registered children increased considerably. Menchú Nursery has been offering high quality bilingual childcare in a homely atmosphere since 1992. We offer a safe, loving and stimulating environment for all the children we care for, in a climate of openness and inclusiveness. Children enjoy a variety of activities including art, music, storytelling, as well as messy play, small world, etc.

The staff worked all year in establishing a good working relationship between themselves, the children and their parents. We know it is only through the efforts and dedication of our staff that we can provide excellent childcare in our Nursery. Therefore we value highly our staff views and offer them extensive learning with the help of Camden Early Years Training and quality Team.

We work in a spirit of partnership co-operation and collaboration with all the parents and organisations whose work influences childcare. We are aware of the important role played by parents and would like to take this opportunity to thank all parents for their help and support the life of Menchú Nursery.

We provide services for the local and Latin American communities and we would also like to make a special mention all the volunteers who work with us.

Menchú Nursery has been working with the Local Authority to pilot a government initiative called ECAT, Every Child A Talker. This programme provides us with the opportunity to become involved in a national programme which focuses on a national priority: strengthening children’s early language development.

In July 2009 we organised a summer picnic for the children, teachers and parents. Queens Park is a hub of activity and this was a great way of bringing everyone together.

From September 2008 the Early Years Foundation Stage Curriculum has been statutory for all the settings. Staff at Menchú Nursery have worked very hard to ensure progression and continuity across the Foundation Stage. We also revised planning and assessment documentation to ensure it fully meets the new requirements.

Menchú Nursery has been reviewing its curricular provision, to ensure procedures are in line with the Early Years Foundation Stage guidance.
COMMUNITY LEARNING CENTRE

OVERVIEW
The ethos of our Community Learning Centre is to provide an extremely accessible and friendly atmosphere for those who are put off by diverse factors when thinking about enrolling in more formal education. These factors are usually language barriers, minimum entry knowledge, high fees, excessive commitment, impersonal atmosphere, etc. In that sense, we aim to be as open, easy to access and supportive as possible, both in our courses and drop-in computer use, as a means to try to build up the confidence of our users.

Despite our modest budget, our ratio of students per teacher is 5 on average on our IT courses, and 9 on our ESOL courses. This is achieved by putting a great effort in recruiting a team of motivated, long-term volunteers and interns; and means that our learners get a highly personalised attention, which is essential for those who are starting with computers or have difficulties with the language.

GETTING BIGGER
Last year we went ahead and demolished a wall to double the size of our teaching room, so we could fit more students in a single class. We did well, as the need for the service has grown but, again, our current capacity for 22 students has been barely enough for this year's demand. This expansion was made possible by Abbey National and UKOnline Camden, which provided us with enough capital to cover the works and the new equipment, and we inaugurated the new room on 13th June 2008. The work of the Community Learning Centre towards supporting the community was acknowledged and highly praised at this exceptional meeting.

On seeing our capacity limitations even after the expansion, UKOnline Camden again offered us the chance of refurbishing another room of our building for classes, this one fully accessible for disabled people. The works are starting in April 2009.

LITERACY AND NUMERACY
Further to our IT and English courses, the need of our target groups for certification in Literacy and Numeracy was patent. Oxford, Cambridge and RSA Examinations (OCR) was approached, and they have approved us as a testing centre for up to level 3.

THANK YOU
Special thanks must be given to the team behind UKOnline Camden for their support towards delivering our service; and to the IT tutor they provide us with, Mohamed Omar, whose contribution has been vital to the development of our Centre.

Inauguration of refurbished premises, 13th June 2008. Assistants included Nurul Islam, Mayor of Camden, Ralph Fox, Mayor of Brent, the consuls of Brazil, Guatemala, Chile and Puerto Rico, and representatives from UKOnline Camden and Abbey National.

USERS BY ETHNIC ORIGIN

- ASIAN
- PORTUGUESE
- BLACK BRITISH
- BLACK AFRICAN
- WHITE EUROPEN
- IRISH
- BRAZILIAN
- SPANISH
- BRITISH
- LATIN AMERICAN

USERS BY AGE

- >60
- 56-60
- 46-55
- 36-45
- 26-35
- 18-25

USERS BY EMPLOYMENT STATUS

- ON BENEFITS
- STUDYING
- RETIRED
- F/T EMPLOYED
- UNEMPLOYED
- P/T EMPLOYED

My name is David Walker and in 2007 I became unemployed. I spent some time not having any direction in my life. While looking for free courses and support with computer skills I noticed a Latin American House leaflet at the local library. I just turned up at the project and staff there were really helpful. They equipped me with some basic computer skills that helped me get on a full time IT Diploma course at North West London College. I passed this course and went on to do Photoshop levels 1 and 2. And eventually I became a freelance photographer. I just like to thank all the staff at Latin American House for their help when I was in need. They are a very friendly supportive group of people.

Louise Smart and Jesse Gabriel are starting with computers in our IT course.

David made a photographic project in recognition of the work of Latin American House’s volunteers. Two of these pictures are published on p. 19. His current work is online at www.walkersphotography.com
ALLENDE WEEKEND FILM FESTIVAL

1 & 2 November 2008
@ Candid Arts Trust, Islington

2008 marks the 25th birthday of Latin American House, but also the birth centenary of Salvador Allende, former Chilean Prime Minister (1970-1973) and universal symbol for democracy. Latin American House, which embraces and works towards many of Allende’s ideals on popular emancipation, democracy and solidarity, wanted to remember this key figure in the history of Latin America.

We organised a weekend of screenings with an impressive selection of films, both documentaries and features, around the personal figure of Allende and his political times. Along with the films came some of their directors, who shared their view with the audience in open debates and Q&A’s. Attendants could also enjoy a selection of Chilean posters from Allende’s period in presidency, mainly featuring students and workers themes.

The festival revealed Allende’s sad chapter of history, but at the same time the example of this great man unveiled a sense of hope and fraternity among those attending that surpassed the frontiers of distance and time.
Lupita Quevedo is a 4
Debt Advice
Croydon
Family
enabling them to benefit from their
of rights and services, confidence
entitlements and to participate
T o provide Latin American and
speaker s and other migrants,
in community life to the full.
to act independently and

OUR SERVICES

LEGAL & SOCIAL ADVICE SERVICE

OVERVIEW
This has been another busy year for the Legal and Social Advice Service (LESAS) team. The number of clients who received immigration advice increased by 14% (from 595 in the previous year to 676), and the number of clients advised in other categories of advice (predominantly housing, welfare benefits and employment) increased by 9% (from 355 to 386). We are delighted to be able to report that the team itself has also grown and included 31 volunteers this year.

REACHING OUT
This is in part due to the involvement of volunteers who use their free time to assist people outside the office. The LESAS Outreach work involves taking the advice service to those unable to access the LAH community centre, but includes as well practical and emotional support in the home or in a detention centre, and accompaniment at appointments in the home (e.g. with Social Services) or elsewhere (e.g. hospitals). The Hampstead Wells and Campden Trust funded a 6 month pilot project to assess the need for this service, which enabled us to recruit a part-time coordinator and to pay the volunteers’ travel expenses. Although the pilot project ended in May 2008, the coordinator stayed on as a volunteer until July 08, and since May 2008, the coordinator stayed on. As the volunteer until July 08, and since May 2008, the coordinator stayed on.

DEBT ADVICE
Another new service, which became available at LAH in February 2008, is the debt advice in Spanish, Portuguese, French and English. The service is delivered by a specialist of the Royal Courts of Justice (RiCJ) Advice Bureau, which is a member of the national Citizens Advice organisation, and has been maintained throughout the 2008-09 financial year.

IMMIGRATION
The evening and Saturday immigration appointments introduced in Autumn 2007 have also been continued throughout the year, and the number of boroughs that clients come from has increased to 31 of the total of 33 boroughs (see figure in next page). The Immigration advice work has brought new challenges this year, with the gradual phasing in since February 2008 of the Immigration Points Based System, which the Home Office has described as “the biggest shake-up of the immigration system in 45 years”. The Home Office also made a change in their working practice – by moving consideration of applications based on EEA law from Croydon to Liverpool – which has created a huge backlog of applications for their own staff to deal with as well as an increased workload for immigration advisors and much misery for their clients. The Home Office has found itself in breach of its obligation under EEA law to deal with applications within 6 months, and clients have waited 11 months just to receive the initial standard acknowledgement letter, and then faced a further wait for their documents to be issued. LESAS clients have been among the countless applicants whose letters to the Home Office have remained unanswered and who have faced great hardship as the delays have lengthened and they have remained without the proof of entitlement to work which they had applied for, and which an employer is legally obliged to see in order to employ them.

THANK YOU
LESAS is only able to assist the people of the great support of the Home Office have remained unanswered and who have faced great hardship as the delays have lengthened and they have remained without the proof of entitlement to work which they had applied for, and which an employer is legally obliged to see in order to employ them. Thank you for the great support that I have had from Latin American House. The volunteers that visit me took me to shop, to the dentist, to the hospital, to the hairdressers, they read my post, write my letters, help me filling in forms, and sort out my constant doubts regarding papers, bottles, colours and many other things. Generally speaking, they help me to function and lead a “normal life”; with their help i can live independently and keep in good health.

I would like to thank you for the great support that I have had from Latin American House. The volunteers that visit me took me to shop, to the dentist, to the hospital, to the hairdressers, they read my post, write my letters, help me filling in forms, and sort out my constant doubts regarding papers, bottles, colours and many other things. Generally speaking, they help me to function and lead a “normal life”; with their help i can live independently and keep in good health.
I was so impressed of how good their understanding of the law is. I remember the moment when they took my case (retaining rights of residence) and explained to me in a very easy and effective way all the steps to follow in order to comply with the necessary requirements that my case needed. I was so impressed of how good their understanding of the law is and how simple they made it in order to get it across to me.

I believe that Latin American House is doing a radical change amongst the Latin American community and is becoming a path of hope and light at the end of that tunnel in difficult situations. They have all my support.

Thank you.

Richard Castro is a Peruvian national who has returned to LESAS several times since October 2006 as his circumstances and need for immigration advice and representation have evolved.
### STATEMENT OF FINANCIAL ACTIVITIES

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted (£)</th>
<th>Restricted (£)</th>
<th>2009 total (£)</th>
<th>2008 total (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Incoming resources</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>From generated funds:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voluntary income</td>
<td>9,528</td>
<td>75,312</td>
<td>84,840</td>
<td>81,138</td>
</tr>
<tr>
<td>Activities for generating funds</td>
<td>80,067</td>
<td>12,158</td>
<td>92,225</td>
<td>74,092</td>
</tr>
<tr>
<td>Investment income</td>
<td>52,789</td>
<td>52,789</td>
<td>105,578</td>
<td>59,740</td>
</tr>
<tr>
<td>Other incoming resources</td>
<td>6,959</td>
<td>2,265</td>
<td>9,224</td>
<td>10,281</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>149,343</td>
<td>89,735</td>
<td>239,078</td>
<td>225,251</td>
</tr>
<tr>
<td><strong>Resources expended</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charitable activities</td>
<td>(132,657)</td>
<td>(105,064)</td>
<td>(237,721)</td>
<td>(225,985)</td>
</tr>
<tr>
<td>Governance costs</td>
<td>(1,150)</td>
<td>(1,150)</td>
<td>(2,300)</td>
<td>(450)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>(133,807)</td>
<td>(105,064)</td>
<td>(239,871)</td>
<td>(225,985)</td>
</tr>
<tr>
<td><strong>Net incoming/(outgoing) resources before transfers</strong></td>
<td>15,536</td>
<td>(15,329)</td>
<td>207</td>
<td>(734)</td>
</tr>
<tr>
<td><strong>Transfer between funds</strong></td>
<td>(15,329)</td>
<td>15,329</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Net incoming/(outgoing) resources for the year</strong></td>
<td>207</td>
<td>207</td>
<td>(734)</td>
<td>(734)</td>
</tr>
<tr>
<td>Reconciliation of funds</td>
<td>207</td>
<td>207</td>
<td>(734)</td>
<td>(734)</td>
</tr>
<tr>
<td>Total funds brought forward</td>
<td>1,901</td>
<td>9,677</td>
<td>11,578</td>
<td>12,312</td>
</tr>
<tr>
<td><strong>Total funds carried forward</strong></td>
<td>2,108</td>
<td>9,677</td>
<td>11,785</td>
<td>11,578</td>
</tr>
</tbody>
</table>

### BALANCE SHEET

<table>
<thead>
<tr>
<th></th>
<th>2009 (£)</th>
<th>2008 (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tangible assets</td>
<td>1,663</td>
<td>2,218</td>
</tr>
<tr>
<td><strong>Current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debtors</td>
<td>3,544</td>
<td></td>
</tr>
<tr>
<td>Cash at bank and in hand</td>
<td>30,822</td>
<td>14,990</td>
</tr>
<tr>
<td></td>
<td>34,366</td>
<td>14,990</td>
</tr>
<tr>
<td><strong>Creditors: Amount falling due within one year</strong></td>
<td>(24,244)</td>
<td>(5,630)</td>
</tr>
<tr>
<td><strong>Net current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>10,122</td>
<td>9,360</td>
</tr>
<tr>
<td><strong>Total assets less current liabilities</strong></td>
<td>11,785</td>
<td>11,578</td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td>11,785</td>
<td>11,578</td>
</tr>
</tbody>
</table>

| **Funds**                |          |          |
| Restricted incoming funds| 9,677    | 9,677    |
| Unrestricted income funds | 2,108    | 1,901    |
| **Total funds**          | 11,785   | 11,578   |
Latin American House is supported by a dedicated team of volunteers in all our different projects. They are one of the most important assets of our organisation; their contribution is vital and we are very grateful to them for their time, effort and hard work. It is certainly people like them who make a difference in the world.

Special thanks must be given to Ana Ransom, who has been offering her time and dedication for the last five years in our ESOL programme; and to Jorge Rodríguez, whose passionate contribution to our cultural department for the last three years has been most valuable.

Interns Latin American House has an agreement with the Spanish universities of Salamanca (Becas Argo), Valladolid (Becas Faro) and Mallorca whereby, through the Leonardo programme, we can receive interns. We also receive students from Roehampton University. They do their practical training at Latin American House as part of the module Service Learning in French and Spanish. They are students or new graduates for their work for our organisation. They are usually six months with us, and their contribution is very important in the overall running of the association, especially in administration.

Our volunteers and interns often find their work for the association very rewarding and positive. Working with us is an excellent opportunity for English speakers to learn Spanish, and for Spanish speakers to learn English. They learn how an organisation is run and contribute in different areas, which allows them to explore what they are most competent in and what they enjoy most. This helps them decide their choices in the future, which is the first and basic step to a successful career.

Their time with us builds up their working experience in such a way that, after leaving the association, many of them are able to get excellent positions in areas related to their degrees. Finally, and no less importantly, they often form friendships among themselves and with other members of staff which have endured through time and distance.

A fellow student of our interns from Roehampton University made a video about the module and their internship with us. Watch it at [www.assoclatino.org.uk/volunteer](http://www.assoclatino.org.uk/volunteer)
LATIN AMERICAN HOUSE

REGISTERED CHARITY NO. 293810 before October 2008 / 1127253 after
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