

LEAH Strategic Plan

2026 – 2029

At the heart of LEAH is a simple belief:
everyone deserves the opportunity to
learn English



OVERVIEW

**At the heart of LEAH is a simple belief:
everyone deserves the opportunity to learn English.**



Who we support

We support people who cannot access formal education, often because of caring responsibilities, health issues, trauma, or a lack of confidence. Our students are asylum seekers, refugees, migrants or victims of modern slavery.



What we teach

LEAH teaches practical English, delivered by a combination of trained volunteers and qualified ESOL teachers. Our students learn to communicate confidently and manage everyday tasks such as speaking to schools, making GP appointments, filling in forms, and accessing services. These skills improve wellbeing, provide a route into formal education or work; in essence help students gain a foothold in society.



Where we work

We currently work primarily in four London boroughs: Hounslow, Kingston upon Thames, Merton and Richmond. We support victims of human trafficking, and those who have experienced modern slavery or abuse, across Greater London and elsewhere.

OUR VISION

We want asylum seekers, refugees and migrants to feel they belong and to have the language skills and confidence to contribute to their communities

Our learners come to LEAH because they face a language barrier. Some are referred; others find us themselves.

We measure success when students can:

- Speak with schools, health professionals and other agencies
- Manage more tasks independently, especially online
- Volunteer or move into work
- Engage in community activities or formal education
- Develop social connections beyond their immediate language group

OUR MISSION

Through personalised language support, LEAH empowers people whose first language is not English to communicate independently in areas of health, wellbeing, education and work.

We offer one-to-one teaching and classes, both in person and online. Each student is offered up to two years of support. Most of our in-person classes offer a creche. Once their confidence has grown, one-to-one students may move into a class.

Our teaching is focused on practical life skills. We also offer trips and activities, which improve wellbeing and help students integrate into their communities.

THE LEARNER JOURNEY

The journey for many of our students who come to LEAH

Limited English prevents people from navigating the basics of life. Students feel empowered when their language skills and understanding of life in the UK allow them to live more independently.



We have a learner informed approach. Teaching is done either by ESOL tutors or trained volunteers. At the start, each student is assessed.

ESOL teachers

ESOL teachers work with students at all levels. Students complete an individual learning plan at the start of each term, setting out their goals. Teachers then work throughout the year with schemes of work to help them fulfil their goals. Student progress is assessed at the end of each term.

Volunteers

Volunteers receive a tailored work plan and resources. As volunteers get to know their student, they adapt the plan to meet their student's needs. Progress is monitored after six and twelve months which helps us understand student needs, develop new services, and measure our impact.

OUR BENEFICIARIES

600+

We support over 600 students a year. Our students are diverse but often share experiences of vulnerability. Many cannot attend college because of personal circumstances or limited English.



We place our beneficiaries at the centre of our work, with tailored and flexible plans orientated towards the needs of different groups.



have young children or carer responsibilities



40%



have had only primary school or no education



40%



have a physical or mental health condition



25%



are seeking work



20%



are victims of modern slavery or abuse



12%

OUR VOLUNTEERS AND TEACHERS

Volunteers are central to LEAH. We currently have around 150 active volunteers. They complete a six week training course and have access to a wide range of resources and ongoing training.

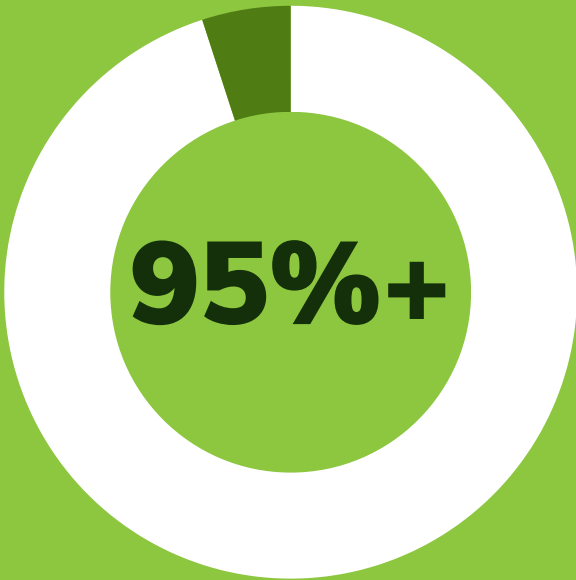
We have strong retention and commitment:

- Over 95% of volunteers feel well supported by LEAH
- 76% report an improved sense of personal wellbeing
- 66% have stayed with LEAH beyond their initial year

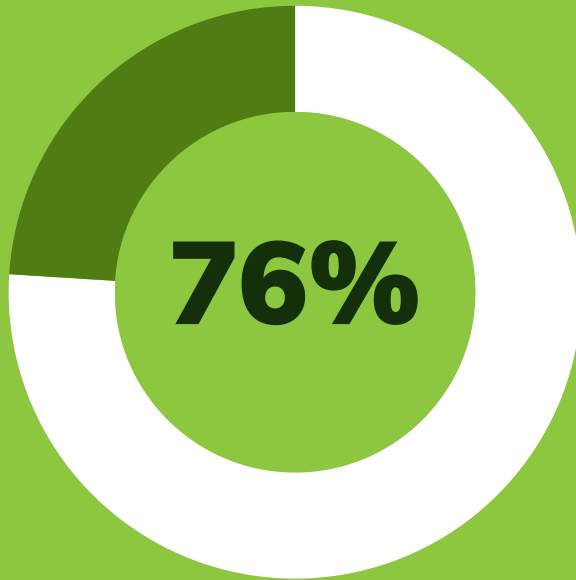
Volunteers benefit from increased wellbeing, community involvement and confidence. They learn about different cultures and the challenges our students face, which helps them tailor lessons. For some, the training and experience also support their own employment.

Qualified ESOL teachers are used for classes ranging from beginner to intermediate, covering levels E1 to Level 1. We have very strong retention with over 70% of our teachers having been with us for over 5 years.

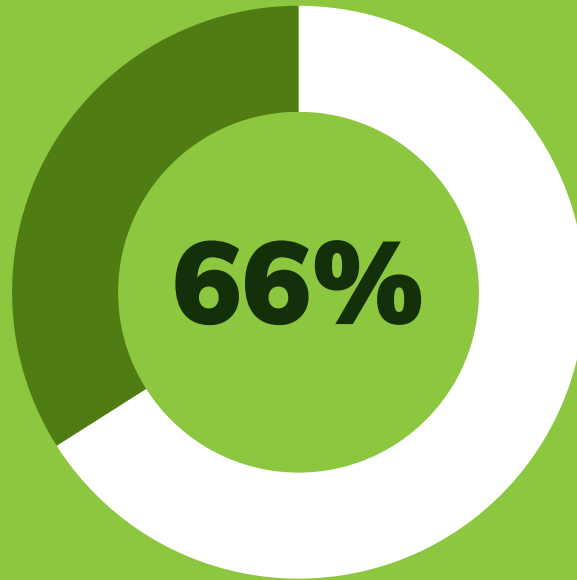
150
around 150 active volunteers



feel well supported
by LEAH



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have volunteered with
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initial year

Over 70% of our ESOL teachers have been with LEAH for over 5 years

Our values

Our four values guide how staff, volunteers and trustees work



RESPECT

valuing everyone in the
LEAH community and
their experiences



INCLUSIVITY

ensuring beneficiaries
feel welcomed, valued
and part of the
community



SUPPORT

addressing learners'
language and broader
life skill needs



EMPOWERMENT

helping beneficiaries
develop the tools,
confidence and voice to
influence decisions that
affect them

OUR APPROACH

How we listen and learn



Volunteers meet regularly with their coordinator for guidance



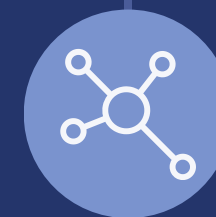
The volunteer manager runs online and in person learning sessions



Monitoring each student is formally completed twice a year



Annual surveys are carried out with beneficiaries, former students, volunteers and referrers



We collaborate and network with partners across the boroughs

OUR PRIORITIES

Five goals for 2026 – 2029

These goals were developed by building on what has worked well in recent years and the activities that have had the greatest impact on our beneficiaries. They place greater emphasis on the outcomes we deliver and the difference we make. They also reflect the deliberate decisions we have taken about which activities we have not prioritised as core to our work.



GOAL 1

Tailor services to our students' needs



GOAL 2

Demonstrate student progression



GOAL 3

Strengthen life skills, health and wellbeing



GOAL 4

Ensure LEAH continues to be a thriving and valued charity



GOAL 5

Strengthen and support our volunteers





GOAL 1

Tailor services to our students' needs



WHAT WE WILL DO

- ① Involve students in advisory groups
- ② Develop trauma-informed training
- ③ Create resources that signpost to external services
- ④ Build safe and supportive environments for vulnerable students
- ⑤ Develop activities that fit around school and caring responsibilities

WE JUDGE SUCCESS WHEN STUDENTS

- ✓ Tell us their needs are being met
- ✓ Show increased independence
- ✓ Actively participate in activities
- ✓ Demonstrate broader engagement in their community

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GOAL 2

Demonstrate student progression



WHAT WE WILL DO

- 1 Simplify our assessment approach
 - 2 Strengthen our focus on outcomes
 - 3 Develop employability clinics
 - 4 Secure funding to support progression pathways
 - 5 Build immersive learning programmes
 - 6 Commission external evaluation
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WE JUDGE SUCCESS WHEN STUDENTS

- ✓ Move into work or volunteering
- ✓ Access accredited education
- ✓ Show digital and online independence
- ✓ Demonstrate clear evidence of improved language skills

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GOAL 3

Strengthen life skills, health and wellbeing



WHAT WE WILL DO

- 1 Integrate life skills learning into lessons (e.g. health appointments, housing, financial and digital literacy)
- 2 Build partnerships with local health, wellbeing and community organisations
- 3 Offer workshops on confidence, resilience and navigating services
- 4 Provide more community-based activities that reduce isolation

WE JUDGE SUCCESS WHEN STUDENTS

- ✓ Report improved wellbeing and confidence
- ✓ Access local services without support
- ✓ Report reduced isolation and greater community participation

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GOAL 4

Ensure LEAH continues to be a thriving and valued charity



WHAT WE WILL DO

- 1 Simplify internal systems
- 2 Remain flexible to student needs
- 3 Adapt services to the needs in each borough
- 4 Secure funding to strengthen and grow our services
- 5 Actively develop staff careers
- 6 Continue to build a strong volunteer community
- 7 Engage with partners across the ESOL and migrant sectors

HOW WE WILL JUDGE SUCCESS

- ✓ Clear evidence of student progression
- ✓ Reduction in the time students are on the waiting list
- ✓ Strengthening financial stability and resilience
- ✓ Reduced staff turnover
- ✓ Enhanced staff development
- ✓ Increased involvement by volunteers

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GOAL 5

Strengthen and support our volunteers



WHAT WE WILL DO

- 1 Expand development opportunities
- 2 Provide support structures for new volunteers
- 3 Create clearer volunteer pathways (e.g. mentor roles, specialist roles)
- 4 Provide peer leadership and support
- 5 Increase the number of volunteers with lived experience

HOW WE WILL JUDGE SUCCESS

- ✓ High volunteer satisfaction
- ✓ Strong retention rates
- ✓ Volunteers feel confident and well supported
- ✓ Volunteers report personal growth and increased skills
- ✓ Increased volunteer wellbeing and reduced isolation



GET IN TOUCH

Thank you

Empowering people through learning English,
bringing independence and community integration.

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DONATE

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