



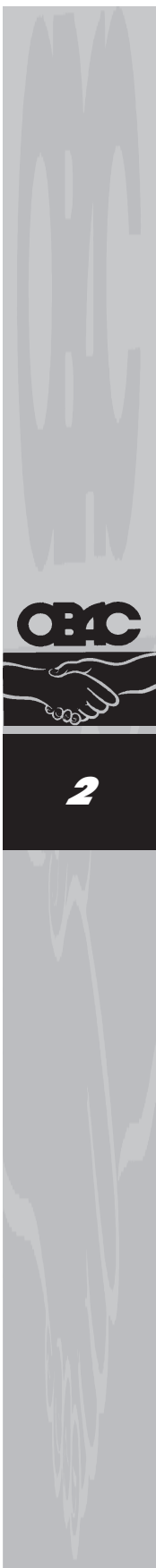
**ORGANISATION OF BLIND
AFRICAN CARIBBEANS**

**ANNUAL
REPORT
2000/2001**

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Registered Charity No. 1042756



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OBAC's mission, core aims, values, aims and objectives

Mission Statement

OBAC exists to ensure blind and partially sighted African and Caribbean people access relevant services, influence decision and policy makers, to enable them overcome barriers that prevent them becoming active members of the community.

Core Aims

- Supported Services
- Work
- Poverty
- Immigration

Values

- Integrity
- Respect
- Taking responsibility for each other mistakes
- Transparency
- To be nice to each other professionally, socially and culturally
- Understanding and accepting individuals for what they are and what they can become

OBAC Aims and Objectives

- To support and advise visually impaired African and Caribbean people on matters affecting their lives.
- To represent visually impaired African and Caribbean's to mainstream and voluntary service providers so that their interests are promoted and protected.
- To offer training and education to enable visually impaired African and Caribbean people to take up opportunities in the areas of employment or self-employment.
- To provide a focus for visually impaired African and Caribbean's for mutual support, networking and social activities.



OBAC



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Introduction

Chairman's Report

First of all, let me take this opportunity of commending all members of staff and volunteers for their considerable effort and contributions towards the achievement of the organisation's objectives during the year 2000 – 2001. I look forward to continuing progress in the year ahead.

With reference to our development plan, we have made significant progress in our service provisions as stated within reports from the service delivery and operational teams, which confirm our commitment to working with and changing the lives of visually impaired African and Caribbean people. Our review process identified the need for expansion in our operations, which would be a gradual process; we are currently looking at expanding the administration team by recruiting an Office Co-ordinator and Communications Co-ordinator to improve quality of our administration processes.

Last year we committed ourselves to achieving Investors in People, I am pleased to say, we are now recognised as an Investor in People, which confirms our commitment to quality and to the provision of good terms and conditions for OBAC staff and volunteers. We are in the process of achieving the Quality Mark and other standards, which would improve and enhance our access to funding.

We began to work collaboratively with and through partnership with RNIB and Action for Blind People, we are confident in OBAC's growing capacity to make a difference in effecting the lives of visually impaired African and Caribbean people through our joint work with these organisations.

Finally, on behalf of the management committee we would like to thank our funders for making the good work of OBAC possible, these include Association of London Government, London Borough Southwark, Community Fund, European Social Fund, Awards for All, LloydsTSB and other charities for their support.



Director's Statement

During the period of review OBAC has concentrated on those areas of work that we excel or have identified as areas of expertise. We have looked at ways of improving the services we offer as well as measuring the impact of partnership working with larger organisations such as Action for Blind People and Royal National Institute for the Blind in terms of growth and development.

OBAC can be very proud of its achievements this year, recognition as an Investor in People, achieving the standard has changed the working attitude of staff by driving the mission and working towards achieving the vision of the organisation in terms of improving the lives of visually impaired African and Caribbean people where they can participate fully as equal citizens in the society.

We said we would measure our success against the following targets set in the organisation's work programme during the year:

- To target 700 visually impaired African and Caribbean people.
- To publicise OBAC services in the outer London boroughs and increase the level of service users.
- To develop joint working and potential partnerships with other organisations who share similar concerns as OBAC.
- To expand and develop OBAC training provision, to develop the partnership with Action for Blind People and secure funding from the ESF and other training bodies.
- To continue to be involved with other forums on a strategic level by influencing and campaigning to raise the awareness and issues of visually impaired African and Caribbean people.
- The continuous expansion and development of support services in the areas of welfare rights, advocacy, housing, immigration, employment.

I would like to thank the management committee, especially the Chair who was awarded the Liberty of the Neighbourhood of Peckham and Camberwell early this year, for his outstanding commitment and voluntary work towards the development and expansion of the organisation. I would also like to seize this opportunity to thank the staff team and volunteers who have demonstrated a great commitment to OBAC and its objectives.

The logo for OBAC, consisting of the letters 'OBAC' in a bold, sans-serif font.

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Overview of activities 2000/2001

Report from the Support Services team

During the year under review, one of the key targets is to increase the membership to 600 and raise the awareness of OBAC; our membership at the end of the last year's review was 495, this year the membership has grown to 571, with an increase in the areas where we had less service users. We are proud to say that our membership has dramatically increased in Lewisham, Hackney and Kensington/Chelsea boroughs during the period under review.¹ As a result of our work with statutory and voluntary sector agencies we have been able to achieve 95% of our membership target, which we consider to be a remarkable achievement. The year 2000/2001 has been an active and encouraging period of development of our support services, which is our core area of work.

The Support Services team primary aim was to ensure that our existing services to the client group would be maintained and there would be gradual incremental improvement in the quality of our service provisions.

- **Welfare Rights**

We continued to provide advice, information and support in the areas of Welfare Rights, Housing, Advocacy, Community Care and immigration issues.

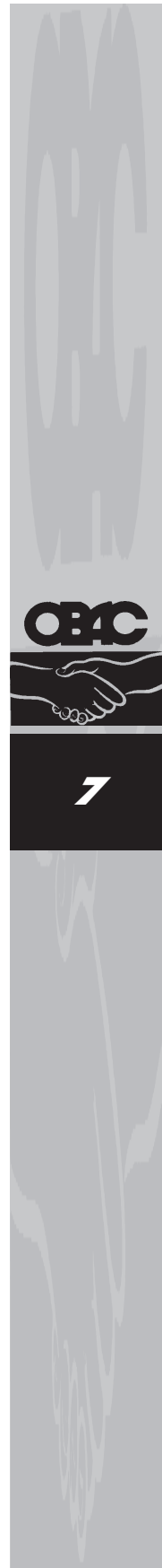
We continued to assist members/users in processing benefit assessments/claims, filling Disability Living Allowance and Attendance Allowance Forms. We represented members/users at Appeals and Tribunal cases. Majority of the new members/users were referred to us from statutory/voluntary organisations and hospitals, this indicates that our publicity/marketing campaign had an impact on our membership and awareness drive.

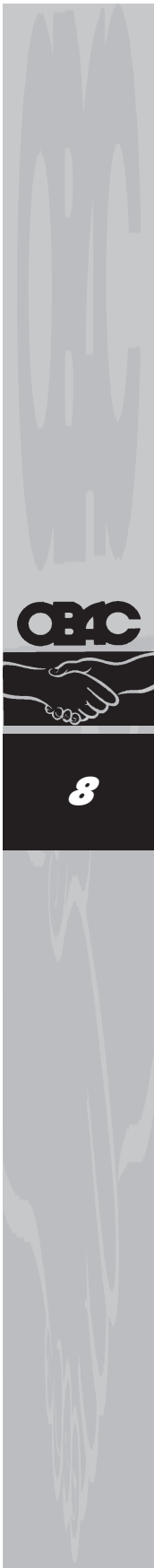
To ensure that we maintain our current level of quality standards we had to review and improve our administrative processes of carrying out benefit checks for clients in order to ensure that they are in receipt of their full benefit entitlements. The process has proved successful and we are continuously exploring ways of maintaining and improving our systems. Through the process we were able to identify members/users who are not in receipt of their full benefit entitlements mainly due to lack of awareness or advice and information in the appropriate medium.

- **Housing**

We recognise that Housing is still proved as one of the key areas of work within our support services; many clients have been assisted with housing issues. There has been a shift from dealing exclusively with homelessness into other areas such as 'transfer accommodation' due to racial harassment and crime incidents. We dealt with cases of Habitual Resident Test for clients coming back to the UK from abroad. During the year ahead, OBAC will be looking at ways on how we can raise concerns of our clients who experience racism and harassment with the appropriate body or agency.

¹ See statistical breakdown of service user take up





- ***Community Care and Advocacy***

OBAC recognises that when a client goes through the process of registration (BD8 Certificate) he/she is subject to a considerable waiting time before their local authorities complete their care management assessment. This waiting period is the most critical time for blind and partially sighted African and Caribbean people and to minimise difficulties experienced by our members/users, OBAC fills the gap at such crucial period by providing clients with necessary advice and information about their benefit entitlements and other services that would be readily available for them in the community.

- ***Immigration***

During the period under review, we continued to assist members/users who are subject to immigration control; Asylum Seekers, Overstayers or who have come here for medical treatment. OBAC offers support and assistance by assessing their needs and signposting them to other immigration agencies at the level of legal advice required, we continued to work with agencies that provide expert advice on immigration issues and assist them in putting a case to the Home Office on behalf of the member/user. We continuously liaised with Social Services and applied for services under the National Assistance Act where applicable.

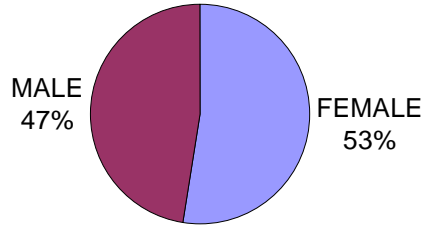
To ensure we have an input in campaigning and influencing government policies and initiatives, OBAC regularly attended meetings with a network of refugee organisations to share and discuss experiences of the client group and the impact of the new legislation.

- ***Counselling***

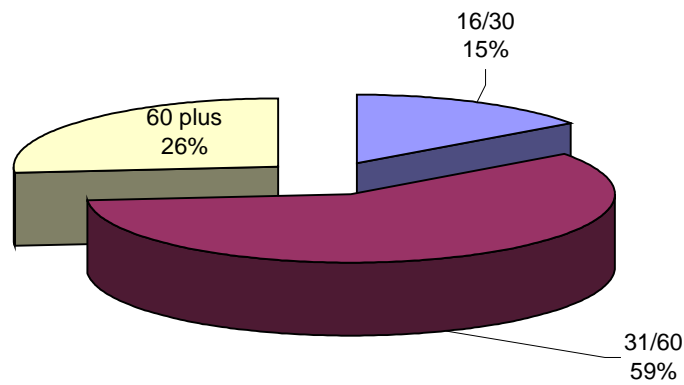
Counselling is one of the most important parts of our service provisions. All new referrals after the Initial Assessments are referred to the Counsellor. OBAC recognises that majority of the client group go through a lot of anger, self denial, loneliness and stress related illnesses, which makes it difficult for the client group to come to terms with the loss of sight. The counselling service has helped empower members/users by encouraging and enabling the client group to live independently.

- Statistical Breakdown of take up of Support Services**

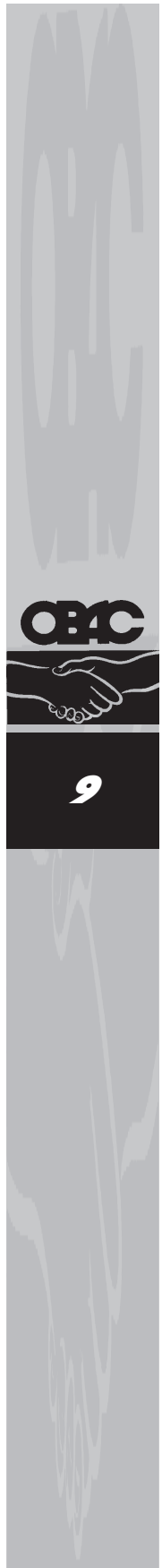
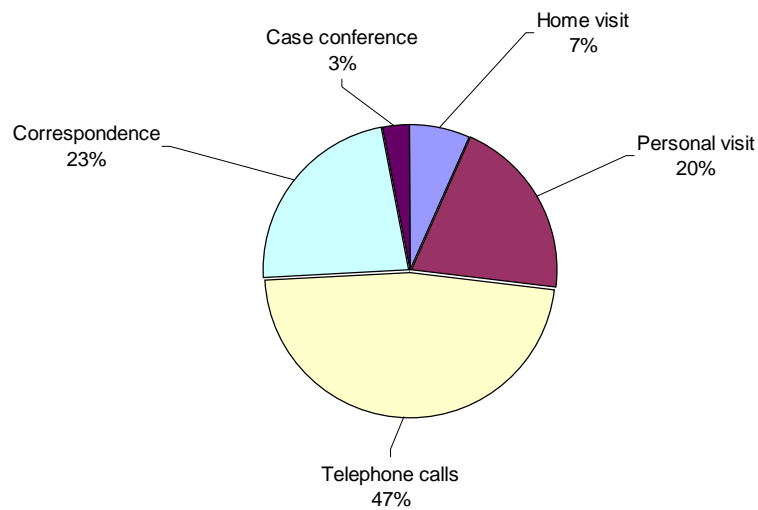
Client casework by Gender

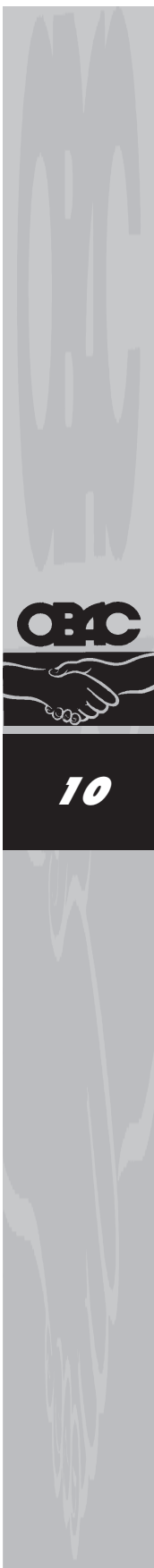


Client casework by Age range

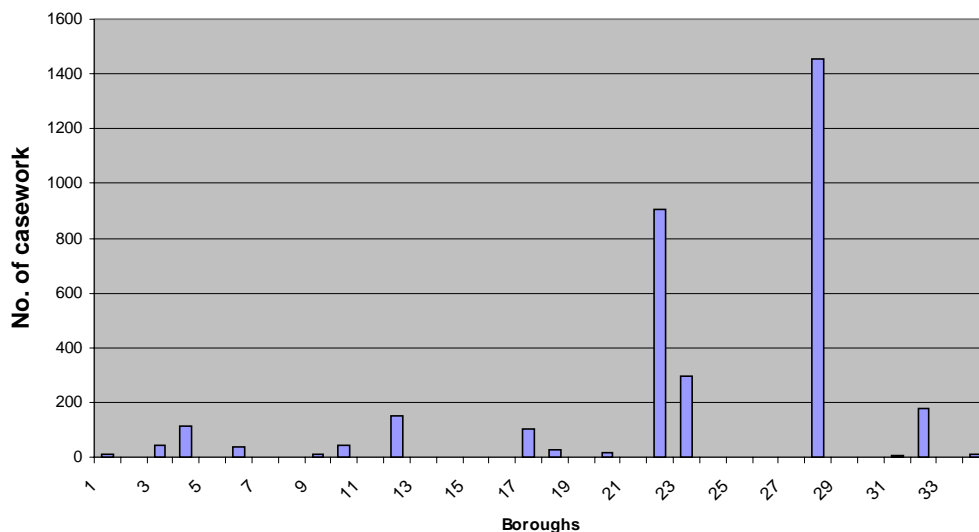


Mode of Contact





Client Casework by Boroughs



Borough Area Codes

Barking & Dagenham	1	Hillingdon	17
Barnet	2	Hounslow	18
Bexley	3	Islington	19
Brent	4	Kensington & Chelsea	20
Bromley	5	Kingston upon Thames	21
Camden	6	Lambeth	22
City of London	7	Lewisham	23
Croydon	8	Merton	24
Ealing	9	Newham	25
Enfield	10	Redbridge	26
Greenwich	11	Richmond upon Thames	27
Hackney	12	Southwark	28
Hammersmith & Fulham	13	Sutton	29
Haringey	14	Tower Hamlets	30
Harrow	15	Waltham Forest	31
Havering	16	Wandsworth	32

Building Partnership with Royal National Institute for the Blind

During the year, the partnership project¹ with RNIB, Association of Blind Asians and OBAC gradually took form, we recognised the benefit of partnership working with larger organisations such as RNIB. We continue to attend steering group meetings, participating in the implementation and project development to ensure that objectives set within the programme are achieved and benefit Black and ethnic minority communities. The project aims to do the following:

1. Make a positive impact on service provision and access for visually impaired people of black, ethnic minority within the statutory, voluntary and community sectors.
2. It will also lay emphasis on social inclusion and mainstream services becoming more accessible

Encouraging and making information available about services such as support systems for visually impaired people from BMEC their families and carers.

¹ Funded by the Dept. of Health Section 64

Activities for Service Users

We continued identifying and recognising the need for service development through our consultation process; organising meetings, seminars and workshops for members/users. One of the main purposes of holding these activities is to provide information to the client group in order to access mainstream services, keep them up to date with new legislation and organising events to overcome social isolation.

- ***Direct Payments***

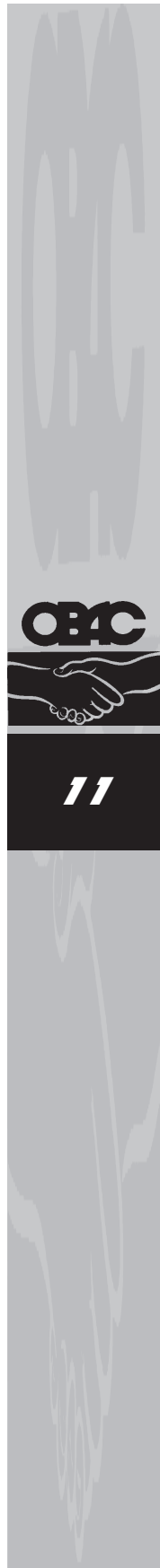
A workshop/consultation meeting was organised on the 1st June 01, the main purpose of the meeting was to ascertain whether the client group are aware of the scheme and to ensure easy access of the service, which directly has an impact on independent living through taking control of their community care package and other support from health/social care. Feedback indicated that members/users were not aware of the direct payments scheme, thus not being given the opportunity of choice for their care management, this is primarily due to lack of information from their local authority and how the client group can access the service. We have identified the need to carry out care management training for visually impaired African and Caribbean people as a high priority.

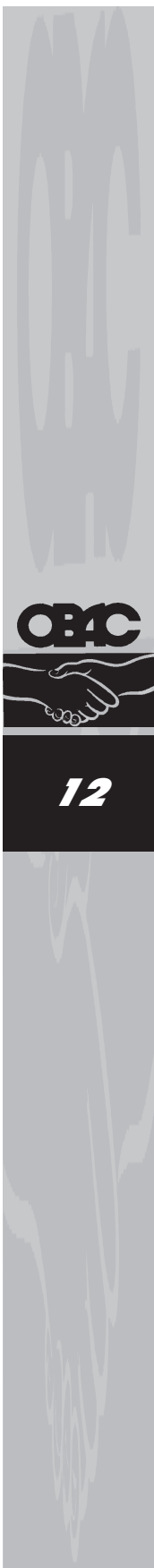
- ***Best Value Review – Social Services***

OBAC was consulted and participated in the Best Value review process by statutory service providers. In conjunction with Southwark Social Services we organised a focus consultation group meeting with the members/users on 15 June 01 at OBAC. The members/users participated in the review on existing service provisions. It was an interesting meeting and service users expressed their concerns/views about the apparent inadequacy of home help provision arising from lack of monitoring, over-charging of services and lack of awareness of staff of client's disability.

- ***OBAC Quiz Night***

OBAC recognises that majority of blind and partially sighted African and Caribbean people suffer from social isolation and to address this issue OBAC Secretary organised a quiz night, which was held on the 27th July 2001. There was an entry fee of £1.00 and 'bring a bottle'. It was a quiz challenge between Management, Members and Staff. The Staff won the competition. It was a very interesting and exciting night for the members and staff. We will be looking at organising more Quiz Nights during the coming year.





- ***Southwark World Village***

Many of our members and staff have hidden artistic talents and once again we participated and organised an event for the Southwark World Village on the 28th July 01. The activity included singing folk songs, led by Grace Foster and Philip Ojo who played the keyboard and Michelle Taylor who recited a number of interesting poems. The event was funded by 'Awards for All' and Southwark Council. OBAC will be exploring the possibility of developing this area of activity and we will be seeking funding for members to practice and develop artistic skills.

- ***Employment/Job Search consultation group***

On the 9th of August 01, we organised a meeting which was facilitated by Action for the Blind People with OBAC Support Services, the meeting was well attended and very informative service users expressed the need of more focus group sessions.

On 14 September 01, Asylum Seekers Sub-Group was held to find out the needs/concerns of visually impaired Asylum Seekers. Attendance was poor, due to the sensitivity these clients had to share their personal immigration problems with others. As a result a Needs Survey is being conducted by telephone.

- ***OBAC Information Day***

This was an objective set out within the work programme during the year, promoting OBAC core areas of work and how we can work together with other agencies, improving access to service provisions for visually impaired African and Caribbean people. The event took place on the 28th September 01 and we invited statutory and voluntary organisations that work with people with disabilities, especially visually impaired people. The turnout for the event was excellent, there was a speech by Ms. M. Routledge (Guest Speaker) from RNIB, who spoke about a findings on a survey jointly with other organisations including OBAC on gaps in community care services for visually impaired people.

- ***Black History Month***

We received money from Southwark Equalities unit to organise a seminar on this year's theme for the black history month in Southwark Equal Opportunities'. OBAC held a lunch seminar on the 19th October 2001 'role of visually impaired African and Caribbean men and women in the society and how equal Opportunities practises impact on disability and access'. OBAC Secretary, Patricia McCalla, facilitated the day. Members said they had a better understanding of equal opportunities and how it relates to every day life.

· **Identified Areas for Development**

The Health Service is going through reformation and we will now have Primary Care Trusts; the PCT in Lambeth, Southwark and Lewisham aims to provide 'clear and consistent access to integrated health and social care', which will result in a range of benefits to patients and the local community. It is intended that through the PCT's service users will be able to access the services they need more easily through the sharing of information of the range of services available in meeting needs and the best way to access them. At the Dulwich Community Hospital, there are plans of integrating health and social care under one umbrella by initiating local community health needs projects. OBAC plans to use this opportunity to contribute ideas on health care needs for visually impaired African/Caribbean through our membership of the Black Ethnic Minority Health Action Groups Lambeth Southwark and Lewisham (BEMHAG). An area for development that OBAC would be recommending is Health Advocacy, an information desk that would direct newly blinded patients to statutory and voluntary agencies in the borough.

Work & Poverty

Report from the Training and Employment Team

The theme of our training programme is 'pathways into employment'. The Community Fund, SRB6¹ and lately the European Social Fund fund the training programme.

The design and delivery plan of the training provision consists of basic, key and soft skills tuition for a period of 20 weeks. The programme is based on modular training sessions, in a classroom setting and involving group and one to one sessions, using visual aids, access technology, exercises, assignments, presentations and homework. Assessments are conducted on a monthly basis and there are tri-weekly tests to measure trainee progress against set objectives within Individual Action plans.

The resource centre has been set up to accommodate at least ten trainees comfortably. This includes access technology software and hardware, CCTV's, scanners, transcribed coursework, technical support and computers with text enlargement and speech synthesisers.

The training plan design consisted of training modules based around literacy, numeracy, communication and basic Information Technology. It also offered soft skills training in the areas of Job Search, motivation, orientation, careers advice, CV preparation and interviewing techniques.



Training Activities

During the year under review, we had 3 batches of trainees; the first intake of ten commenced in November 2000. Of the ten trainees who started the course two dropped out, one was terminated and four, who had shown a sufficient degree of competence, were entered for the OCR examinations. Suffice it to say that all four were successful in passing their examinations.

The second intake was recruited during April and included among them the four trainees who had successfully passed their exams. Training commenced during May and again there was a full compliment of trainees. Unfortunately this programme did not have any provision for trainee travel or childcare. Which meant that one of the selection criteria, that was used to select trainees, was the trainee's ability to travel to and from the centre independently.

Many of those expressing an interest in the training programme were in fact totally blind and unable to use public transport, as they had never received any mobility training.

Several of the new intakes were those who had successfully completed and passed their examinations, but still needed to complete several more elements to achieve a full pass and be competent enough to gain employment. Amongst the trainees were those whose attendance was erratic due to the fact that they were experiencing welfare rights and housing problems, which needed to be resolved.

In July 2001, OBAC applied for and received registration as an OCR centre for the delivery of NVQ level training, primarily IBT II (Integrated Business Technologies). It must be noted that NVQs are work-based qualifications, which are assessed by assignments, compilation of a portfolio evidence and observation of performed tasks. However, this does not preclude us from exploring and offering other work/task related courses at this level and we are already looking at the Standard Occupation Codes in this regard.

European Social Fund

During the year under review, we were successful with our ESF application to train 50 visually impaired African and Caribbean people actively seeking employment and further education during the next two years there is now an allowance for trainee travel and childcare expenses. Quite clearly at this stage of development we will need to place much more emphasis on assisting people into work. There will also be a need to develop much closer working relationships with B&ME¹ and other mainstream employers, with a view to obtaining work tasters/experience/placements, for our trainees.

The current course is twin tracked in that some students will be studying for CLAIT, which is equivalent to NVQ level 1 and the other more advanced students will be studying for IBT II, which is a level 2 qualification.

Due to the reasonable level of the funding available for this programme, OBAC has now been able to increase hours of part time staff to deliver elements of the training programme. We also have the benefit of accessing human recourses from Action for Blind People to assist with Job Search and CV preparation.

¹ Single Regeneration Budget 6 funded by London Development Agency
– a partnership programme with Action for Blind People as the lead agency

- **Building Partnership With Action for Blind People**

During the year we continued to develop our partnership with Action for Blind People to deliver the SRB6 project, the ongoing relationship with Action for Blind People means that we are able to acquire more access to up to date equipment for our trainees.

Under the terms of the partnership, AFBP will assist OBAC in the delivery of its training programme, by providing access to equipment and technical support. To this end we have benefited in securing on loan 5 computers with access technology, (Supernova), 2 CCTV's, 3 transcribers and a scanner.

The trainees now have the benefit of training exercises transcribed onto audiotape, covering word processing, spreadsheets and database and are available as tutorial aids. The audio-taped lessons are of particular importance to those students who have very little or no sight at all and combined with the transcribers are the primary teaching aid for these students. To complement the training programme we fundraised for elements of the programme to improve support and assistance for the transcription of documents for the trainees, we were successful in receiving grants from Lloyds TSB for equipment (duplicating machine) and Greater Peckham Alliance/London Development Agency (Community Initiative Fund) towards volunteer's expense.

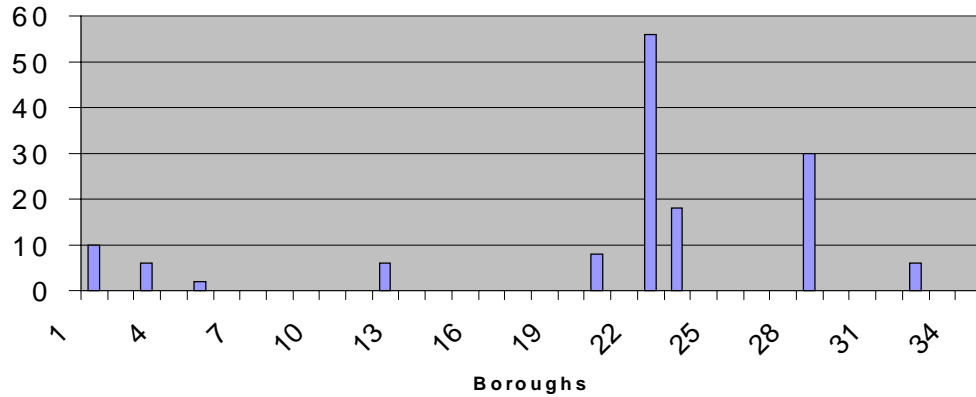
- ***Southwark College contract - New Deal***

A service sub-contract between OBAC and Southwark College was agreed during the year 2000 and we began to receive referrals from both Southwark College and the Southwark job-centres under the Full Time Education & Training, (FTET) option. Majority of the trainees are refugees and required training in ESOL, basic skills (Literacy, Numeracy and basic I.T). The initial programme started late last year with one referral whose contract terminated at the end of March 2001. The student was then referred on for further education course. From May 2001 the number of referrals increased to twelve of which four were non-starters, three started and left after only a few weeks and one was dismissed after a serious incident. Of the remainder two have already completed their 20-week programme and a further two are nearing completion of their course. Those currently still on the programme will be sitting for their exams in late October, early November 2001.



Statistical breakdown of take up of training provision

Training Education and Employment by Boroughs



Borough Area Codes please see page 10 for details.

Summary

Over the past year OBAC has made great strides in the development of its training programme. The support from the Management Committee, the Community Fund, the partnership with AFBP and the Southwark College sub-contract, have all contributed in some way towards making the OBAC training programme the credible entity that it is currently.

We recognise that we have now embarked on a path that should reap enormous benefits for our trainees, in particular, for those who are actively seeking employment. It is therefore imperative that we devote much more time and energy to creating the business links that are necessary for our students to get access to work placements, work experience or work trials and this can be achieved by developing working relationships with B&ME and other mainstream employers.

Another area, which will require much more attention, is in the level and range of accredited courses that we will be able to offer to our students. This will require us to look at the levels of skills shortages and future employment trends, in order to develop courses that best prepare students for entry in to the labour market. The potential already exists for us to develop along these lines, but it will require careful planning and allocation of staff time and OBAC resources, for this to become the framework for the operation of the training programme on a daily basis.

Testimonial from a Trainee - Mr A Bowen

'The awards merited so far by the management have been well acknowledged by everyone, especially its members who participate and enjoy the learning facilities provided.

The academic benefits that can be achieved by trainees include NVQ level 1 (Clait), basic skills (numeracy and literacy) and Information Technology. The future looks bright for the trainees and staff alike, so keep up the good work by attracting more trainees'.

OBAC

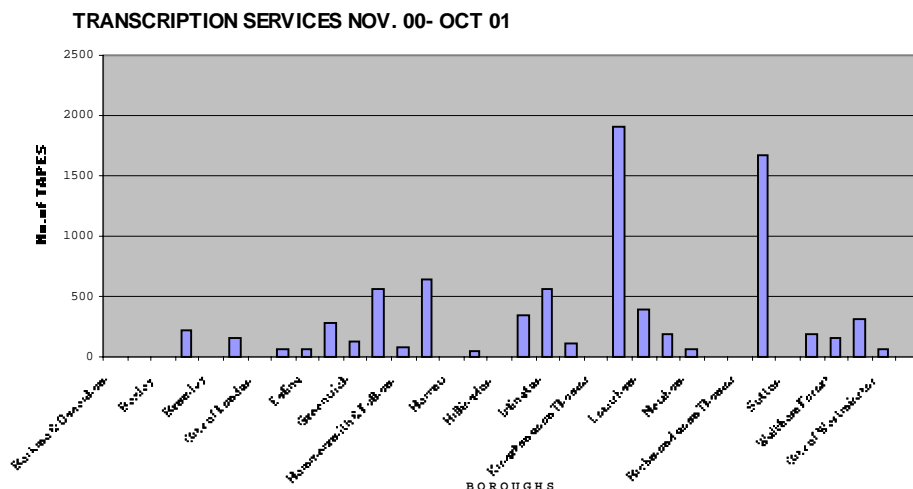
Report from the Information and Administration Team

During the year under review, the administration team set itself the task of reviewing current administrative procedures and supervising the implementation. This included ensuring the completion of evaluation forms after events and activities, recommendations were noted for the improvement of service provision to be taken on board.

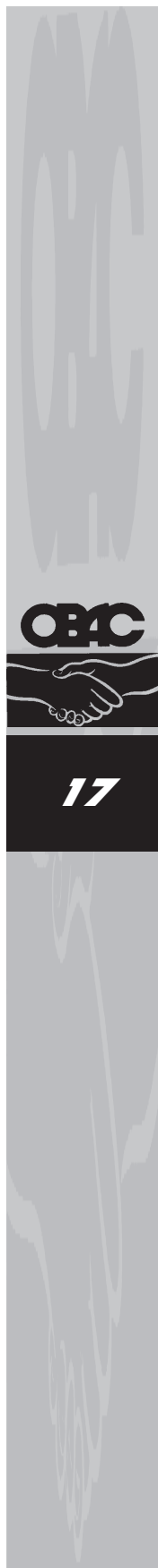
The administrative team took on their role as frontline staff assisting the Support Service, Training and Employment team in the administration of referrals ensuring that appointments are arranged and booked for each Adviser. Membership and Referral Forms are completed and referred to the appropriate officer for action. The team placed high priority in sending out OBAC information regularly upon request and also attended 'Information Open Day' events organised by other organisations and planning the Black History Month in the borough of Southwark, taking on board, networking as part of their responsibilities.

The administrative team have played an active role of being part of the various teams, by providing support and assistance, which includes assisting the management committee in organising of events i.e. staff 'away day', consultation meetings ensuring that information is sent out to members.

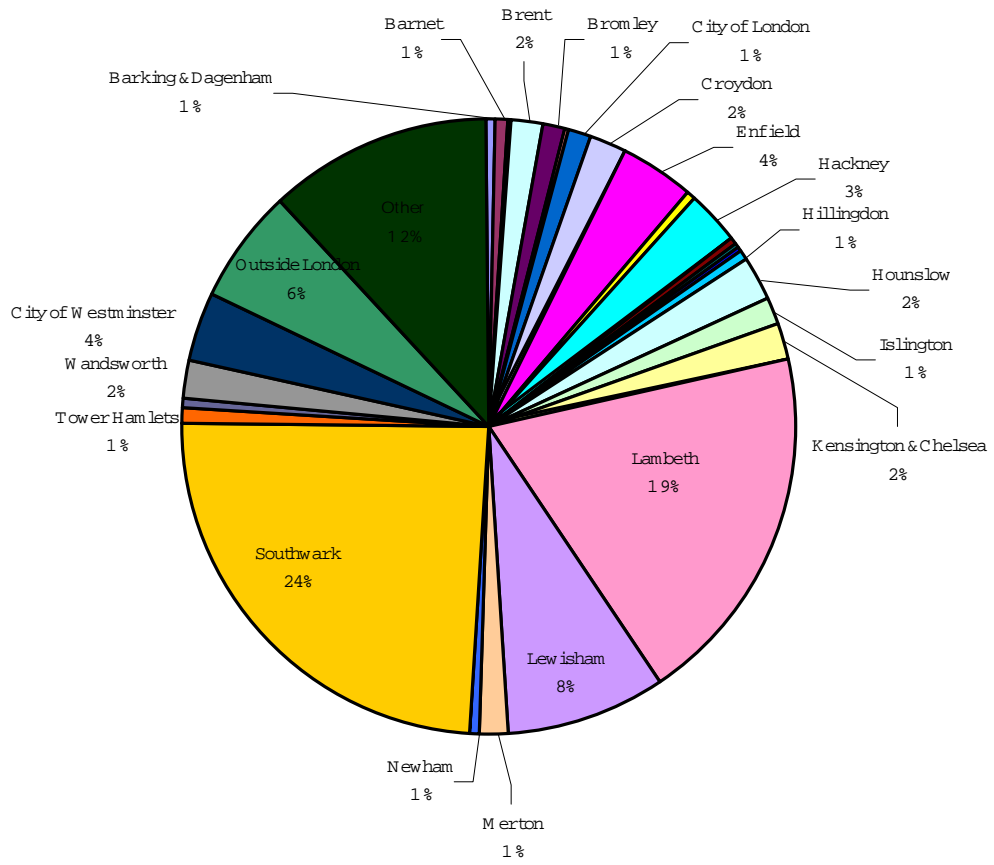
There has been a great improvement in the provision of transcribed documents for the members, the team ensure members/users have access to information in their preferred format i.e. Braille, audiotope and Large Print; this has been achieved through the assistance of the volunteer transcription worker, Alywn Stephenson. The Voice newspaper and New African Magazine¹ are continuously recorded on tape and sent out to members regularly, there has also been a considerable increase of members/users who subscribe to our information services.



¹ See statistical analysis of transcription



Telephone enquiries



OBAC

Operational Management

- **Learning and Development**

During the year, we identified the need to invest in learning and development of staff to cope with expected growth, management and development of the organisation, this has a great impact on our productivity and resources in terms of service delivery and activities within the OBAC.

In terms of resources and staffing we carried out a restructure and increased the number of staff, especially within the training provision, we employed 3 staff to cover basic skills, Career Advice and Guidance and Information Technology. As stated in the report we have been able to tap into the human resource provision from Action for Blind People, thus making our training programme more robust.

- **Quality Mark**

OBAC believes in delivering a first class information and advice service to our members and we have been selected as one of the pilot projects with the Community Legal Service and Local and Learning Skills Council to apply for the Quality Mark and putting a portfolio of evidence together. We have benefited from being part of the project and already completed the application process. The next objective set for the coming year is to design an organisation procedure manual for all our services.

- **Working relationships**

OBAC has built effective working relationships with a number of agencies during the period under review. OBAC staff and management committee have attended relevant meetings, seminars and contributed to the work of some of the groups as part of a commitment to joint working and partnerships.

We are active in umbrella groups such as Southwark Community Care Forum, Southwark Community Care Partnership Boards, Peckham Voluntary Sector Forum, Kente, Lambeth Voluntary Action Council, BEMHAG, NCVO, BTEG, Welfare Rights Forum, Southwark Visually Impaired Sub-Group, Advocacy Alliance, Ethnic Minority Refugee/Welfare Rights Forum, RNIB Executive Council, GLAD and UK Coalition Against Poverty.

We also participated in the consultation process of the Greater London Authority on topics such as Women and Transport.



▪ **Fundraising**

During the year we have been successful in our fundraising efforts and have been able to raise funds from the European Social Fund, Awards for All, Lloyds TSB, Pitney Bowes, Greater Peckham Alliance and London Development Agency.

OBAC received funds from the following during the year;

- Association of London Government
- London Borough Southwark
- Community Fund
- European Social Fund
- LloydsTSB
- Awards for All
- Greater Peckham Alliance
- Pitney Bowes

The way forward – Areas of Development

1. There is a need to develop in the area of Advocacy/Self Advocacy, in order to empower service users to be independent.
2. To continue to provide a high quality service to all our members and service users by providing support and assistance into work, self-employment, further education and training.
3. To become an accredited centre for NVQ level 2 and 3.
4. To extend our network nationally and carry out a mapping exercise of service provisions for visually impaired people from black and ethnic minority communities.
5. To increase our membership to 750 by the end of the year.
6. To secure funding for continuity and enhancing service provisions
7. To work towards achieving the relevant quality standards for information, advice and learning.



OBAC



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OBAC's Management Committee

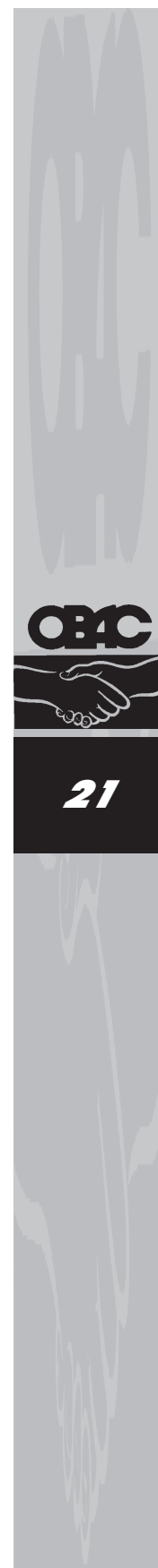
Dafton Robinson	-	Chairman
Yetunde Oyediran	-	Vice Chairman
Patricia McCalla	-	Secretary
Anthony Raheem	-	Acting Treasurer
Fanny Simela	-	Treasurer (Resigned January 2001)
Francesca Osibo	-	Deputy Secretary
Anthony Griffin	-	Member
Philip Ojo	-	Member
Solomon Odeleye	-	Member
Ambulai Richard Siafa	-	Member
Isaac John	-	Member
Grace Daniel MBE	-	Member
Joyce Williams	-	Member

OBAC Staff Team

Ibukun Olashore	-	Director
Henry Nicholson	-	Support Services Coordinator (Development)
Amal Jama	-	Support Services Coordinator (Welfare Rights)
John Gakpe	-	Support Services Coordinator (Resources)
Bintu Barley	-	Information Administration Officer
Grace Foster	-	Admin. Assist - Support Services
Pius Aigbogun	-	Basic Skills Tutor
Petrit Jaka	-	Information Technology Tutor
Fransica Akanya	-	Support Advice Counsellor

OBAC Volunteers

Alywn Stephenson	-	Transcription Service
Maxfred Greenwood	-	Reader
Derry Newton	-	Reader
Elaine Osborne	-	Driver
Justina Abodunrin	-	Support Services worker



Notes

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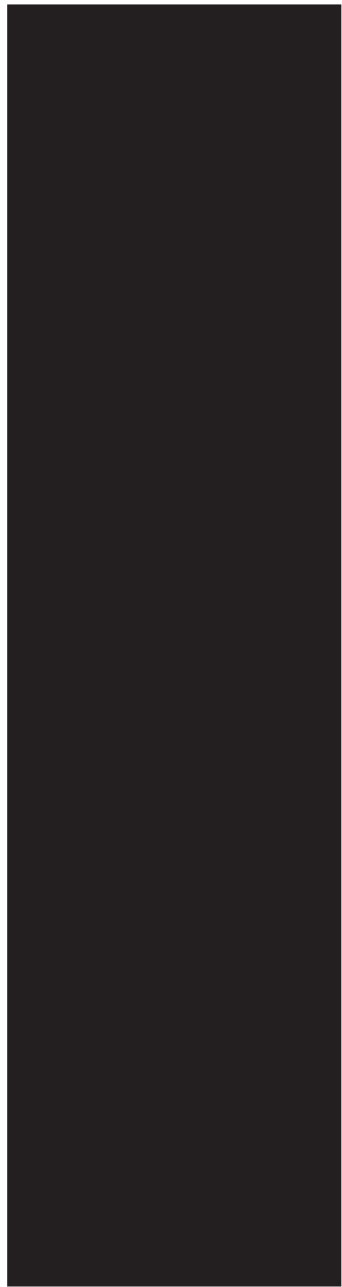


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