



# Counselling All Nations Services (CANS)

Annual Report 2014 – 2015

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### Mission Statement

CANS exists to support and promote the mental health and emotional well-being of people from Black and Minority Ethnic communities through the provision of culturally appropriate, high quality and accessible counselling.

### VISION

CANS vision is to improve and enhance the quality of life for Black and Minority Ethnic individuals and communities.

### Objectives

- to provide a free, accessible, effective culturally sensitive and professional counselling service to people from Black and Minority Communities who are experiencing difficulties associated with mental health and emotional wellbeing in their lives;
- to provide a safe and secure environment to enable clients to explore any issues that are adversely affecting their lives;
- to offer high quality training through seminars and workshops to ensure quality standards in staff development to key individuals, groups and agencies.

## Chairman's Statement

This is our second annual report as a charity and I am pleased that we have continued to be successful in delivering our mission of supporting and promoting the mental health and emotional wellbeing of individuals using the service from Black and Minority Ethnic Communities (BME) here in Northern Ireland.

CANS work is primarily to give choice to our clients and to work in partnership with other local services. In the following pages of our report, you will have the opportunity to read more about how our volunteer Counsellors feel and their expectations of our activities in the nearest future.

As the chair, I have the pleasure of working closely with my fellow members of the Management Committee for their determination to make CANS a successful story and working with a full determination throughout the year. It is clear that their commitment and enthusiasm is greatly appreciated by our service users.

The Management Committee met every month during the year and deliberated on so many important business and especially working on the Belfast Trust Primary Care Talking Therapies Funding Application. I want to express my thanks to Management colleagues for their hard work and support in particular Brenda Skillen (Secretary), Lekan Ojo-Okiji Abasi (Treasurer), Saleem Tareen (Member), Daniel Gboloo-Teye (Member), Mairead Gilmartin (Member resigned in Oct 2014), Charmaine Colligan (Member, resigned in Jul 2015), and Bethany Waterhouse Bradley (Member Feb – Sep 2015).

Big thanks to all our volunteer Counsellors', admin support volunteer who without them we will not be able fulfil our objectives, and those that have requested for information about becoming a volunteer with CANS.

It is clearly evident from the demand for culturally professional counselling support for BME sector that it is now highly needed as we become more diverse communities, and we will seek to continue building capacity to grow our work.

I say to our funders a big thank you for your support.

*Javaid Naveed MBE*

## **Secretary's report for Counselling All Nations Services (CANS) 2014/15, 2<sup>nd</sup> Annual General Meeting.**

Thank you for taking the time to read the annual report of CANS, and looking back it seems no time at all since I wrote the Secretary's report for our first Annual General Meeting.

The year just gone has seen continuing steady growth of CANS with monthly meeting of the Management Committee.

Since our last meeting the composition of the Management Committee recorded some changes, we had few members resigning because of either family or work commitments.

The Committee of Counselling All Nations Services (CANS), for the year 2014/15, comprised Javaid Naveed (Chair), Brenda Skillen (Secretary), Lekan Ojo-Okiji Abasi (Treasurer), Saleem Tareen (Member), Mairead Gilmartin (Member – resigned), Charmaine Colligan (Member – resigned) Daniel Gboloo-Teye (Member) and Bethany Waterhouse Bradley (Member Feb – Sep).

**Funding/Grants applications received and declined** – funding successfully obtained from Enkalon Foundation, AIVC small grants. Our application to Belfast Trust Primary Care Talking Therapies was successful and contract already signed to deliver client work across Belfast. Funding applications to The Henry Smith Trust were unsuccessful and awaiting outcome of application to Northern Trust Primary Care Talking Therapies.

**Capacity building** – CANS have been successful in our application to Belfast Trust Primary Care Talking Therapies to upscale capacity of our Counsellors and Interpreters. Dr Beverley Costa CEO of Mothertongue bi-lingual and interpreting counselling services will deliver another course of specialist training before the end of the year. Other training planned EMDR training between the end of 2015 and 2016.

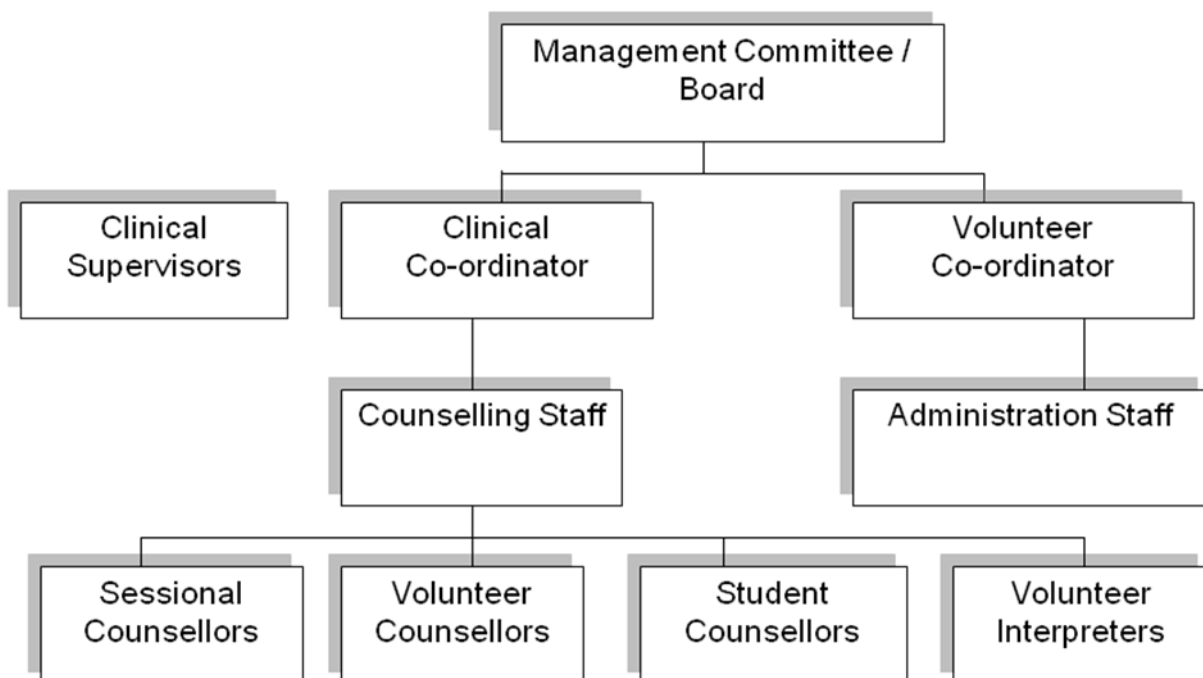
**PHA BME Pilot** – CANS join with South Tyrone Empowerment Programme (STEP), Stronger Together Network and few others in the Voluntary and Community Sector to carry out three years pilot for the Mental Health and Emotional Wellbeing of BME sector.

**Conclusion** – we hope in the coming month and years that CANS operational activities branching out to other major towns and cities where we have more concentration of the from BME communities in Northern Ireland. Our sincere gratitude to Mary Torney for her unflinching support of our work.

## Charity Status:

On the 8<sup>th</sup> Sep 2013 CANS was registered with HMRC for tax purposes with registration No: NI00177 and we were invited by The Charity Commission for Northern Ireland for registration purposes, all paperwork put together and on the 1<sup>st</sup> of September 2014, our application was approved with Charity No: NIC100444.

## CANS Organisational Chart:



## **Treasurer's Report:**

The funding climate continues to be tough for community organisation and it will be even more challenging for BME sector as a result of additional support needs including training for bilingual professional counsellors and while building capacity that will support our work might take five years, it is very important for the public bodies with statutory responsibilities to step up to the plate.

### **Acknowledgements**

A big thank you to the following organisations and individuals for their continue support and words of encouragements:

Big Lottery – Awards for All;

AIVC Small Grants;

Enkalon Foundation;

CWA Management;

NIMFA Management Committee;

Mrs Mary Torney – Clinical Supervisor;

Mr Stephen McClosky – Centre Global Education;

Mr Henry Siu Wai Lo – IT Support;

Mr William Olphert – CWA;

Ms Rebecca Ng – CWA;

Mr Oscar Neuman – Web Improvement Support;

Ms Stephanie Thompson – South Belfast Partnership Board;

## **Reflection from a member of the Management Committee:**

### A Brief Reflection for our AGM

I would like to thank Dr Saleem Tareen for inviting me to join the management committee on CANS last year.

I accepted to join CANS because I share in its vision of developing an organisation that will work towards improving the experiences and lives of minority ethnic groups within our communities. In this past year I am getting to know each member of the committee and I can say that we all share this common goal and very passionate to see if come to fruition.

I would particularly like to acknowledge Lekan and Brenda for their untiring effort and selfless commitment and contribution to the day to day running of the organisation. I would also like to acknowledge all our volunteers who are working at the front-line towards this common goal. Also for Javaid for his leadership and to all other members for your support and contributions.

We are a very young organisation and sometimes our zeal and exuberance can make us loose sight of the big picture. It is my wish that whilst focusing on the here and now we will not loose sight of the big vision and hoping that in the coming year we will all pause every so often to see if we are charting the right course.

I look forward to working with all of you in the coming year towards achieving our goal.

Respectful regards to all.

Daniel Gboloo-Teye.

1/10/15.



## Volunteers Clinical Co-ordinators Report:

Counselling All Nations Services (CANS) 2014 – 2015 reflections – a year of change and challenge.

Over the course of the year CANS operational activates including client work were being delivered from Chinese Welfare Association (CWA) and Northern Ireland Muslim Family Association (NIMFA).

### Service Delivery

From Oct 2014 to Aug 2015, CANS have received 40 referrals with specific request for issues such as language, cultural and religious needs across greater Belfast areas and enquiries from Statutory Sector staff.

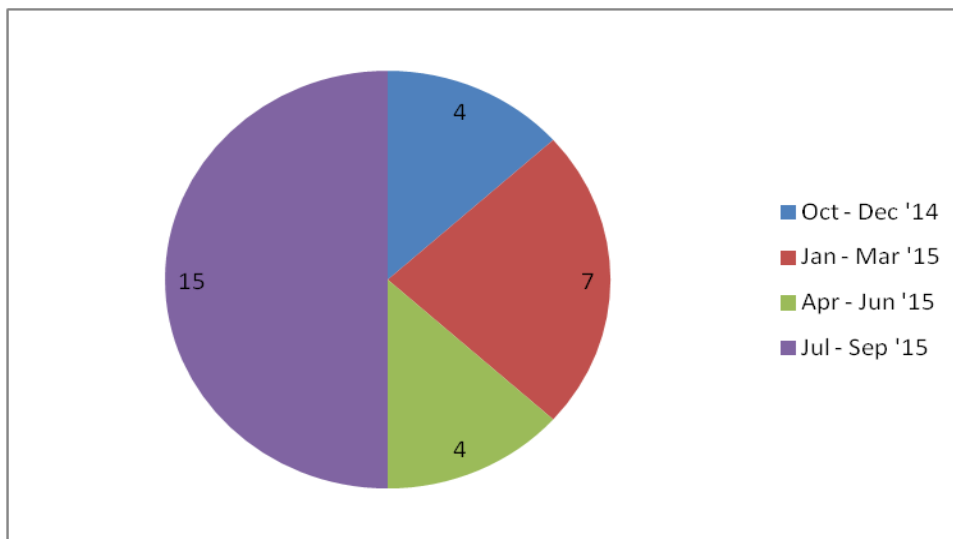
In Jul 2015, CANS enter into Service Level Agreement (SLA) with the Belfast Trust Talking Therapies to deliver client work across the Greater Belfast. It was an exciting time for us and we're looking forward to doing a good job with the contract.

Recruitment exercise for Sessional Counsellor including Bilingual Counsellor's was carried out in Sept 2015.

### Referrals

Clients that are referred to us are being offered an assessment appointment within two weeks from the date of referral. Depending on additional requirements i.e. Language support, clients are being placed with a counsellor immediately after assessment, providing a quick response time from referral to beginning the therapeutic relationship.

Oct 2014 - Sep 2015 Referrals



## **Compliance and Standards**

- two reflective practice sessions with specific issues including, Client Assessment, Solution Focused Brief Therapy and Risk Assessments organised during the reporting year;
- Ongoing clinical monthly supervision is provided by Mrs Mary Torney as volunteer time pending funding;
- Insurance policy to cover the work of CANS for 2015 – 2016;

## **Networking and Partnership working**

As a Clinical Co-ordinator of CANS I continue to promote the work that the Management Committee and the Volunteer team do through a range of forums.

I sit on the Mental Health and Emotional Wellbeing Thematic Team of Belfast Strategic Partnership to contribute to and promoted the counselling needs of people from BME communities.

CANS is a membership organisation with Volunteer Now and Stronger Together Network.

CANS is a membership of South Belfast Strategic Network Forum – Creating Cohesive Community.

## **Volunteering**

Volunteer opportunities offered to two student counsellors and administrative support, with reflective summaries of individual volunteer counsellors.

### **Volunteer experience with CANS – Tin Chan**

I joined CANS since November 2014, as it is a recently established organisation; there are plenty to set in place and work in progress. The impact of previous negative counselling experience shaken the confidence on effectiveness of counselling, a client was reluctant to engage with it again.

Additional efforts and time were used to settle queries and transferred emotions before tackling one's obstacles.

They were valuable opportunities for me to provide counselling to minority ethnic community members. Observing clients learning about themselves and adjusting to their difficult times were fulfilling. My preparation work and reflection enabled my own learning as well. Training and supervision also ensured my standard of service is maintained.

### **My volunteer experience with CANS by Regine Chandau**

I have started volunteering with CANS early June and though my experience with the organisation hasn't been that long, these are so far my views as a volunteer.

- Having volunteered in different organisations as a counsellor, the professionalism of CANS with an excellent induction workshop has certainly impressed me. Everything was well documented. Before I started volunteering, I was well aware of all the policies and procedures of CANS and volunteer policy.
- New learning for me with doing all clients' assessment using the CORE evaluation system has been extremely interesting.
- The support I have from my Coordinator is invaluable. I know that if I have any questions or anything else, my coordinator is available at any time. I feel CANS take great care of their volunteers and always praise us for our good work.
- The diversity of clients from different backgrounds and nationalities makes the volunteering experience more exciting and challenging.
- I am always informed by regular emails of training going on which for me is a fantastic help.

- I find our reflective practice very useful for learning from others counsellors and sharing issues or others.
- I feel there can be great opportunities in the future with me with CANS as more and more foreign people are immigrating to Northern Ireland. I have just being listed, following training, to work with an interpreter, which for me is a great step into my career, challenging and exciting.

Though my experience with CANS is still new, so far it has been of very positive experience for me and I am really looking forward to the future with CANS.

**Don French** – Volunteering with Counselling All Nations Service (CANS) has been two fold. Firstly, it has provided an enhancement for my chosen career as a change worker, and secondly, the more important issue, that of helping people. Having experienced the conflict in Northern Ireland and worked in a therapeutic manner with some of those affected by the traumatic experiences that they have endured, it becomes apparent, though unfortunately later rather than sooner, that, others are sometimes worse off. The role that CANS has to offer, has given me the insight to realise this.

Working with refugees from other ‘war torn’ countries has help to enhance my knowledge. It was easy for me to sit in a classroom and listen to lectures about what happens to people in this or that type of situation. That is all very well but it does not prepare anyone for the reality. My experience of working with CANS has given me an understanding that I would probably have never had, had I not taken that step in answering their call to help others.

As a volunteer with CANS I have also been provided with the opportunities for furthering my knowledge, experience and training, by interacting with other like-minded people. The interaction with other therapists allows me to offer my services and impart my knowledge and experiences to them, a service that is reciprocated. This is in addition to the training provided by CANS in furtherance of their professional delivery of a much-needed service.

### **COMMENTS PREPARED BY ANDREA WILSON – COUNSELLOR**

I have been with CANS for 5 months now.

Working with BME communities is a new and enjoyable experience for me.

Throughout my counselling with clients CANS has helped me prepare for this work.

The support and training especially at the induction has been professional.

It has encouraged my ability to work with clients to a high standard whilst being sensitive to my clients' emotional needs.

I am impressed by opportunities to further my training with CANS.

CANS constantly keep me informed of training or courses to increase my knowledge and skills for working with clients.

I am especially looking forward to the training with an interpreter in October and the EMDR course with CANS at the end of the year as I know learning new skills from the training will produce growth and vital skills to work with BME clients.

Communication with the Clinical Co-ordinator is excellent.

I always receive a clear prompt response if I have a query on any of the CANS work.

The work I do at CANS is valued and this is constantly communicated to me.

It is nice to be appreciated and I have always felt this from CANS.

Everyone I have met at CANS has been warm and supportive towards me. I feel this is what makes CANS a strong team network.

I am looking forward in the future with CANS.

My hope is to work with a lot more BME clients. I have successfully engaged counselling with 3 BME clients but I am eager to increase my client work with CANS.

I understood that there would be a lot of client work available at CANS so I hope this will be operating very soon because I have a heart for the counselling work and a vision to make this service available for all BME communities in all walks of life and in all areas of needs.

**Fionnuala Ni Mhuilleoir** – After finding my volunteering position on the Volunteer NI website, I was brought on board under the supervision of Lekan Ojo-Okiji Abasi. I was made to feel welcome and given encouragement throughout my induction and the carrying out of my tasks. Volunteering a few hours every Wednesday and Friday meant that I could work independently, learning transferable skills that I can take on with me even in other sectors. I was shown how to check accounts, transfer information to spreadsheets, and I had to carry out other administrative tasks.

The experience was absolutely great because I knew that I was contributing to a crucial community group, even if my role was small. I saw the vital work CANS does

and how important it is for people to know that this support service is here. I would definitely like continue contributing to CANS because it really has been rewarding and insightful to find out about a charity that so many people rely on. It helps to strengthen the community in Belfast and I am glad to have been a part of it. I would recommend others to get involved too.

**Mary Torney** – I have been External Supervisor to Lekan Abasi since early 2007 when he was working for Lenadoon Community Counselling Service. From early in our professional relationship he had shared his commitment to developing a service for clients who were immigrants and refugees into Northern Ireland and whose first language was not English. He realised also that there needed to be more cross-cultural awareness in how counselling was offered to them in a way that was appropriate so they would have equal access to effective and professional counselling.

I began working with Brenda Skillen as her External Supervisor since 2009 as she began her first placement with PIPS Suicide Project. She also voiced commitment to working with a cross- national client group who may not be best served by the counselling available. She has been very active in developing and promoting CANS and offering counselling within it.

Through working with Lekan and Brenda I have been providing support, supervision available on a voluntary basis and whatever other expertise I could add to the development of the project. I believe passionately in the aims and objectives of CANS and am impressed and delighted to see the service up and running. CANS now sits at the table with other stakeholders in the Hubs and can be an influential presence for those who have been silenced. I will continue to provide voluntary support while the service establishes itself fully!

# Financial Report 2015

## COUNSELLING ALL NATIONS SERVICES

Page 2

### INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 30 SEPTEMBER 2015

#### STATEMENT OF FINANCIAL ACTIVITIES

	<u>Total</u> <u>2015</u> £	<u>Unrestricted</u> <u>2015</u> £	<u>Restricted</u> <u>2015</u> £	<u>Restricted</u> <u>2015</u> £	<u>Restricted</u> <u>2015</u> £	<u>Restricted</u> <u>2015</u> £
<b>Income:</b>						
Big Lottery Award	9,639		9,639			
Belfast Health & Social Care Trust	18,840			18,840		
Department for Social Development	264				264	
Other Donations - Enkalon	500					500
	<u>29,243</u>	<u>0</u>	<u>9,639</u>	<u>18,840</u>	<u>264</u>	<u>500</u>
<b>Expenditure:</b>						
Room Hire	905		905			
Insurance	245	245				
Telephone	70	70				
Computer Accessories/Licences etc.	535		535			
Stationery & Printing	2,218	531	1,601		86	
Postage	100		50		50	
Accountancy Fees	480		480			
Travelling Costs	332	43		161	128	
Repairs & Renewals	38	38				
Sundry Expenses	83	83				
Office Equipment (See Note 2)	755		755			
Office Furnishings (See Note 2)	1,583		1,583			
	<u>7,344</u>	<u>1,010</u>	<u>5,909</u>	<u>161</u>	<u>264</u>	<u>0</u>
<b>NET SURPLUS/(DEFICIT) FOR THE YEAR</b>	<b>21,899</b>	<b>-1,010</b>	<b>3,730</b>	<b>18,679</b>	<b>0</b>	<b>500</b>
<b>SURPLUS BROUGHT FORWARD</b>	<b>755</b>	<b>755</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>SURPLUS CARRIED FORWARD</b>	<b>22,654</b>	<b>-255</b>	<b>3,730</b>	<b>18,679</b>	<b>0</b>	<b>500</b>

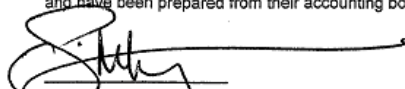
#### Note 1

Restricted Funds have been allocated as and when they have been expended and any surplus carried forward to next year.

#### Note 2

Office Equipment	£	Office Furnishings	£
Lap-Top	468	Filing Cabinets	358
Printer	287	Chair/Table	858
	<u>755</u>	Lockers	367
			<u>1,583</u>

We confirm that these figures are a true reflection of the groups trading activities during the year ended 30 September 2015 and have been prepared from their accounting books and records by us.

  
Stuart M. Lynn & Co  
Chartered Certified Accountants

Dated: 11/01/2016

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 30 SEPTEMBER 2015

RECONCILIATION TO BANK ACCOUNT

	<u>2015</u> £	<u>2014</u> £
<b>Balance Brought Forward</b>	755	0
Net Surplus/(Deficit) for the Year - Unrestricted Funds	-255	755
Net Surplus/(Deficit) for the Year - Restricted Funds	22,909	
	<u>23,409</u>	<u>755</u>
Amount Due at Year End: Accruals	480	0
<b><u>Bank and Cash Balances</u></b>	<u>23,889</u>	<u>755</u>

Represented by:

	£	£
Bank of Ireland - Current Account	<u>23,889</u>	<u>755</u>

Statement of the Committee

We approve these accounts and confirm that we have made available all information necessary for their preparation.

Signed: *Almasri*

Chairperson: JAYAD NAWED

Signed: *Almasri*

Treasurer Lekan O. Almasri

Dated: 11 January 2016



## **Funding**

The incoming year will present challenges for us with funding opportunities especially with increased focus on tendering and commissioning of community based services. However, I am confident in the commitment of the Management Committee and volunteers of the project to provide high quality service that places us well to compete for funding that will ensure our service continues to be provided to the most vulnerable in our sector.

## **CANS Publicity**

- In the media
- Community Organisation
- Voluntary Organisation
- Statutory Bodies

## **Meet the Volunteers'**

- 1.) Andrea Wilson – Counsellor
- 2.) Brenda Skillen – Counsellor
- 3.) Dr Daniel Gboloo-Teye – Consultant Child & Adolescent Psychiatrist
- 4.) Don French – Counsellor
- 5.) Fionnuala Ni Mhuilleoir – Admin Support
- 6.) Jurita Naumane – Counsellor
- 7.) Lekan Ojo-Okiji Abasi – Counsellor
- 8.) Malgorzata Wojcik – Student Counsellor (Jul '14 – Jul '15)
- 9.) Mrs Mary Torney – MBPS, MBSI, MNICF
- 10.) Regine Chandau – Counsellor
- 11.) Dr Saleem Tareen – Consultant Psychiatrist
- 12.) Tin Chan – Counsellor

## **Conclusion**

In conclusion, I would like to acknowledge members of the Management Committee for all their hard work, commitment and dedication over the past year to make CANS a valuable community resource. I would like to thank the wider community for their ongoing support of the project. I would like to thank our existing funders and I must say without their financial support we would not be able to record progress recorded to date, thank you.

## CANS Management Committee

Mr Javaid Naveed MBE – Chair person

Mrs Brenda Skillen BSc Hons MBACP – Secretary / Counsellor

Lekan Ojo-Okiji Abasi HPD BACP – Treasurer / Co-ordinator

Dr Saleem Tareen MBBS MRCPsych Consultant Psychiatrist – Member

Ms Charmaine Colligan Social Worker – Member (resigned Jul 2015)

Ms Mairead Gilmartin Manager – Member (resigned Oct 2014)

Dr Daniel Gboloo-Teye MBChB MRCPsych Consultant Child & Adolescent  
Psychiatrist – Member

Dr Bethany Waterhouse Bradley – Member (resigned Sep 2015).

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Belfast Health and  
Social Care Trust

*caring supporting improving together*



**LOTTERY FUNDED**