

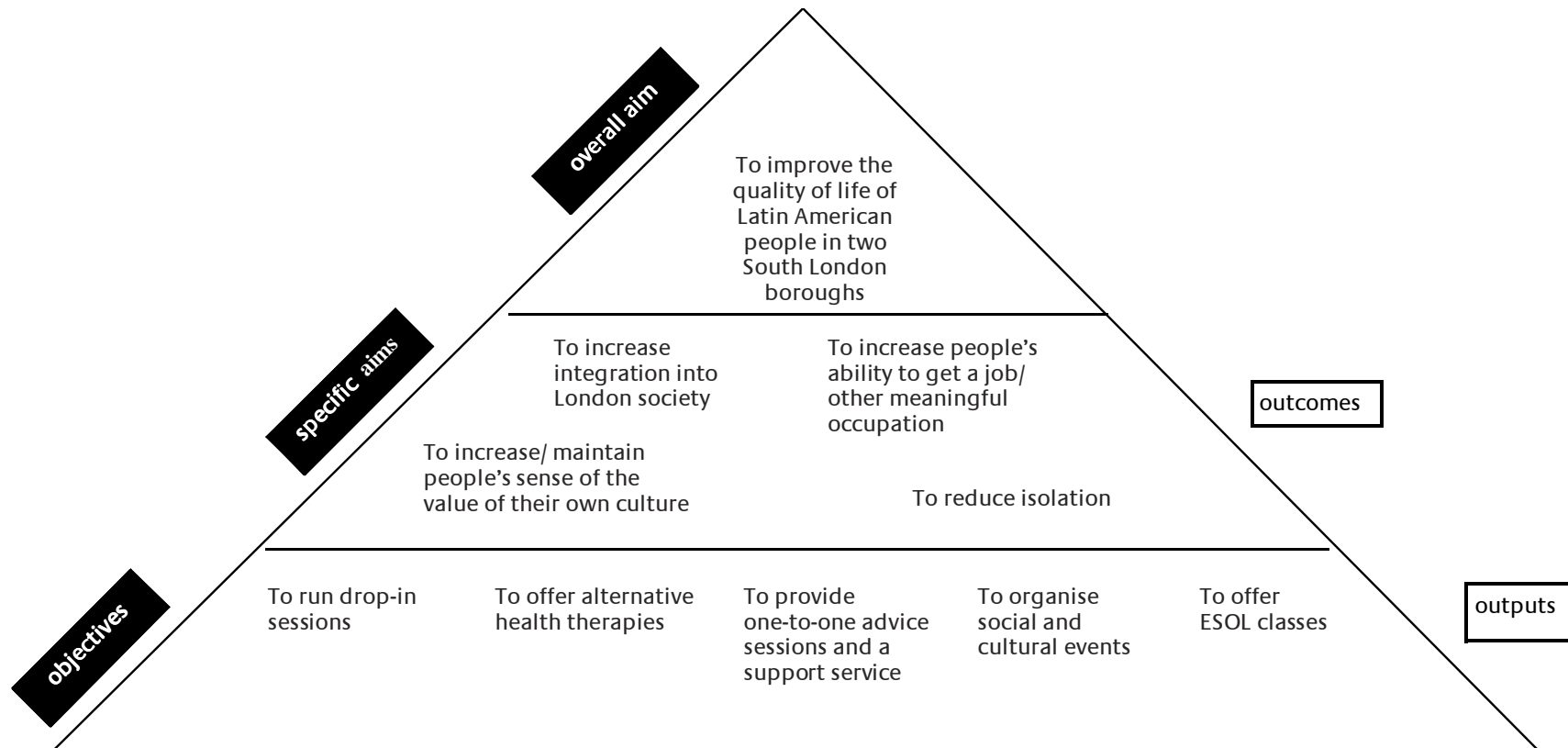
latin american support group

The Latin American Support Group operates in two boroughs in South London. Set up by a group of Argentine women, this group reaches out to Spanish speakers who have recently arrived from Latin America. Their overall aim is to improve their quality of life, to enable them to function in a very different society.

Important elements of their work are: helping people to become more integrated into London society; and increasing people's knowledge about how to get around, how to buy food, how to cope with the UK legal and benefits system, and where to go if they are ill. Key results for their target group are gaining the ability to speak English, and ultimately getting a job, as well as gaining more understanding of UK culture, and understanding how to hold on to their own culture too.

The support group offers a range of activities, depending on funds and volunteers available to run them. (They have only two paid staff – all other work is done by volunteers.) They have a small centre where they run drop-in advice sessions and ESOL (English as a second or other language) classes. They have a team of volunteer interpreters who will go with people to appointments, and an alternative health team offering massage and aromatherapy. They also run a monthly theatre visit to get some of the more isolated women out of their homes. They have links with other Latin American groups and hope to increase these.

latin american support group using the CES planning triangle ©



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Outcomes

Specific aims	Outcomes
To increase integration into London society	<ul style="list-style-type: none"> • Increased knowledge of health and social services • Increased knowledge about UK legal system and benefits • Increased ability to speak English • Increased access to services • Increased understanding of culture in the UK
To reduce isolation	<ul style="list-style-type: none"> • Wider social networks • Increased confidence to interact with others • People involved in greater number of local activities
To increase people's ability to get a job or other meaningful occupation	<ul style="list-style-type: none"> • Increased knowledge about UK job market, and expectations • Increased awareness of other volunteer and educational options • Increased job-search and job-specific skills
To increase or maintain people's sense of the value of their own culture	<ul style="list-style-type: none"> • Children speak/ continue to learn mother tongue • People feel a greater sense of pride in their identity • Cultural events attended by a wider range of local people

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Outcomes and indicators

Outcomes	Indicators
Increased knowledge of health and social services	<ul style="list-style-type: none"> • Whether aware of local schools • Whether aware of local health care
Increased access to services	<ul style="list-style-type: none"> • Whether registered with GP • Whether women attend ante and post natal services • Access to under-fives provision
Wider social networks	<ul style="list-style-type: none"> • Extent to which users socialise with other users outside the project • Number of contacts outside the project
Increased confidence to interact with others	<ul style="list-style-type: none"> • Whether clients attend appointments without support • Amount of time spent out of the house
People involved in greater number of local activities	<ul style="list-style-type: none"> • Number of local activities in which people are involved • Type of local activities in which people are involved
People feel a greater sense of pride in their identity	<ul style="list-style-type: none"> • Level of self-reported pride • Attendance at cultural events • Level of confidence in talking about cultural identity

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Objectives, outputs and output indicators

Objectives	Outputs	Indicators
To run drop-in sessions	<ul style="list-style-type: none"> • Drop-in sessions 	<ul style="list-style-type: none"> • Number of drop-in sessions held • Number and profile of people attending • Reason for attendance
To provide one-to-one advice sessions and a support service	<ul style="list-style-type: none"> • One-to-one advice • Outreach visits 	<ul style="list-style-type: none"> • Amount of advice given • Number of outreach visits • Profile of people seeking advice • What advice sought for
To organise social and cultural events	<ul style="list-style-type: none"> • Events 	<ul style="list-style-type: none"> • Number of social and cultural events organised • Type of event • Numbers and profile of people attending • Level of user satisfaction • Frequency of event