

Queen's Crescent Community Association

EMPOWERING LOCAL PEOPLE WITH LOCAL SOLUTIONS



Queen's Crescent Community Centre • Peggy Jay Centre
Maitland Park Sports Centre • Fleet Community Centre

Introduction

Queen's Crescent Community Association was originally established in 1999 to take over and revitalise the management of the Allcroft Community Centre (now known as Queen's Crescent Community Centre), which had been left derelict for several years. Local residents, some of whom continue to sit on our Board of Trustees, sought to create a central resource for community regeneration in a severely deprived area surrounded by council estates and sheltered housing. Twelve years on, QCCA manages four premises: Queen's Crescent Community Centre, Maitland Park Sports Centre, Fleet Community Centre and Peggy Jay Centre on Hampstead Heath. We also offer services from two other local sites: Weedington Road Play Centre. We currently employ ten full-time staff, five apprentices and up to twenty part-time and sessional workers. Over the course of the year, over sixty volunteers have worked for QCCA delivering both front-line services and professional consultancy.

QCCA delivers over 50 different services across seven different programmes:

Under 5s, Young People, Older People, Education & Employment, Exercise and Fitness, Culture and General Facilities & Services

Under 5s: Drop-In & Crèche, 10 o'clock Club, Community Nursery & Children's Play-Area

Young People: Youth Club, Trips, Residentials, Workshops, Music, Dance, Sport & 1-2-1 support

Older People: Luncheon Club, Summer Holidays, Film Club, Bingo, Knitting & Belly-Dancing

Education & Employment: AQA Registered Centre, ESOL classes, UK Online Centre, Short & Vocational Courses & Duke of Edinburgh Award Centre

Exercise & Fitness: Sports Hall, Changing Rooms, Sports Library, Bike Loan Scheme, Supervised

Outdoor Gym Sessions, Community Gym & Football Pitch

Culture: Seasonal Parties, Music Studio & Queen's Crescent Festival

Facilities & Services: Queen's Crescent Community Centre, Maitland Park Sports Centre, Fleet Community Centre, Satellite Sites: Weedington Road Play Centre & Peggy Jay Centre, CRB Umbrella Body, Minibus, Equipment Hire, Affordable Community Space, Support for Local Groups & Community Organisations

Mission Statement:

We aim to foster social cohesion by helping grassroots initiatives to grow, and by providing resources and facilities in the interest of social welfare, education and leisure-time recreation. We aim to provide services and empower local residents, challenge disadvantage and improve the quality of life and standard of living.

We aim to foster social cohesion by enabling grassroots initiatives and providing resources and facilities in the interest of social welfare, education and leisure-time recreation.

Working in partnership and across diverse networks, we aim to offer services that empower local residents, challenge disadvantage and improve the quality of life and standard of living.

Board Members:

Mick Farrant, June Grun, Moshaid Miah, Sally Gimson, Wendy Richards, Catherine Boyd, Charles Keidan, Raj Chada, Malcolm Wroe, Janet Guthrie, Dugald Gonsal, Georgia Gould, Jill Fraser, Shahabeel Lone & Lorraine Revah.

Chair's Report

2010 has been another good year for QCCA. The year has seen consistent execution of the strategy we articulated a year before based on education, employment, empowerment and community cohesion. We have remained focused on children, young people and our senior citizens and bringing partners in Camden to work together for the benefit of the whole community.

This year has seen a further modest improvement in the charity's financial position with the funding increasing from £652,000 at the beginning of the year to £696,000 at the end. We get most of our funding from local and national charities.

The main grant from Camden Council which forms part of our core funding is £72,000 and £40,000 which is used for the rent. The rest of our income is by way of funding for specific projects which are significantly subsidised by unpaid "work" from volunteers, including that of the Board of Trustees which together translates into many thousands of pounds worth of savings for QCCA.

The change of government and significant reductions in public expenditure are having serious consequences for the funding of programmes in the local community. The local authorities are grappling with large cuts to their budgets and Camden Council is no exception.

The services most at risk are those non-statutory services such as our Older People's Programme, Youth Services and Under 5's. QCCA will be working closely with the Council and other organisations to help mitigate the impact this will have on the local and wider community.

We have already stopped the closure of the Ten O'clock Club at the Peggy Jay Centre near the Lido and this continues to be a success.

QCCA in partnership with Camden Council is working to regenerate Queen's Crescent Market and run a local nursery which would otherwise close with a loss of 25 places. These are new ventures for QCCA which represent exciting challenges but fit in with our vision of "local solutions for local people" and our focus on education, employment, empowerment and community cohesion.

At the same time we will have to adjust to a new funding system from the Council. Thus 2011/12 and 2012/13 are likely to be exceptionally challenging years for us.

QCCA could not have achieved its aims without the efforts of its staff and volunteers, all of whom have worked tirelessly throughout the year. It would be invidious to single out individuals for their contribution but my personal thanks must go out to Foyezur Miah without whom we would not be here today. I am also extremely grateful for the support I received from my fellow trustees. ■

MICK FARRANT

Chairman



Director's Report

QCCA's progress in transforming its services was boosted at the start of the year by a major capital improvement programme. The work was carried forward from the last financial year with over £200,000 funding from the central government's Youth Capital Plus Fund.



The funds came at very short notice and required an urgent response from my team to ensure the plans, planning permission, consultation and contractors were in place within four months. The total funding, which was channelled through London Borough of Camden, was £352,000 which was used to resurface the adjacent football pitch, build two changing rooms, a sports library, a purpose-built recording studio, and a new IT suite, to expand the gym, including new equipment, and install double glazed windows to the north elevation of the building.

We were also fortunate to receive funding from the Henry Smith Trust, which helped build the new children's nursery and the revamp the garden and play area. The funds from the Henry Smith Fund also paid for a new oak tree, which was planted by the television personality Michael Palin in the heart of Gospel Oak. Most of the work was not finished until August 2010, which caused our annual summer festival to be pushed back to August.

We had several new talented people joining the QCCA family, which included the children

services manager Susan Barbara who opened our new nursery in January 2011 to help alleviate the demand for nursery places in Gospel Oak. Through the Future Job Fund scheme we recruited 9 young people, who had either never been in employment or had been unemployed for over 6 months. They had the opportunity to shadow and support several senior members of my team and had the exposure to and experience of a challenging working environment. For the first time I had a personal assistant for 6 months who attended strategic meetings and gained a broad insight into strategic management. Four of the nine staff successfully applied for positions at QCCA, 3 secured jobs externally and 1 returned back to college to complete his studies.

In an exciting year, QCCA received financial support from the Wates Foundation and Tudor Trust to employ a Capacity Building Manager to improve internal processes, policies, and systems and to expand our partnership and diversify our fundraising approach. The post also included the strategic development of Maitland Park Sports Centre into a training academy to give access to qualifications and

employment training skills in a social setting to the high number of unemployed young people in Gospel Oak and Haverstock who were otherwise unlikely to attend colleges or training institutes.

This year was very much focused around the development of partnerships, in particular the Camden Community Consortium (CCC), an alliance between Castlehaven Community Association, Kentish Town Community Centre, Maiden Lane Community Centre and QCCA. The CCC has been working with the London Borough of Camden to promote this model to other organisations at a time of financial austerity. QCCA believes to withstand the financial storm, voluntary sector organizations (VSO) need to work together by pooling resources and reducing duplication of services and back office costs. Although VSOs are ultimately a business, they are not in the business of making financial gain but rather in the business of achieving social outcomes. Our partnership with Corporation of London remains strong as we continue to sustain the children and parents' services at the Peggy Jay Centre.

QCCA is very fortunate to have a highly skilled and experienced board of directors who deserve thanks and appreciation for their strategic input and vision, in particular Mick Farrant who has relentlessly devoted all his time and energy for the local community. ■

FOYEZUR MIAH



Under 5s Programme

1-2-3 Drop-In & Crèche

The 1-2-3 Drop-in continues its service for our local community bringing parents together and allowing their children to access the Early Years Foundation stage curriculum (EYFS) and strive to work towards the previous government's outcomes for children. The 1-2-3 Drop-in is still enabling the local community to have a mixture of parents, that can flock together to share cultures, experiences, anxieties and advice. The 1-2-3 Drop-in also allows us to chat to parents in our family support room to identify

whether there is any further help that we can offer; if help is needed we send an assessment to the Harwood Children's Centre to ensure that the whole family gets the help that they need. Children continue to have many play opportunities in the 123 Drop-in as well trips to both local attractions such as the farm and further afield to the seaside. We have celebrated many different cultural events throughout the year which ended with a Christmas Party that was enjoyed by the parents and the children. The children were visited by Father Christmas and received a wonderful gift.



Ten O'clock Club

The Peggy Jay centre is as lively as ever and it's fantastic outside area has continued to allow children and parents to benefit from a healthy outdoor experience. Inside we continue to allow for children's imagination and play needs, by setting out an environment that contains everything from art activities to dressing up. Staffs also deliver a sing along time with stories that parents and children can join in. The staffs operate a popular tuck shop that is open from 10:15am serving a wide range of

refreshments. We ended the year with a wonderful party with an entertainer and a visit from Father Christmas all the children got a present, then sat down together to share some tasty Christmas fodder. Although the winter was very cold the 10 o'clock club continued to be busy and parents and children still enjoyed the wonderful activities both inside and outside the centre.

Mother & Baby:

Mother & Baby: Lluiseta & 3-year old Ere
I decided to volunteer at QCCA after learning about the organisation and its work with the local community in particular its work with parents to enable them back to work, back to training and back to education. I worked in the 1-2-3 Drop-in and Crèche as a volunteer. This gave me the chance to make a real difference to someone's life and improve my skills. It gave me an opportunity to work with experienced professionals who supported me throughout. The staff recognised my abilities and encouraged me to take the first step into child care and education. I took myself off to college and started my level 1 in Child Care and Education. I continued to work at the 1-2-3 Drop-in & Crèche but not as a volunteer but as a student.



Under 5s Programme

Queen's Crescent Nursery

Our very own Queen's Crescent Nursery with its small personal environment, where children are able to receive individual care, is becoming a vibrant bustling nursery and is growing steadily. We opened in January 2011, with one child, who then told two others and so it began.

The Nursery facilitates learning through play and the day to day activities that the children take part in allow them to access six areas of learning. The children experience different activities from corn flour play to building camps, writing, counting, singing, painting and role play to name but a few.

We offer a morning and afternoon session or the whole day; part of the Nurseries initiative was to encourage parents back to work and to college. We have now two parents that have returned to work and use the Nursery to enable this. We have also two parents that have returned to college; one parent uses the after school facilities and the other has an afternoon slot. ■



KATE MUKOSE
Drop-In & Crèche Coordinator

Other Staff:

Janet Hillyard, Nilza Maria De Lima, Akoi Dannanac, Asnakech Wube, Farah Akram

Youth Programme

Our drop in Youth Club sessions provide a positive, safe environment for young people to socialise and learn through activities and workshops. Our dedicated team of Youth Workers provide support and structure to help each young person achieve their aspirations and reach their full potential. We deliver workshops which promote positive life choices including crime prevention, drug awareness, nutrition and sexual health.

We deliver projects with accredited outcomes e.g. AQA Unit Awards to recognise learning and improve the future prospects of young people. Our Youth Programme also allows young people to work towards the Duke of Edinburgh Award, a challenging programme which develops young people's skills and helps them to fulfil their potential. Through the Jack Petchey Foundation, we run a reward and recognition scheme which celebrates the achievements of young people, with winners choosing how funding is spent.

Q Point is our new look 1-2-1 support service which provides advice and guidance on a range of issues affecting young people including money, housing, health, relationships, youth crime and aims to meet their emotional needs. Although in its early stages, Q Point already plays a key role in referral and linking young people into other relevant services. We run employability skills workshops, jobs and apprenticeship events and provide information and advice about careers, CV writing, interview skills and writing a successful job application.

Friendship & Teamwork

Our Youth Programme includes regular trips and residentials which recognise young people's achievements, helps them to build friendships and develops their teamwork, leadership and problem solving skills. Young people play an active role in decision making and planning our projects through regular consultation and our



Young Voices

Courtney Walker, 13-years-old:



"There are boxing projects and the IT room is great too. I'm allowed to come to the Youth Club because it is safe and my parents are not too happy with me hanging around on the streets. I am able to have fun; the Youth Workers are really good because they always get you involved in activities, workshops and projects.

The Youth Workers are good at making everybody feel welcome and they are helpful when you really just want to talk to someone and get advice.

This centre has a lot of things to do and it has helped me to become more confident as a person. I really enjoyed the drumming workshop and learnt about different beats."



MINTU RAHMAN

Youth Worker

Other Staff:

Latoyah Dick, Mintu Rahman, Kito Soki, Irene Adeyinka, Bianca Lawal, Nigel Doyle & Kazi Islam



new Youth Forum. We encourage young people to learn through exploration and self-discovery, challenging ideas and ways of thinking.

Our music studio is very popular with over 30 young people already accessing this service. As part of our accredited music programme, young people record their vocals and produce their own music under the guidance of a qualified Studio Technician.

Sport Leadership

We are soon to start a Sports Leadership Programme which will provide young people who are not in employment, education or training (NEET) with an accredited Sports Leadership Award, volunteer work experience, mentoring, employability skills and 1-2-1 support to move into sustainable employment. The aim of the programme is to use sport as a tool to move young people into sustainable employment or training. Our wider sports programme offers structured sport and physical activity sessions, tournaments and volunteer opportunities. We promote healthy living and offer free gym sessions for young people where they work alongside a qualified gym instructor to gain accreditations.

We continue our successful partnership with GOAL (Gospel Oak Action Link) and the Camden Community Consortium to deliver our Youth Programme. ■

Older People's Programme



Our programme for vulnerable older people revolves around our highly successful luncheon club which provides nutritious and balanced meals in friendly settings for up to 35 people, usually run between 12.30pm and 2pm for five days per week.

Lunch consists of hot soup and a salad buffet, a choice of hot or cold main course, adessert and drink followed by tea, coffee and biscuits for only £3.50. This remains an integral service for older people who cannot cook for themselves. The luncheon club has disabled access and toilets suitable for disabled users. It is open to all and is a great way to get out, meet people and have a chat. Alongside the luncheon club, we organise a vibrant schedule of social and health-related activities: chair-based exercise, a film club, bingo, tai-chi and reflexology. This is supplemented by day-trips and supervised holidays, which this year included Southend-on-Sea and the Walton-on-the-Naze. More often than not, it is the opportunity to provide older people

Dot Whyman:

"I have never been on my own before. I've always had mum and dad, my brothers and sisters. I get lonely. I go down to dinners nearly every day, going to the dinners helped a lot.

You get ready go down, you put on something different every day. The Luncheon Club gets me out the house so I don't sit and cry."



with additional support including access to other social care services and advice such as benefits advice and welfare needs in partnership with Age Concern, which is most beneficial. We are grateful to the City Bridge Trust for funding our Healthy Living Programme for older people.

Pauline Govier: *"Before I came here, I never used to go out perhaps only to the hospital for appointments, that is all. I never used to bother coming out at all. I started going when Dot's husband was ill, I started going with her then, to keep her company but before that I never used to go, I used to have the frozen dinners and cook them in the microwave. I am meeting people socially whereas before I went I was just at home. It sort of makes the day and the week go quicker as well as good food, I feel better having a proper meal every day whereas, if I wasn't going down there I couldn't afford to buy that every day. This place has definitely changed my life."*



Leonard Jones's Story:

"I suffered a heart attack and my counsellor thought it was a good idea to get involved in some form of activity as it would help me with my therapy after my heart attack. My counsellor recommended that I look for a volunteering opportunity to suit me and to help me recover from my condition. I decided to volunteer at the Luncheon Club and this has helped me with my therapy. I wanted to give back by continuing to volunteer, I have been volunteering for 2 years now after having my heart attack. I enjoy what I do, it is a lovely job, and I have a great time volunteering here. I have a laugh, and it's very nice to communicate with other seniors.



Lenny, Luncheon Club Volunteer

The staff are great, you couldn't get better staff at QCCA. The service is fantastic and the meals are out of this world. The seniors wouldn't be able to afford anything else with their pensions. There is always a choice with the food, there is variety of food to choose from and the luncheon club staff are really friendly, they do a fantastic job helping the seniors feel comfortable in their surroundings. I know the older people's Luncheon Club is closing down in April 2012. This would have a huge impact on the elderly people. The centre cannot close down, where would the seniors go if the luncheon club closes down? Having the luncheon club here provides them with easy access and allows them to use other services in the centre like the older people's chair based exercise. The luncheon club is a life saver for them it helps them socially and with their wellbeing. The centre is right on their doorstep, therefore it is ideal for them to use the facility. Everyone gets along really well together, we are a tightknit community and we all look after each other.

I would like to continue volunteering as long as I can, it helps take focus away from my condition and it keeps me active and allows me to help others less fortunate."

Other Programmes



Exercise & Fitness

In the last couple of years, we have been running group exercise and fitness classes at Queen's Crescent Community Centre and Maitland Park Gym. These classes have grown to be popular. There are so many advantages that can be obtained from group classes and we have contributed to over 100 residents exercising regularly which is why they are offered in all our gym programmes.

However, there are many who prefer to go to the gym and are in the habit of doing their own workout routines, which is why we have extended our gym opening hours and increased our women only sessions to three days a week. To keep you motivated, discover the benefits of doing group exercise and fitness classes in comparison to individual workouts.

Our community gyms at both Maitland Park

Sports Centre and Queen's Crescent Community Centre continue to thrive, with the latter undergoing extensive refurbishment at present.

Education & Employment

Education and training are pivotal to ensuring that our service users possess the knowledge necessary to effectively progress in life and find employment. In an area where many households do not have access to education, individuals who are undereducated are more likely to find themselves unemployed. This increased risk of unemployment likely stems, at least in part, from the fact that these individuals aren't qualified for as many jobs as their educated counterparts.

QCCA has played a crucial role in helping local people by providing access to English and computer classes to ensure individuals are not precluded from education and employment



Spending cuts

However, in the rush to make huge cuts in council spending, our luncheon club service which brings dozens of pensioners together every day is being axed from April next year. Any service that does not spell the difference between life and death has now become fair game. The luncheon service may not save lives, but the people who use it consider it a lifesaver. ■

Other Programmes



opportunities. We currently operate two ICT suites from where we run a range of classes including regular ESOL classes in partnership with Working Men's College. We have a registered UK Online Centre which currently has 12 computers and provides public access to online services, in an area where many households do not have a computer. This continues to be a popular service, particularly for young people. The facilities have been refurbished and we now have an additional 13 new computers. We have developed initiatives in partnership with UK Online which focus on access, digital literacy, and on accessibility of websites – initiatives aimed at local people addressing equal access to public services and the wider benefits that the digital age has to offer.

We are also proud of the launch our digital inclusion campaign called "myguide" developed by UK Online which looks more closely at the new opportunities that digital technologies offer in tackling the continuing problems of social inequalities.

Our Youth Workers work with young people to facilitate their transition to adulthood and into the workplace. We run apprenticeships events, employability skills workshops and 1-2-1 support providing information and advice about careers, CV writing, volunteering, jobs and apprenticeships. We deliver accredited programmes within our Youth Club as well as specialised projects which help young people not in employment, education or training (NEET) to gain nationally recognised qualifications and work experience. We also offer 1-2-1 tuition to young people who struggle with numeracy, literacy and IT.

As part of our commitment to the skills development of local people, we provide a range of volunteer placements and internships in areas such as child-care, youth-work, administration, graphics & website design and marketing. Volunteers and interns receive mentoring and supervisions from line-managers.

Culture

The annual Queen's Crescent Festival took place on Saturday 7th August 2010. The festival attracted over 3000 visitors throughout the day. The event brought together people of all ages and backgrounds to enjoy live performance of local musicians, urban workshop, arts, fashion, food stalls, dance, CV workshop / interviewing skills, sports tournaments, children's rides and many more.

This year's theme was centred on the goal of providing information for opportunities to improve health through exercise and sport, access to education and employment support.

There was live entertainment on stage throughout the day including performers from the Notting Hill Carnival and from over 10 different performance groups and solo artists including acts from Fearless, Lady NY, LeeN, Chany, Akademi, Brazilian Dance and much more! The festival visitors got to experience a wide array of activities that were mostly free. We ran activities for all ages ranging from DJ workshops, salsa dancing tutorials, dancing

tutorials, pony rides, bouncy castle and face painting for children. QCCA would like to thank all involved in planning and facilitating the Queen's Crescent Summer Festival 2010. We are particularly grateful to our corporate sponsor, John Mills Ltd for their financial support.

General Facilities & Services

QCCA continues to provide flexible, quality and best value facilities hire. We provide training facilities and meeting rooms with unique packages to suit any organisation. We deliver personalised customer service with passion and energy. We have a range of essential services which are geared towards specialist groups including those working with refugees, recovering addicts and ex-offenders. This provides our service users access to a wide range of services across all our four sites. We offer the local community wedding and party venues for a subsidised rate. In addition, we offer a range of equipment for hire to host public events and festivals. ■

Other Staff:

Azmal Hussain, Jessica Blaney, Zahra Salim, Natasha Mcquire, Jhakkir Hussain, Abdullah Sharif, Ibrahim Alfa, Alan Stephens, Ahmed Wardere

Apprentices:

Ali Hussain, Dalila Rodrigues, Jamila Buba, Maya Keyes, Kofi Yamoah, Romena Khaliq, Sabreena Smith, Saif Uddin & Yeasmin Begum

Professional Volunteers & Interns:

Claudia Moeller (Graphic Designer), **Glenys Blankson-Quaicoe** (Marketing & Outreach Intern), **Astley Wedderburn** (IT Programmer), **Mohamed Bah** (IT Consultant), **James Hammond** (IT Officer), **Mohammed Salih** (IT Officer) & **Simon Doyle** (Graphic Designer)

Other Volunteers:

Leonard Jones, Heather Keevill & Grezna Rock

Our Vision: QCCA – The People's Hub

EDUCATION & EMPLOYMENT

AQA Registered Centre, ESOL classes, CLAIT classes, UK Online Centre, Short & Vocational Courses, Duke of Edinburgh Award Centre

EXERCISE & FITNESS

Sports Hall, Changing Rooms, Sports Library, Bike Loan Scheme, Supervised Outdoor Gym Sessions, Community Gym, Football Pitch

CULTURE

Seasonal Parties, Music Studio, Queen's Crescent Festival



UNDER 5s

Drop-In & Creche, 10 o'clock Club, Community Nursery, Children's Play-Area

YOUNG PEOPLE

Youth Club, Trips, Residentials, Workshops, Music & Dance Sessions, Sports

OLDER PEOPLE

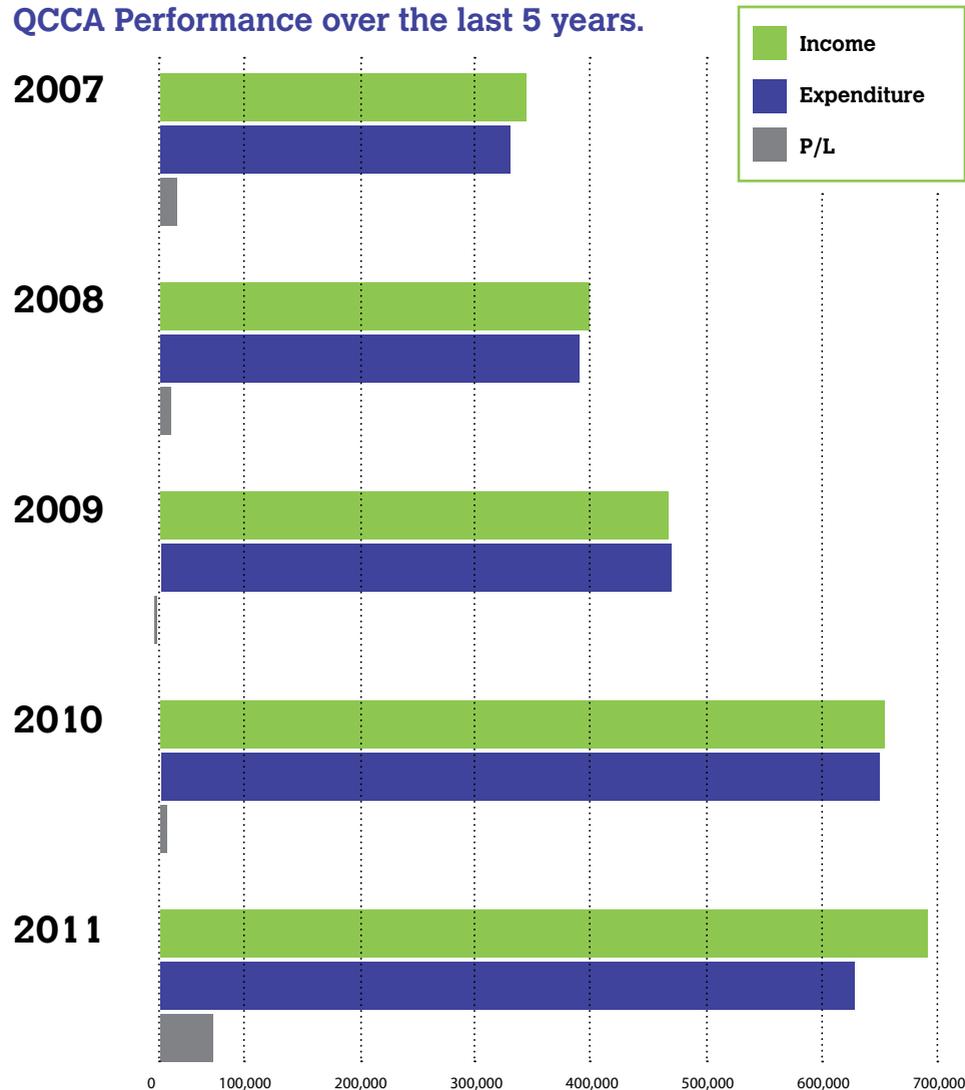
Luncheon Club, Summer Holidays, Film Club, Bingo, Knitting, Belly-Dancing

FACILITIES & SERVICES

Queen's Crescent Community Centre, Maitland Park Sports Centre, Fleet Community Centre, Satellite Sites: Weedington Road Play Centre & Peggy Jay Centre, CRB Umbrella Body, Minibus, Equipment Hire, Affordable Community Space, Support for Local Groups & Community Organisations

Financial History

QCCA Performance over the last 5 years.



Acknowledgements

Funders & Corporate Supporters:

- Children in Need
- City Bridge Trust
- Clothworkers' Foundation
- Direct On PC
- Hampstead Wells & Campden Trust
- Henry Smith Charity
- Jack Petchey Foundation
- John Lyon's Charity
- Local Area Forums – Gospel Oak & Haverstock Wards
- London Borough of Camden – Arts & Tourism
- London Borough of Camden – Culture & Sport
- London Borough of Camden – Social Services
- London Borough of Camden – Youth Services
- Modernisation Fund
- Photocopiers R US
- Richard Reeves Foundation
- SureStart
- Telecom Resource
- Tojart
- UK Fitness Network Trust
- UK Online
- Well London

Organisations & Partners:

- Age Concern
- Camden Community Safety Team
- Camden Primary Care Trust
- Camden Volunteer Centre
- Carlton Primary School
- Castlehaven Community Association
- City of London Corporation
- Gospel Oak Action Link
- Haverstock School
- Jubilee Hall Trust
- Kentish Town City Farm
- Kentish Town Community Centre
- Kentish Town Community Organisation
- LawWorks
- Metropolitan Policy – Gospel Oak & Haverstock Wards
- Queen's Crescent Library
- Somali Welfare Association
- Voluntary Action Camden
- Weedington Road Play Centre



“Ascend the incline that leads on your left to Queen’s Crescent Community Centre, one of the focal buildings in the area. The first centre on this site was opened in 1978. It flourished at first, with stand-up comics providing live entertainment, but it degenerated into a drinking club. In 1999 a grant from the GO Partnership enabled it to become the lively community centre it is today. It provides a wide range of activities for people of all ages, backgrounds and interests.”

Source: “Streets of Gospel Oak & West Kentish Town”



Queen's Crescent Community Association © 2011

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