



# Merton Home Tutoring Service

ANNUAL REPORT AND ACCOUNTS FOR THE YEAR TO 31 JULY  
2023

REGISTERED CHARITY NUMBER: 1139126



## Report from the Chair of Trustees and the Director

Throughout the year, we worked towards our charity name change, from Merton Home Tutoring Service to Learn English Together in Merton. The transfer of our activities and contracts was made to a new Charitable Incorporated Organisation, Learn English Together in Merton (charity registration number 1202110) with effect from 1 August 2023 and all further reporting on our activities will be made through Learn English Together in Merton. It is with some sadness that we will close Merton Home Tutoring Service, but staff, volunteers, learners and external partners have adapted well to this name change, which reflects much better the breadth of our service today.

The year continued to be an incredibly busy one with significant demand for learning English in Merton. Our overall learner numbers remained high at 226 learners. We therefore continued to run 14 to 15 English classes each term (all over-subscribed) alongside our home tutoring service. Additionally, we worked in partnership with other providers to add more skills-based employability courses for our learners – for example, Merton College ran 9 short courses in employability skills. Merton Uplift also provided Wellbeing sessions for our learners.

Our learners continue to be from a broad, cross-section of the community (over 48 countries) – highest learner numbers are Ukrainian, Sri Lankan, Turkish, Polish, Albanian, Brazilian, Afghan, Hong Kong, Pakistani and Bulgarian ; 73 of our learners were Ukrainian, significantly increasing our learner numbers.

Age 38 – 47 was our highest age bracket across all our learners, but the Ukrainian learners also contributed to some older learners, 9.5% were in the 68 – 78 age bracket. Indeed, one of our older Ukrainian learners achieved a Best Learner Award from the Committee of South London Principals – a very prestigious award and event at the House of Lords tearooms. Our charity was delighted to be nominated by one of our funders, Merton Adult Learning.

Our learner's voice is always central to our plans. We listen to their voice through termly Evaluations where we gain an insight into the impact and outcomes of their English learning experience and this year we also carried out a learner to learner survey plus teacher surveys, providing some helpful insights, highlighted later in the report.

We worked in partnership with other charities and refugee groups on steering groups such as Borough of Sanctuary for Refugees and have been working hard to increase our pool of volunteers. One of our long term Home Tutor volunteers was invited to present her experiences as a Home Tutor at Refugee Week. We also shared best practice with local charities through Merton Adult Learning advisory meetings.

We expanded the pan-borough English assessment locations for the Learn English in Merton project (funded by Merton Council) enabling us to extend to harder-to-reach learners – across new libraries including Pollards Hill and a school in Norbury, reaching parents who need English support.

We have encouraged UK Citizenship, employability and cultural awareness through promoting local events and developing our own activities and schemes of work for events such as Black History

month, LGBTIQ, International Women’s Week, Volunteers Week, the King’s Coronation, and various religious festivals.

Our community volunteers not only joined our events, but also held their own awareness and fundraising events for us in the local community. One of our former Home Tutoring volunteers organised a large fundraising concert for our charity with their singing group ‘Songs on Wheels’ and also invited our Ukrainian learners to attend to mark the first anniversary of the start of the war in Ukraine. We were able to submit a Volunteering Award on their behalf and were delighted when they achieved the Gold Award awarded by Merton Connected.

You can hear the Ukrainian singing at the concert here on our YouTube account:

<https://youtu.be/1KFZ5nKcuvA?si=qXQtffkUmiv06Qlw>

Finally, a thank you to our funders for financial support as our work would not be possible without them. We were thankful to our multi-year funders, Henry Smith Charity, National Lottery Community Fund, City Bridge Trust and Merton Adult Learning. An inspiring day was also had at City Bridge Trust’s learning day along with other charities they support. Our staff also attended funded training days with Merton Adult Learning, ensuring key skills are refreshed. Another of our funders, Wimbledon Foundation Community Fund (part of The London Community Foundation) interviewed our charity about our work. We also welcomed new funding from Garfield Weston Foundation and appreciated the extra support to Ukrainian learners from Merton Adult Learning and Thomas Wall Trust.

As Merton Home Tutoring Service becomes Learn English Together in Merton, we look forward to continuing to help people in the area to learn English in a manner that is accessible for them, as this charity has achieved since 2010.

ANNE WORLLEDGE

*Anne Worlledge – Chair*

**7 December 2023**

HEIDI SHRIMPTON

*Heidi Shrimpton - Director*

**7 December 2023**

## OUR CONSTITUTION

Merton Home Tutoring Service (MHTS) was registered as a charity on 7 July 2010 and is governed by a Constitution, as amended on 16 February 2011. We are a registered charity in England and Wales (No: 1139126).

Our objective is to advance the education of adults living in the London Borough of Merton and neighbouring boroughs who do not speak English as their first language and who find it difficult to attend formal classes. To do this, we provide free English language tuition in people's own homes and in community classes.

## OUR VISION

To give learners the opportunity to learn English for everyday use.

To build confidence in the use of English and help to reduce social isolation, and to build independence.

To help learners to understand more about the UK, its systems, cultural customs, and people.

To encourage all learners to move towards greater community integration.

## OUR STRATEGY

**Integration and community cohesion:** Supporting migrant communities and individuals to acquire the linguistic and cultural competences they need to improve their life prospects in the UK. Demonstrating the value that migrants bring to the UK, favouring mutual cultural understanding and cohesion.

**Accessibility and increased learner reach:** Supporting people most in need and least likely to receive support elsewhere. We want to provide a holistic and individualised approach to our learners, strengthening both the quality and reach of our services.

**Resilience and wellbeing:** Empowering individuals and communities to acquire the social and cultural capital they need to face adversity, combat isolation, and thrive in society.

**Excellence:** Developing and supporting our staff and volunteers to deliver the best possible outcomes for learners.

**Partnership and collaboration:** Working proactively with communities and other service providers to bridge gaps in services for the benefit of our learners and the sustainability of their long-term outcomes.

## OUR ACTIVITIES

We are a small charity based in the London Borough of Merton, responding to demand for English language tuition for adult migrants and refugees who are unable to access more formal ESOL classes

because of lack of local knowledge, isolation, childcare commitments, disability, poverty or health. We predominantly work with learners who are living in the most deprived wards of Merton or have recently arrived in the UK and are facing a crisis situation.

Learners are referred to us through social services, other charities or via the Learn English in Merton English assessment programme (funded by Merton Council).

We aim for learners to reduce their social isolation, build their confidence and independence, understand more about the UK and its culture, customs and systems, and move towards community integration including volunteering and employment.

We teach learners in their own homes with trained volunteers or in small ESOL English classes taught by qualified teachers. We provide free creche facilities to learners for most of our classes and our creche is managed by qualified childcare workers. Our learner centred provision ranges from entry (E1) to L1, including an exam class accredited by the English-Speaking Board.

Our strong partnership working and community focus introduces our learners to further progression, volunteering and employment opportunities across the borough enhancing their integration, well-being and personal development.

#### **In 2022/23 we held the following activities:**

##### **Our Learner Profile**

We taught 226 adult learners from over 48 countries. 215 of these learners were taught in our classes and the remainder were home tutored.

The majority of our learners (around 80%) were women.

##### **Our Classes**

We ran 15 ESOL English classes in Term 1 and Term 2 and 14 classes in Term 3. These classes ranged from pre-entry (for people with no English at all), from E1, E2, E3 and up to Level 1, our Exam Class, one online class and a literacy class. Totalling 461 sessions.

We also increased some of our class sizes in response to high demand. Our classes were run by 10 qualified sessional ESOL teachers including two teachers from Ukraine. We also started to integrate our Ukrainian learners into mixed nationality classes, in keeping with our strategic vision of integration.

Some pre-entry classes or larger classes were also supported by Classroom Volunteers.

The majority of classes were held at Vestry Hall in Mitcham but we also provided classes in both Morden Baptist Church and Mitcham Parish Church.

##### **Our Volunteering**

We ran 151 home tutoring sessions with a total of 11 learners, supported by trained Home Tutor Volunteers. Across the charity we had 29 active volunteers in the year including classroom volunteers, our learner volunteers, a student placement volunteer and our 8 Trustees (some of

whom do take on additional voluntary roles too such as Home Tutors). These volunteers contributed over 1000 hours (around 600 of these were Trustee hours).

## OUR IMPACT

### How we measure and report our impact and listen to the learner voice

- Learning outcomes and progression analysis with teachers and learners.
- Confidential feedback reports from our learners.
- Two termly learner evaluations, measuring course impact on the learner.
- Creative showcase experiences such as case studies or awareness and cultural events.
- Matrix accreditation review - our accreditation was renewed.
- MHTS self-assessment reports for Merton Adult Learning
- Trustee Board reporting
- Teacher Survey –gaining feedback on the curriculum and assessment process and learning experience. We identified areas for training in teachers such as more practical application of technology in lessons and unifying some of our work streams.
- Learner to Learner Survey where we identified that learners want more homework, enjoy grammar and want more classes (more classes are subject to further funding). Our learner group have also started identifying volunteer roles within our service including assisting in conversation groups and piloting new outdoor projects.
- Sharing of best practice and knowledge through our networks within the London Borough of Merton and through organisations such as NATECLA (National Association of Teaching English and other Community Languages to Adults)

### English Assessments – Learn English in Merton project

268 new learner English assessments took place across Merton from the Learn English in Merton project that is funded by LB of Merton. We were able to accommodate 66% of those assessed in our classes.

### Classroom Learners

Out of 184 Evaluations from our Classroom learners:

- 100% of learners responding rated their teacher as good or excellent.
- 98% of classroom learners achieved or partially achieved their outcomes.
- Over 84% of classroom learners said they can speak and understand English better since starting their lessons, that they feel more at home in the UK, that they have improved their wellbeing, and that they can travel more easily on public transport.
- Attendance for our class learners overall was 79%

English Speaking Board Exam (reading, speaking, listening) - 15 learners took and passed at least one of these exams (9 of those 15 learners took and passed all three exams).

### Home Learners

Many of our Home Learners were referred to our service externally.

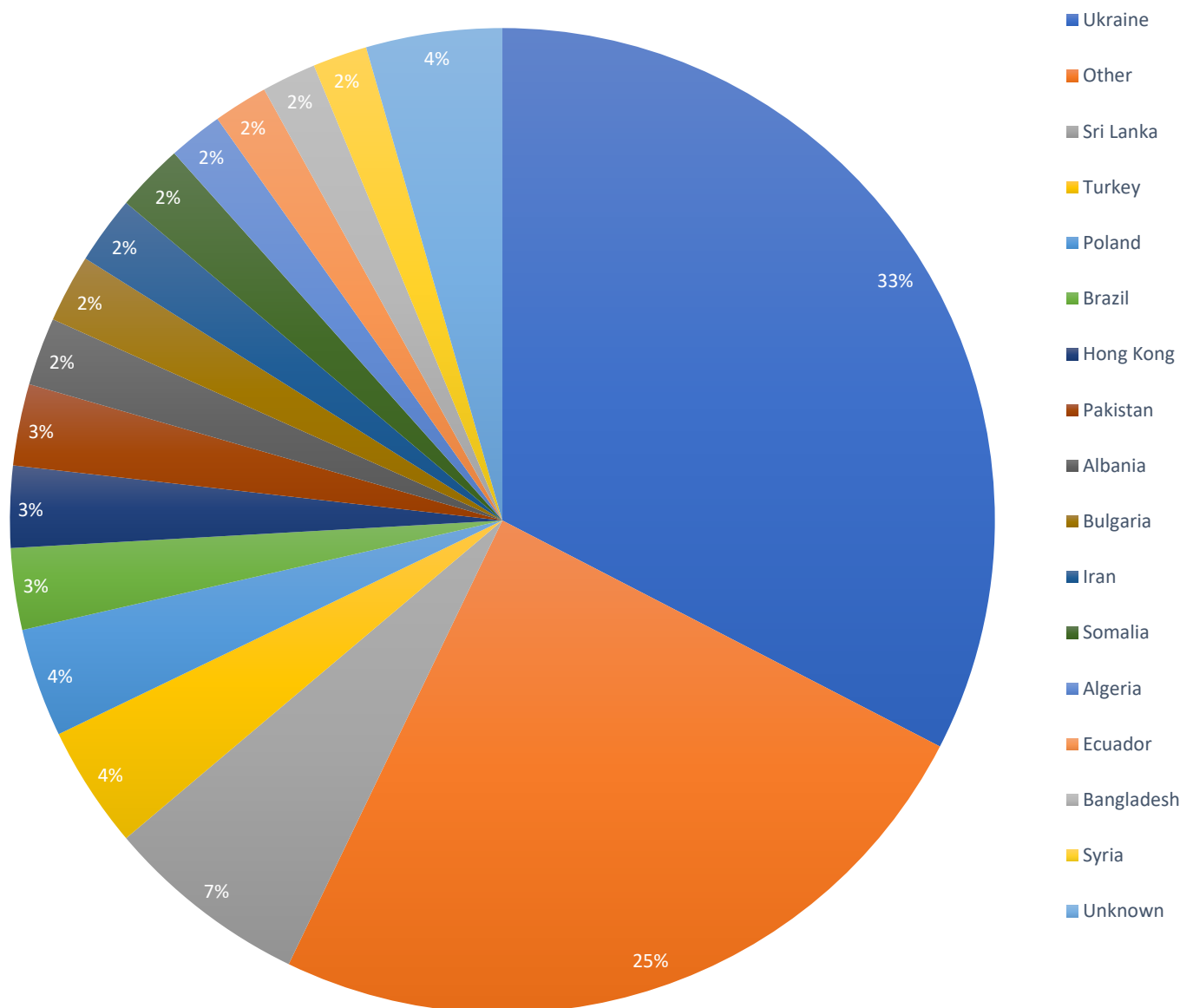
Of the 7 evaluations from learners, all reported improvements in confidence with 100% of surveyed home learners feeling more at home in the UK and that lessons improved their wellbeing.

There were some lower scores in the sociability categories within the wider community, but this is often due to the nature of the reasons for home tutoring such as health issues, caring responsibilities and lacking in confidence.

Learners learn for a variety of reasons, but some commonalities are:

- Health reasons (talking to a doctor)
- Communicating with their children's teachers
- Specific personal needs including getting into employment

## Countries of Origin: class and home learners 22-23



In order to show a clear graph, we have not individually shown all the countries where we only have between 1 to 3 learners. The 25% categorised as 'Other' are from: Armenia, Cameroon, China, Congo, Cote d'Ivoire, El Salvador, Eritrea, Estonia, Ghana, Greece, Guadeloupe, Hungary, Lebanon, Malta, Mexico, Russia, Saudi Arabia, Sudan, Portugal, Ghana, Palestine

## Case Study

### A learner's experience learning English

Learner A came to the UK in 2020 from her native Sudan, where she worked as a medical doctor. As she already had a Bachelor of Medicine and Surgery, she already had a good level of English, but she has been keen to improve and consolidate her skills in order to apply her medical background here in the UK.

Student A joined classes with our organisation in April 2022. She has rarely missed a class, despite juggling other commitments as a mother. She was placed in our highest-level class, at Entry 3/Level 1, and took the opportunity to also join our Exam class in September 2022. In her time with us, she has successfully passed her Level 1 exams in Reading, Speaking and Listening, as well as Entry 3 in Writing. As she has now completed all available provision that we currently offer, she will be leaving us as an alumnus having improved her overall language level.

She now has a foundation level of English language qualifications that has given her the confidence to undertake the next step in her journey towards her medical career in the UK. She is going on to study the Occupational English Test (OET), which is a qualification that can help medical professionals from other countries enter the healthcare systems of English-speaking countries. We have helped her with advice and guidance on how to achieve this, and we wish her all the success in her future endeavours.

When asked for a comment about our services, she said, *"I would like to say thank you very much to MHTS, the staff is very supportive and helpful and I think if you got more resources you will help more people."*

## OUR CHARITY NAME CHANGE

The Trustees and staff agreed that the name 'Merton Home Tutoring Service' no longer reflected the breadth of service that we offer and that we needed to be clearer about reflecting the wider range of English language provision we offer within our title.

The transfer of our activities and contracts was made to a new Charitable Incorporated Organisation, Learn English Together in Merton (charity registration number 1202110) with effect from 1 August 2023 and all further reporting on our activities will be made through Learn English Together in Merton. It is with some sadness that we will close Merton Home Tutoring Service after 13 years of supporting learners in Merton. Staff, volunteers, learners and external partners have adapted well to this name change reflecting the breadth of our service today.

We have a new Learn English Together in Merton logo and website but continue to redirect traffic sent to our Merton Home Tutoring Service emails. Everything in terms of our vision, strategy, governance, staffing structures and service delivery remains the same, and we look forward to many more years of delivering English language support to the residents of Merton.



## OUR TRUSTEES, LEADERSHIP AND STAFFING

### **The Board of Trustees:**

Our charity is governed by a Board of 8 Trustees with a range of experience from tertiary education (including higher education), accountancy, law, business and the voluntary sector. We have trustees who are also volunteer tutors and an ex-learner who previously worked in education in her own country.

The Board of Trustees and Officers (the Chair, Secretary and the Treasurer) are appointed annually. The Board of Trustees meets formally at least four times a year, with a further meeting to reflect on the effectiveness of the service and set the operational strategy for the following three years. The trustees give their time voluntarily and receive no benefit from MHTS.

The trustees who served during the year to 31 July 2023 were:

Anne Worlledge (Chair)

Andrew Hight (Treasurer from February 2022)

Mary Moody (Assistant Chair)

Dr Daniela Wilks (Secretary)

Dr Robin Goodchild, Rozina Kader, Cathy Newbury, Pauline Rozario

### **Operational Management:**

The management team comprises:

Heidi Shrimpton – Director

Matthew Ashcroft – Quality and Curriculum Manager

Nicky Dalglish – Project Leader for Learn English in Merton.

The management team are supported by two part-time Office Administrators.

We have a team of 10 sessional teachers and 4 sessional workers for the creche.

***We thank all our staff and volunteers, for their hard work and dedication to supporting our learners.***

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CR4 3UD

Website : [www.mhts.org.uk](http://www.mhts.org.uk) (changed to [www.let.org.uk](http://www.let.org.uk) on the 1<sup>st</sup> August 2023)

Contact us at: [info@mhts.org.uk](mailto:info@mhts.org.uk) (changed to [info@let.org.uk](mailto:info@let.org.uk) on the 1<sup>st</sup> August 2023)

## FINANCE REPORT

### Finances

In the year to 31 July 2023 we raised income of £227,024 (£200,049: 2022). Our costs in the year rose to £214,755 from £195,499, primarily due to increased staffing costs. We provided more classes in this year than in the previous year and as a result had increased teaching staff costs and creche staff costs. We also created a full-time post, Curriculum and Quality Manager, to oversee the quality and delivery of the teaching curriculum and were able to recruit to this post from December 2022.

We added £22,865 to our reserves and closed the year with reserves of £98,849. We had a healthy bank balance of £127,532, inclusive of £40,952 of restricted funds.

Our costs were met by principally by grants from The National Lottery, City Bridge Trust, The Henry Smith Charity and LB Merton, plus additional funds from Thomas Wall Trust and community events. We thank all of our funders, especially in this very difficult funding market, as we would not be able to deliver our classes and home tutoring service without their support.

As we moved into the new financial year to 31 July 2024 as Learn English Together in Merton, we are very grateful to have support from The Henry Smith Charity, Garfield Weston Foundation, Wimbledon Foundation Community Fund (part of The London Community Foundation) and LB Merton. The 3 -year funding from both The National Lottery Community Fund and City Bridge Trust has come to a close, but we hope to have their renewed support going forward and continue to investigate other funding opportunities.

#### Restricted and Unrestricted funds

	Balance at 1 August 2022	Income in the year	Expenditure	Transfer to Reserves	Balance at 31 July 2023
	£	£	£	£	£
<b>Restricted</b>					
Henry Smith Charity	-	60,000	53,566		6,434
Viridor	2,565	-	882		1,683
LB Merton - Project income	11,168	24,179	28,381		6,966
LB Merton Contract income	9,455	27,028	19,052	(17,431)	-
City Bridge Trust	1,382	50,600	51,982		-
The National Lottery	21,978	33,425	54,153		1,250
Garfield Weston Foundation	-	15,000	-		15,000
Wimbledon Foundation	-	9,619	-		9,619
Thomas Wall Trust	5,000	-	5,000		-
	51,548	219,851	213,016	(17,431)	40,952
<b>Unrestricted</b>					
General Reserves	75,984	7,173	1,739	17,431	98,849
	127,532	227,024	214,755	-	139,801

### Reserves Policy

The trustees of MHTS (and the trustees of Learn English Together in Merton) have agreed that we should aim to have general reserves equivalent to 6 months of the annual running costs, plus any known liabilities. General reserves are funds held by a charity that are not restricted for a specific purpose so can be used to meet any of its costs and these reserves are to allow the charity to continue as smoothly as possible when funding is uncertain.

At 31 July 2023, a reserves policy of 6 months of our expected running costs for the year to 31 July 2024 would represent general reserves of around £95,000. The reserves at 31 July 2023 were £98,890.

The trustees of Learn English Together in Merton will continue to review the level of reserves needed in the light of any increase in the level of activities.

ANDREW HIGHT

**Andrew Hight FCA**  
**Hon. Treasurer**

**7 December 2023.**

## Independent Examiners Report

### **Independent examiner's report to the trustees of Merton Home Tutoring Service**

I report to the trustees on my examination of the accounts of the Merton Home Tutoring Service (the Charity) for the period ended 31st July 2023.

### **Responsibilities and basis of report**

As the charity trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

### **Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

MARK BLACKWELL

Mark Blackwell ACMA

MHR CONSULTANCY LTD  
Ferneberga House,  
Alexandra Road  
Farnborough  
GU14 6DQ

8 December 2023

**Receipts and Payments Account for the year ended 31 July 2023**

	Unrestricted Funds £	Restricted funds £	Year to 31 July 2023 £	Year to 31 July 2022 £
<b>RECEIPTS</b>				
Grants received	-	219,851	219,851	199,081
Donations	2,944	-	2,944	833
Fundraising income	2,613	-	2,613	-
Other income	425	-	425	120
Interest	1,191	-	1,191	15
<b>TOTAL INCOME</b>	<b>7,173</b>	<b>219,851</b>	<b>227,024</b>	<b>200,049</b>
<b>PAYMENTS</b>				
Fundraising costs	658	4,931	5,589	-
Staff costs	-	151,458	151,458	129,014
Room rental for classes and creche, and expenses for creche	-	33,524	33,524	36,149
Training of home tutors	-	636	636	-
Books, stationery and teaching aids	-	2,954	2,954	2,031
Events with learners	-	1,813	1,813	1,052
Attendance at conferences and subscriptions to other organisations	-	144	144	208
Website and IT costs	101	6,370	6,471	3,349
Insurance	-	1,139	1,139	1,610
Telephone and postages	-	332	332	390
Sundry expenses	-	789	789	2,549
Payroll costs	-	864	864	936
Equipment	-	882	882	1,372
Independent Examination and AGM	980	-	980	877
Staff training	-	969	969	549
Office rental	-	6,211	6,211	4,932
IT support for teaching	-	-	-	1,948
Cost of Matrix Accreditation	-	-	-	2,655
CRM Database Development costs	-	-	-	3,540
IT development and migration	-	-	-	1,739
Consultancy fees	-	-	-	600
<b>TOTAL PAYMENTS</b>	<b>1,739</b>	<b>213,016</b>	<b>214,755</b>	<b>195,500</b>
<b>NET RECEIPTS IN THE YEAR</b>	<b>5,434</b>	<b>6,835</b>	<b>12,269</b>	<b>4,549</b>
<b>Funds brought forward</b>	<b>75,984</b>	<b>51,548</b>	<b>127,532</b>	<b>122,982</b>
<b>Transfer of funds</b>	<b>17,431</b>	<b>(17,431)</b>		
<b>Cash funds at the year end</b>	<b>98,849</b>	<b>40,952</b>	<b>139,801</b>	<b>127,531</b>

**Statement of Assets and Liabilities at 31 July 2023**

	Unrestricted Funds £	Restricted Funds £	Year to 31 July 2023 £	Year to 31 July 2022 £
Cash balances at HSBC	98,849	40,952	139,801	127,531
Liabilities	-	-	-	-
Net Assets	<u>98,849</u>	<u>40,952</u>	<u>139,801</u>	<u>127,531</u>