



Language + Community = Integration

2020 WAS A HUGEY CHALLENGING YEAR...

2020 has been a hugely challenging year for English+, with the Covid-19 pandemic affecting all parts of our work. Despite this we are so pleased that through the commitment and flexibility of our staff and volunteer team, the support of our funders and the wonders of technology, we have been able to make a real difference to the community we serve.

THE IMPACT OF COVID WAS DISPROPORTIONATELY HARD ON MANY OF OUR STUDENTS ...

The impact of Covid has been disproportionately harder on many of our students, as people have lost jobs, struggled to buy basics, faced digital poverty, experienced medical, immigration, housing and benefits issues; challenging at any time, let alone via phone calls or with limited English. People are often alone in houses for weeks, with no friends or family and no money to call family abroad.

THE PLUS+ OF ENGLISH+

So this has been a year where the Plus+ of English+ has been at the fore. With partners, we have provided weekly food parcels to around 120 individuals each week, cash support, and data and devices to help people access online classes and services and to support families with home schooling. We've made sure people have regular phone calls and doorstep visits to help with loneliness, and we've moved our programme of English language and conversation classes online. In 2020 we have reached over 300 students, from a total of 58 nationalities with classes and pastoral support.

Rosie Sexton, Charity Director



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Registered Charity: 1169790

We are hugely thankful to everyone who has been on this journey with us during 2020, in particular to our interim Chair Barbara Drake, and to Canon Andy Bryant who has taken on the Chair from 2021.

TEACHING SESSIONS

After a busy start to 2020, with about 80 students coming to each English language session and four conversation classes around the city, everything changed in March with the arrival of Covid-19. At that point our short course programme was cancelled, and our English language and conversation classes moved online. Online classes start with Meet and Greet time which gives space for students to share news and ask for help, followed by small group teaching at different levels, taught by qualified teachers and assistants. As we had limited space in our online sessions we prioritised offering places to asylum seekers and refugees as well as those we knew to be most isolated.



SUPPORTING STUDENTS THROUGH THE PANDEMIC

The pandemic has seen our work outside classes grow to meet the needs of students and their families in these difficult times. On top of the support given by our part time Support Worker, staff and volunteers have given over 400 hours in client support this year. We have provided help on issues ranging from housing, benefits, referrals for immigration, education, legal and health issues, helping with access to further education, work, training and volunteering.

PRACTICAL SUPPORT IN TIMES OF HARDSHIP

Through our close work with Churches across Norwich, we partnered with Soul Foundation to set up a regular food parcel delivery service to over 120 individuals every week, and with Gateway Vineyard Church for the initial 4 months to deliver weekly parcels to vulnerable families and individuals who were suddenly experiencing loss of work and income. This help has continued with cash support from English+ to those in need or awaiting benefits.

Our students also needed help to access our online classes, so we have provided 13 devices in 2020 and help to buy data. And alongside this practical help, our staff and volunteer buddy system has ensured regular phone calls and doorstep visits for many vulnerable and isolated students, to identify and help meet their needs and to provide a sense of community.



VOLUNTEERING, SOCIAL AND COMMUNITY OPPORTUNITIES

Our volunteering programme has been severely affected by the pandemic, but there have been two notable bright spots. Although our work with the Broads Authority had to be paused, the Nancy Oldfield Trust and Norwich School have run 3 boat trips on The Broads during the early autumn term.

Not only have people loved learning to sail and canoe but it has been great for physical and mental health, giving opportunities that otherwise they could not have afforded.



OUR POPULAR MUSEUMS GROUP has also paused, but with the fantastic support of Norfolk Museums Service we have set up a busy WhatsApp group enabling students to have a fascinating insight into the history of Norwich and the surroundings, week by week.



SHARING LOVE, BUILDING COMMUNITY

While most of our social and community activities have not taken place during the pandemic, we have worked hard to find alternatives to support people stuck at home. We worked with St Thomas Norwich Church to create and distribute summer activity boxes for student families with children. The boxes contained a variety of activities encouraging time outdoors as well as arts, crafts and construction.

AT CHRISTMAS, thanks to kind donations, we delivered 131 parcels to families and single households across Norwich. Each parcel was created specifically for the recipient, aiming to bring some festive cheer and community to those who might otherwise feel forgotten at Christmas.

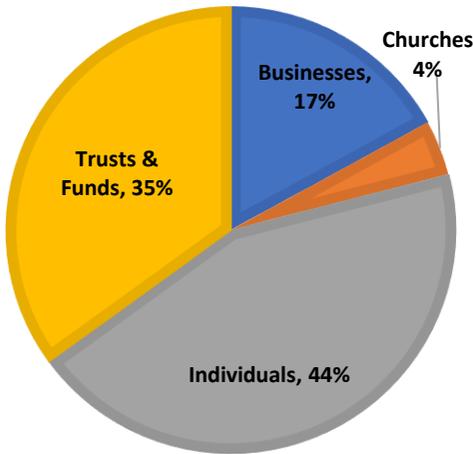
HAPPY BIRTHDAYS

Working with Free Cakes For Kids (Norwich) we have delivered over 80 birthday cakes to children, who have been surprised and excited to have their birthdays remembered...

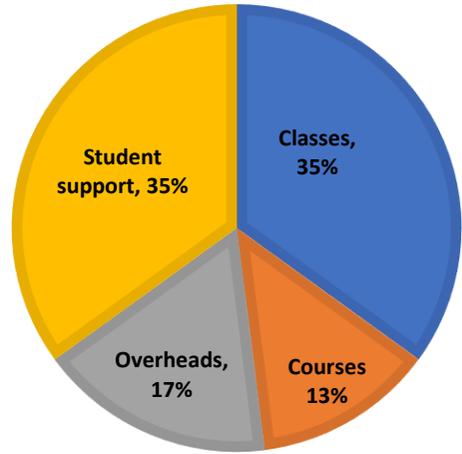


OUR FINANCES

INCOME 2020 - £137K



SPEND 2020 - £118K



THANK YOU!

We are so grateful to everyone who has supported us this year, we could not have made such a difference without you:

- Our dedicated staff team; and our wonderful teachers, volunteers and Trustees
- Our financial supporters: individuals, Churches, Trusts and businesses
- Our community supporters: Besom, Free Cakes 4 Kids Norwich, Gateway Vineyard Church, Justice and Peace Group, Nancy Oldfield Trust, Norfolk Knitters and Stitchers, Norfolk Museums Service, Norwich School, Notre Dame High School, Soul Foundation, St Thomas/Love Your Neighbour, Welcome Wheels/Bicycle Links
- The funders who made awards to us: Big Lottery (Reaching Communities), Norfolk Community Foundation, Children's Society, Education Endowment Fund
- Our Norwich Integration Partnership partners, New Routes and The Bridge Plus+

Like so many charities, securing on-going funding for our work continues to be a significant challenge. If you would like to support us, or are aware of funds we could apply for, please do get in touch. Find out more at [englishplus.org.uk/giving](https://www.englishplus.org.uk/giving)

We are a Christian charity that is committed to welcoming newcomers to Norwich. Through our friendly language and conversation classes, short courses, and programme of volunteering and social activities, we support new communities in Norwich to learn English, form friendships and to make this city a home.

