



CITIZENS UK

ANNUAL REPORT

Organising & Social Impact 2019



WHAT WE DO

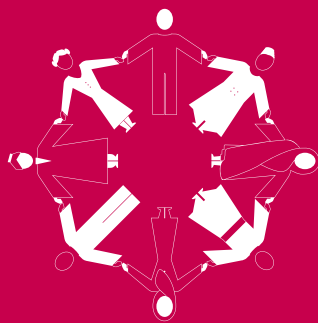


Community Organising is about returning power to people.

Citizens UK helps its 450 member institutions to develop leaders, so they can participate in public life and hold politicians and other decision-makers to account on the issues that matter to them.

We prioritise personal relationships and membership of institutions rooted within the community. Together we organise to influence people who hold power in government, business and public life.

Our members are a diverse range of organisations including schools, churches, mosques, synagogues, parents' groups, health practices, charities and trade unions.





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“Turning the politics of protest into the politics of power has never been more urgent.”

Anger without power and a plan to do something about it leads to rage or despondency, but anger channeled with others into positive action can change the world.

Take the work of St Antony's Catholic Primary School in Newham over the last year, for example. Children at the school face the reality of having parents forced to work multiple jobs to make ends meet, and so struggle to be there for the family.

Rather than hold their children back, the school used community organising to campaign successfully to see a large local employer, City Airport, agree to become a Living Wage Employer. Their action won a real Living Wage for hundreds of workers, and hundreds of children learned that their voice matters.

St Anthony's is one of dozens of inspirational civil society institutions in Citizens UK membership, using community organising to develop leaders and make social change happen.

We ended 2019 achieving a massive amount of social impact and growth. 15 chapters, 400+ members, 1000s of leaders, 5000 more places won for refugees and 200 settled directly by community sponsorship groups, hundreds of parents developed by our project and 200,000 workers at Living Wage Employers who have collectively received £1bn in extra wages since we founded the campaign back in 2001.

But issues from hate crime and migrant rights, precarious work, mental health services and affordable homes remain an urgent priority. In this current climate, it's more important than ever that people have the tools and the training to channel their anger into effective democratic action.

I hope you'll take inspiration from these achievements - and organise with us to achieve the change you want to see in your community.

A handwritten signature in black ink, appearing to read 'Matt', with a long, flowing horizontal line extending to the right.

Matthew Bolton, Executive Director, Citizens UK

“All of our campaigns have at their heart someone who has the courage to speak out.”

Over 31 years of existence Citizens UK has developed tens of thousands of leaders to win change on everything from safer streets to affordable housing. Our leaders' work has directly benefited hundreds of thousands of people from low paid workers needing a Living Wage to refugees seeking sanctuary.

As we enter a new decade, we are reminded that prioritising strong relationships and breaking down divisions is how Citizens UK became the force for hope it is today.

With our alliances now active in places from Sunderland to Somerset, Brighton to Birmingham, Essex to Ynys Môn, and our project work spanning the UK we are no longer a London-focused organisation, so we are mindful that to build our power and to effect change on social, economic and environmental

issues we need to stay in strong relationships and in solidarity with each other regardless of faith, background or geography.

Our National Leadership Team plays a key role in setting priorities for the whole of Citizens UK. All members are encouraged to connect to it via their local leadership group or National Leadership Team representative.

We are delighted to share here some of the highlights of Citizens UK's work in 2019. We are grateful to our leaders, staff and member organisations who are the bedrock of our chapters and vibrant campaigns. Thanks also to our strategic partners and funders, who help the charity flourish and remain financially sustainable.

Chairs of Trustees and National Leadership Team



A stylized, handwritten signature in black ink.

Kaneez Shaid



A handwritten signature in black ink, reading 'Graham Brownlee'.

Revd Graham Brownlee

Highlights of our Year

January

North London Citizens holds meetings for the Youth Violence Commission to explore what civil society can do to tackle knife crime.

February

Over 400 leaders from Citizens Cymru Wales participate in the Governance of Wales Assembly in Cardiff and secure commitments from the First Minister of Wales on Living Wage jobs, banning letting agent fees, and revolutionising social care.

March

Abraham's Tent Community Sponsorship Group, a group of Christians, Jews and Muslims, welcome a refugee family. They are one of dozens of groups Citizens UK now supports through Sponsor Refugees.

April

New Citizens alliances go public in Somerset, Colchester, Brighton & Hove and Leicester. Citizens MK runs an Accountability Assembly.

May

Tyne and Wear Citizens launch the 'Just Change' campaign with pupils at six secondary schools in the region to win back school dinner money taken by contract caterers.

June

The Living Wage Foundation launches the 'Living Hours' campaign to tackle insecure work experienced by one in six workers.



2019

July

50 leaders from across the UK attend our National Community Leadership Training in Birmingham.

August

The Times newspaper launches an investigation into our campaign to get Child Citizenship fees reduced. Citizens UK leaders and our research are featured in a series of articles.

September

The Law Commission visit our leaders in TELCO, Greater Manchester, Nottingham and Birmingham as part of five workshops run by Citizens UK to improve Hate Crime protections.

October

Leeds Citizens launch of the Chapter's city-wide Mental Health Commission.

November

500 leaders from across London hold a Delegates' Assembly at West London Citizens member, Bloomsbury Baptist Church.

December

Lambeth Citizens and Merton Citizens lead accountability actions that build relationships with prospective MPs in South London. Thanks to a grant from the UK Democracy Fund, Citizens UK registers 2,000+ voters ahead of the 2019 General Election.



Growing our people power and campaigns

This year Citizens UK developed greater people power than ever before in our 30 year history. We welcomed many new member institutions and launched three new alliances.



New members: **Our first sports club**

Brighton Table Tennis Club became the first sports club to join Citizens UK's network of Community Organising alliances. The club holds over seventy sessions a week with over 1,500 players from a range of backgrounds.

New members: **Our first Sikh institution**

Sikh Support, an organisation that supports the homeless in Ilford, is based on the Sikh tradition of "seva" which puts serving others at the heart of the faith.

As founding members of micro-alliance, Ilford Citizens, Sikh Support is organising for a better Ilford alongside 12 other local institutions.

New Citizens Alliances

Generous funding from the Big Lottery Fund enabled us to kick-start an exciting phase of Growth in our network of broad-based alliances across the UK. Working with new leaders and institutions from Sunderland to Preston, 2019 saw us develop Community Organising outside of major cities and into more towns and rural areas.

New alliances ready and willing to act together for power and the common good have been launched in Essex, Somerset and Brighton and Hove, while others are in development, such as in Peterborough, Reading and Barking and Dagenham.

New Campaigns: **Living Hours**

Over the last two years we've been listening to institutions in different areas across the country on what issues members face in the workplace and through this we found that one of the biggest issues facing workers is insecure work.

In response, the Living Wage Foundation has developed a new standard to ensure, as well as a Living Wage, employees have a decent number of hours and that those hours are secure.

You can find out more at;
www.livingwage.org.uk/living-hours

New Campaigns: **Just Change**

Following listening workshops in schools in the North East, our Tyne and Wear Citizens launched the 'Just Change' campaign to change Free School Meals to ensure that pupils were able to keep their school dinner change instead of it being taken back into the system.

The pupils worked on an awareness campaign to raise the profile of the issue, spoke in the media, held meetings with stakeholders and created videos about the positive impact it would have on their lives.

“Listening campaigns can unveil hidden injustices. After speaking to local children about this injustice and how it affects them, we felt compelled to act.”

Steve Forster, Development Worker, Churches Together Newcastle and Leader with Tyne and Wear Citizens

“Getting involved in this campaign allowed me to be a voice for all 750,000 secondary school pupils on Free School Meals across the country.”

Luke, Year 10 Pupil at Park View School, Tyne and Wear Citizens



Strengthening communities by building relationships and taking action



Strategic partners: King's College London (KCL)

A member of South London Citizens since 2017, KCL has deepened their Strategic Partnership by adopting a “whole University” approach, which has seen them develop a wide-ranging and ambitious set of both internal and external initiatives, such as:

Campus Conversations: student and staff ambassadors trained on using 12Is to build meaningful connections and a relational culture across campus.

Parent Power: an innovative and award-winning project that develops the leadership and ability of parents to tackle inequality in access to education.

Children Into Citizens: the campaign to reduce child citizenship application fees currently at over £1,000 per child, while launching a Payment Plan to provide interest free loans to parents risking debt to pay the fees.



Strategic partners: Caritas Leeds

The Strategic Partnership with Leeds Citizens has led to two important areas of work being prioritized across the Roman Catholic Diocese as ways through which to live out its vision of “faith through loving service”.

With support from Bishop Stock, a Commission of civic and religious leaders is examining the criminal justice system through the experiences of those who encounter it, while a group of young Catholics has been formed with a focus on developing their leadership to respond to the issues affecting young people in the Diocese.



Chapters working together to win change

Citizens UK chapters: Manchester, London, Wales, Birmingham and Tyne and Wear are all part of our nationwide campaign to improve Hate Crime protections. In addition to evidence hearings in all five regions with Citizens UK leaders, visits to our chapters from the Law Commission, in November we issued an open letter calling on civil society, media and politicians to work together to heal divisions caused by hate crime.

“I am very proud of our partnership with Citizens UK. Together we can make lasting change to our local, national and international communities.”

Professor Ed Byrne AC,
Principal, King's College London



PARTNERSHIPS

How our civic institutions benefit from Citizens UK membership



Citizens UK is made up of hundreds of churches, schools, mosques, unions and other civil society organisations working together for the common good. Each of these member groups pays annual dues to be in membership. Two Nottingham Citizens leaders explain in their own words why civic institutions like theirs stand to benefit from Citizens UK membership.



"This is real life social and civic engagement and that benefits our staff, our students, the university as a whole and I don't see a better route to get that than for the university being part of Citizens UK."

Dr Paula Black, Nottingham Trent University,
Nottingham Citizens



"Quite often the schemes you buy into as a school to develop personal and social education are generic. Working with Citizens is real and means something to your school."

Meeta Dave, Headteacher, Radford Academy,
Nottingham Citizens



What we've learned from Community Organising training

This year over 120 leaders attended our flagship National and Regional Community Leadership Training courses, motivated by a desire to win social justice, to become more effective community leaders and to strengthen their member institutions.



"I often get approached by organisations that want to engage with our Somali community. When the local NHS Trust got in contact, I decided to do things differently than usual. I built a team and we ran a listening campaign on the barriers we face in accessing health services. Over 60 enthusiastic people attended the meeting with the Trust, who couldn't believe how engaged we were. National Training gave me the tools to organise my community and to strike effective relationships with local decision makers."

Abdikayf Farah, CEO, Somali Community Parents' Association (SOCOPA), Leicester Citizens



"National Training is phenomenal; it's transformed my way of delivering education. I've started applying the methodology of Organising in the classroom, teaching my Year 8 pupils how to organise. They're now relating to other schools locally, and to the Local Authority, about the issues that affect them."

Paul Phillips, Head of CCPSHE, Connaught School for Girls, Waltham Forest Citizens

"The penny dropped for me on training about why we do things the way we do at Citizens UK. I returned to my institution and worked with our Imam to build a 15 people-strong Core Team which works hand in hand with our wider alliance on hate crime, mental health and low pay."

Together, we've already won change, like introducing a Hate Crime Charter that local transport providers have adhered to. And we're transforming how our mosque sees itself in the city."

Taj Khan, Newcastle Central Mosque, Tyne and Wear Citizens



To hear more stories of Citizens UK members benefitting from training, watch the video: rebrand.ly/cuk-training, visit citizensuk.org/training or speak to your Organiser

Winning change and making an impact

This section profiles just a handful of the hundreds of Citizens UK wins in the past year. Keep up to date with news: citizensuk.org/news.



"The Living Wage movement has now put over £1 billion pounds back into the pockets of low paid workers. This is testament to the leadership of over 6,000 businesses across the UK who continue to recognise the importance of a wage that truly covers the cost of living and the value it provides to workers and their families."

Katherine Chapman, Director of the Living Wage Foundation



"We don't want our pupils to feel ashamed. Instead we want them to feel empowered to take action and know that their voice matters."

Yvonne Wade, St Anthony's Primary School,
Newham Citizens



"One in five jobs in Cardiff pays less than the real Living Wage so it's important that Citizens Cymru Wales is organising low paid workers and their families to influence the Living Wage City plan and ensure it raises the wages of those who really need it."

El Bashir Leader with Cymru Wales at the launch of Cardiff as a Living Wage City.



Local wins

Most of our campaigns create tangible change at local level. Like Colchester Citizens, who won women-only swimming sessions at their local pool. And TELCO, who got a road resurfaced. And Haringey Citizens, who secured a pedestrian crossing. And Brighton Citizens, who gained commitments to reopen accessible toilets. And Citizens MK who persuaded teachers to sign up to the Refugee Welcome Schools initiative. And Citizens Cymru Wales, who made BT remove telephone boxes used for drug-dealing in Cardiff.

Living Wage Campaign Wins

The campaign for a real Living Wage has now put back over £1 billion into the pockets of low paid workers and there are over 6,000 Living Wage Employers working with the Foundation

Leaders from Newcastle and Nottingham, to TELCO won the Living Wage at Newcastle University, Capital One. and London City Airport, giving thousands of workers a pay rise.

Offering sanctuary to refugees

Citizens UK leaders across the country celebrated after our campaign to extend the Government's refugee resettlement scheme won 5,000 extra places for vulnerable refugees.

Community organising for better housing and improving renter rights

Lewisham Citizens won genuinely affordable Community Land Trust (CLT) homes in Sydenham after a five-year campaign in April this year.

Following a campaign led by member institution, Cardiff Students' Union, the First Minister of Wales, Mark Drakeford, committed to work with Citizens Cymru Wales to ban letting agent fees. When this came into force in September 2019 students saved over £3 million.

Citizens UK Birmingham has led a nationally-recognised campaign to help homeless families stuck in B&Bs and temporary accommodation.

Our impact at PACT

Operating in Tyneside, Leeds and South London, Parents and Communities Together (PACT) is a community-led project for socially excluded parents who under-use mainstream health services.

PACT's activities, such as MumSpace, have been shown to lead to statistically significant improvements to the mental health and well-being of the parents involved, as well as the early developmental outcomes of their children.

"PACT provided me with a sense of community and place to come together with other parents. The Citizens UK training gave me and others a sense of motivation that we can make things better for ourselves and our community."

Parenting skills, a sense of community and the ability to develop as leaders in public life are all fostered in equal measure by PACT's Parent Organisers. From learning how to cook healthier meals for their children, to running a listening campaign on youth safety or housing, PACT's leaders are becoming more confident parents and citizens.



Nottingham Citizens Action on Mental Health

Nottingham Citizens leaders are partnering with Nottinghamshire Healthcare NHS Foundation Trust to co-produce and deliver a 'train the trainer' session for organisations across the city. Attendees will learn how to deliver a 90-minute mental health training to take back to their organisation in a bid to reduce stigma around mental health.

Over 30 people are signed up for the first wave of training in the Spring.

Getting organised: Channelling your anger into action



Putting Community Organising into practice:

The biggest cause of the injustices faced by our people is the lack of power of civil society to hold powerful organisations of the state and the market to account for the decisions that impact on our lives.

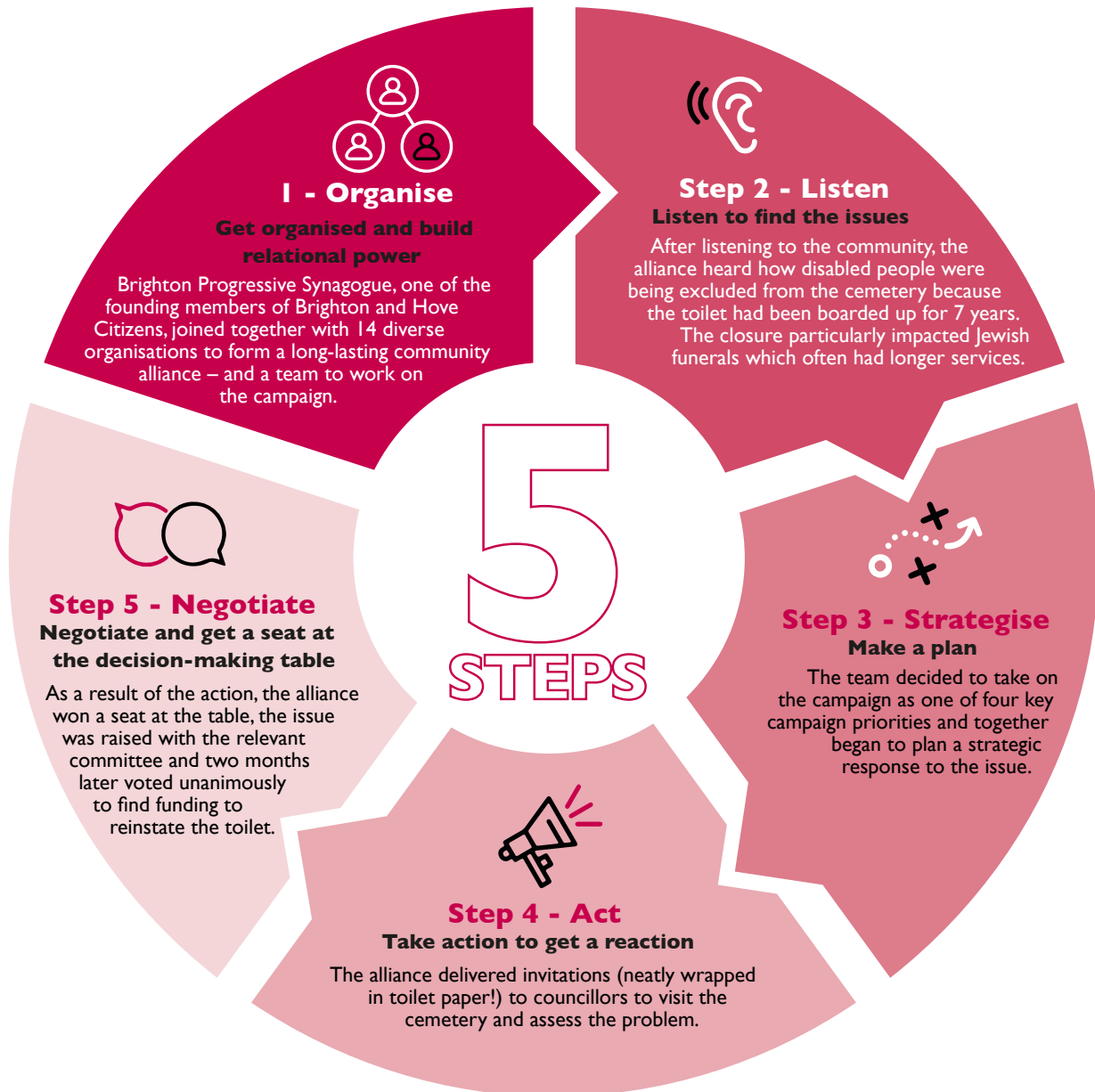
Leaders from Citizens UK member institutions know they want to make change in their communities. They know that local people experience social injustice, and they want the practical skills that will tackle the causes and bring about systemic change.

Community organising is not rocket science. The '5 Steps to Social Change' model we use is accessible to anyone who wants to make change by turning their anger into action.



5 steps to social change case study:

Brighton and Hove Citizens' campaign to get accessible toilets at a local cemetery reopened is a great example of local people working together using our Social Change method.



Key dates for your diary

2020-2021

Our training courses will give you the skills to make change

Your local Citizens Community Organiser will be able to run community leadership training workshops at member institutions that can help run campaigns that create change, develop leaders, and strengthen organisations. Leaders from member institutions can also access our accredited Regional (3-day) and National (6-day) Community Leadership Training that blend residential teaching of theory and skills with a practical placement and reflective practice.

June - July

 Regional Community Leadership Training


14th - 16th September 2020

September

 Regional Community Leadership Training

16th - 18th March 2021

March

 National Community Organising Training

28th June - 3rd July 2020

For more information, speak to your organiser or log on to citizens-uk.teachable.com

Different ways to get involved



Sign up to our Citizens UK e-newsletter:

www.citizensuk.org/subscribe



Become a Living Wage employer:

www.livingwage.org.uk



Help set up a Community Sponsorship group:

www.sponsorrefugees.org

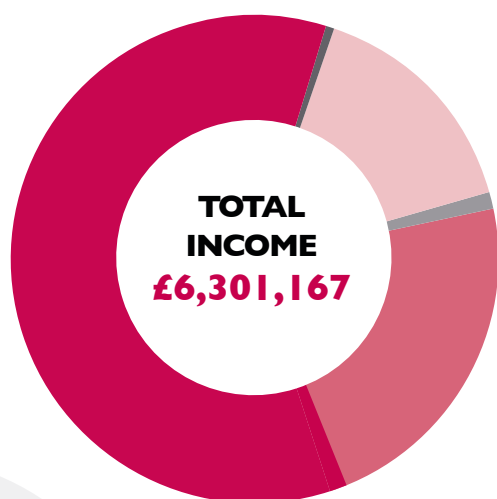


Find out what's on offer at PACT:

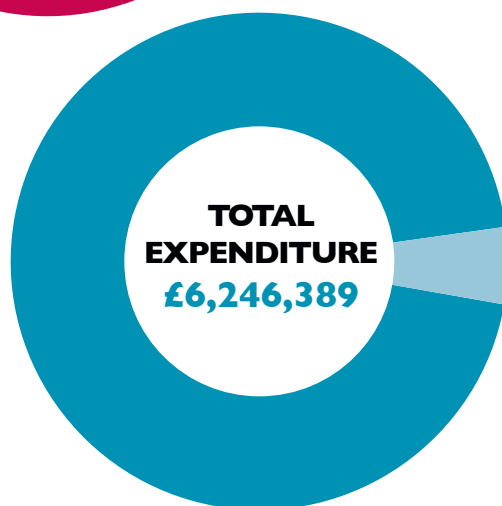
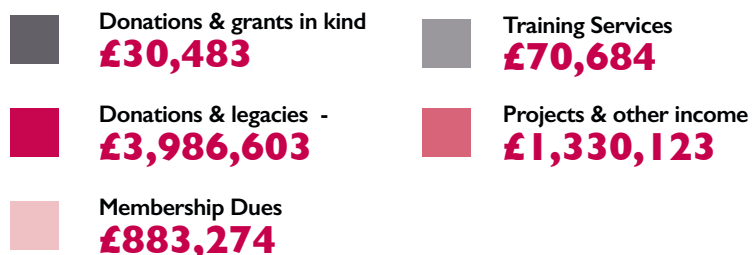
www.pact-citizens.org

Numbers and Accounts 2018-2019

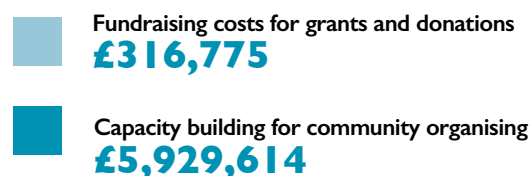
Citizens UK is owned by its participating organisations who fund our work through membership dues. This preserves our independence and keeps power with the people. Our work is also supported by charitable trusts and personal donations.



INCOME



EXPENDITURE



Read our full accounts online at:
www.citizensuk.org/reports_publications



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