



Counselling All Nations Services (CANS)

Annual Report 2016 – 2017

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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 Report

This is our fourth 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, Asian and Minority Ethnic Communities (BAME) 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 businesses and especially getting the Belfast Trust Primary Care Talking Therapies contract. I want to express my thanks to Management colleagues for their hard work and support in particular Bill Smith (Secretary), Saleem Tareen (Treasurer), Brenda Skillen (Member), Daniel Gboloo-Teye (Member), Shane O'Neill (Member resigned), Patricia Jamshidi (Member) Linda Agnew (Member) and last but not least Lekan Ojo-Okiji Abasi (Clinical Co-ordinator).

We will continue toward our goal and success and we will make CANS the best organisation delivering counselling and training for those in need of it. The interest in and demand for counselling has not gone away, and we will seek to continue to deliver and develop CANS as a strong organisation that is so important to us all.

We acknowledge the support of all our funders in helping us to deliver our mission and activities. We will continue to seek funding for the development of CANS.

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

It is clearly evident from the demand for culturally appropriate professional counselling for the BAME sector that it is now highly needed, 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 M.B.E



Javaid Naveed MBE

Secretary's Report

Overview

I am pleased to report that the year to October 2017 saw continuing steady growth in our clients, activity and income. 276 clients seen, 714 sessions offered, 589 sessions delivered and £33,022 income received. For the first time in our history, we were able to appoint a paid staff member, Clinical Co-ordinator Lekan Ojo-Okiji Abasi. Lekan took up the post on 7th February 2017

Constitution

A Special General Meeting on 27 December 2016 agreed to amend the Constitution to open up membership of the Management Committee. Under the revised constitution, the Committee is to comprise from 5 to 9 members, of whom at least 5 are to be from a BAME background.

Management Committee

The following were appointed as additional members of the Management Committee: Dr Linda Agnew, Ms Patricia Jamshidi, Mr Shane O'Neill and Dr Bill Smith. Mr O'Neill resigned in September 2017. The following served as Honorary Officers:

- Javaid Naveed (Chair)
- Bill Smith (Secretary)
- Saleem Tareen (Treasurer)

Strategic Planning

Thanks to financial support from the Community Foundation for Northern Ireland's Social Justice Scheme, we were able to employ Roger Courtney to facilitate the production of our first ever Strategic Plan, covering the three year period from April 2018. As part of the planning process, we convened a Planning Seminar on 5th August to consult with our Volunteer Counsellors and their Clinical Supervisor. The new planning process has helped us to identify and select amongst competing priorities in the current difficult financial climate, and will help us to communicate our goals and values to our counsellors, potential funders and the public.

Finance

Funding was successfully obtained from Belfast Health and Social Services Trust, the Public Health Agency and the Independent Volunteer Centre. Funding applications to the Minority Ethnic Development Fund, Big Lottery Awards for All and Victim & Survivors Service were unsuccessful. We are grateful to all our funders for their support.

In the context of developing our Operational Plan for 2018/9, we will be exploring options for enhancing our fundraising capability, including the possibility of commissioning support from an external expert.

The Management Committee confirmed its decision to change the organisation's financial year to begin in April rather than October with effect from 2018.

Capacity building

Our counsellors are engaged in Continuous Development programmes.

PHA Pilot

CANS continued its participation in a three year pilot programme for the Mental Health and Emotional Wellbeing of the BAME sector, with the review of AWARE training material.

Marketing and communication

In the context of developing our Operational Plan for 2018/9, we will be exploring options for developing a strong social media presence, including the possibility of commissioning support from an outside expert.

Volunteer Counsellors

We employed up to 8 qualified Volunteer Counsellors over the course of the year. Without their work we could not function. They also made an important contribution to the strategic planning process. We are especially grateful to them and to their Clinical Supervisor, Mrs Mary Torney for their commitment and dedication.

Conclusion

We look forward to extending our services to other locations in 2018/19, continuing to improve what we do, and developing our capacity to do more and better.

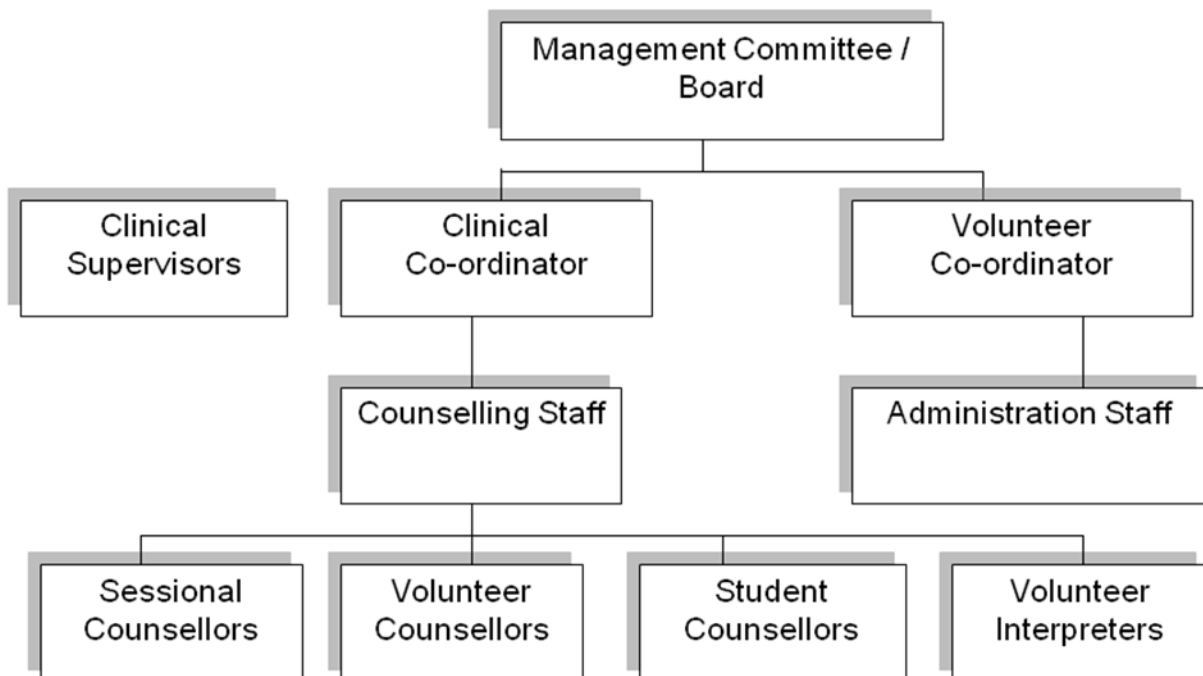
Bill Smith – Honorary Secretary



Charity Status:

CANS was registered with HMRC for tax purposes on the 8th Sep 2013 with registration No: NI00177 with The Charity Commission for Northern Ireland on the 1st of September 2014, Charity No: NIC100444.

CANS Organisational Chart:



Treasurer's Report:

This year I took over as Treasurer of Counselling All Nations Services (CANS). This gave me an insight into the hard work that's been put in by other members of the team especially Lekan and Javaid.

This year we have tried to focus on the strategic development of CANS in this regard I met with Leo Donaghy and Lekan to discuss our funding strategies.

As a Management Committee we had a strategy day with Roger Courtney and our future plans are taking shape.

I also had the opportunity to attend meetings with Belfast Trust where I got the impression that the work done by CANS is of a very high-quality. Our DNA rates are far below the average and we anticipate that our funding from the Trust will continue for next year.

Funding will remain as a challenge which we need to focus on. To that end we are in the process of developing a long-term funding strategy.

It has been a pleasure to work in CANS with all the other Management Committee Members and I cannot help but appreciate the hard work done by the volunteers especially the sessional counsellors.



Dr Saleem M Taren

Reflection from a Clinical Supervisor:

I started supervising two Counselling students (one from SERC and one from NRC) in 2016 and I provide monthly supervision in line with British Association of Counselling and Psychology guidelines. Both students are not originally from NI but have lived in Belfast for a number of years. They are studying on CPCAB level 4 Diploma in Therapeutic Counselling and are required to obtain 100 client hours as a course requirement. I provide them with a supervision summary after each session as well as an annual supervisor's report.

I have found it interesting to work with supervisees (for whom English is not their first language) in addition to learning about the work of CANS.

The client issues presented are very diverse including bereavement, addiction, depression, anxiety, trauma, isolation and many more. The students have encountered a number of challenges in working with clients with complex issues which they have brought to supervision to explore. Clinical supervision provides counsellors with the opportunity to reflect on their practice and to assimilate their learning and help make links between theory and practice. It also gives them the space to discuss the impact of the client work on themselves as well as developing self-care strategies and exploring their personal and professional development.

Becoming a supervisor with CANS has also enabled me to enhance my skills as supervisor. I have welcomed meeting Lekan prior to commencing and being included in the ongoing development of the project.



Alison Hogg

Clinical Co-ordinators Report:

CANS operational activities including client work were delivered across greater Belfast, including The Hollywood Arches in the East; Grove Wellbeing Centre in the North; Chinese Welfare Association (CWA) and Northern Ireland Muslim Family Association (NIMFA), in the South and Beech Hall Treatment and Wellbeing Centre in the West.

I was employed as a part time Clinical Co-ordinator on 7th February 2017.

Service Delivery

We had a review of our Service Level Agreement (SLA) with the Belfast Trust Talking Therapies in April. Issues such as specific request for language support, cultural and religious needs affected our performance and actions were put in place by all Hub Co-ordinators to speed up the process on booking interpreters with the NHS Interpreting Service.

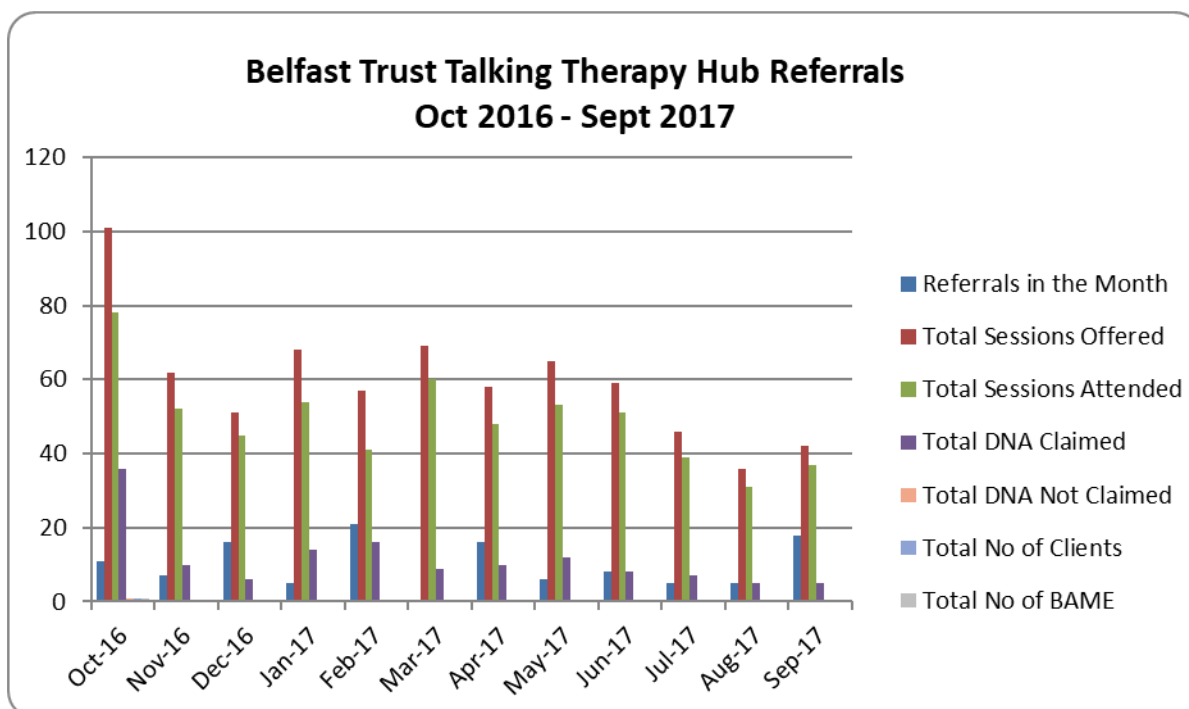
We are grateful to Ms Catherine Scullion, Belfast Trust Clinical Psychologist for her support in stepping up clients' who require Tier 3 and 4 interventions.

Referrals (Belfast Trust Talking Therapy Hub)

There were a total of 118 client referrals for CANS services during the reporting period from Belfast Trust Talking Therapy Hub. The table below indicates total numbers of monthly referrals, total numbers of sessions attended, total numbers of client attended, total numbers of DNA, total numbers of attendees and total number of BAME.

Month & Year	Referrals in the Month	Total Sessions Offered	Total Sessions Attended	Total DNA Claimed	Total DNA Not Claimed	Total No of Clients	Total No of BAME
Oct 2016	11	101	78	36	0	36	24
Nov 2016	7	62	52	10	0	22	25
Dec 2016	16	51	45	6	0	25	16

Jan 2017	5	68	54	14	0	24	22
Feb 2017	21	57	41	16	0	21	25
Mar 2017	0	69	60	9	0	24	27
Apr 2017	16	58	48	10	10	22	24
May 2017	6	65	53	12	12	24	22
Jun 2017	8	59	51	8	8	25	23
Jul 2017	5	46	39	7	7	20	20
Aug 2017	5	36	31	5	5	15	16
Sep 2017	18	42	37	5	0	18	13
Total	118	714	589	138	42	276	257



I attended a Hub Referral Focus Group meeting with Fiona MacLeod, when the appropriateness of referrals, impacts of intervention and CORENet issues were explored.

There were a series of telephone enquiries from GPs and Belfast Trust staff seeking information about the referral process to CANS.

Northern Trust Talking Therapy Hub Referrals

There were no client referrals during the reporting period from Northern Trust Talking Therapy Hub.

Compliance and Standards

- Had series of meetings with Hub Co-ordinators and Service Improvement Manager during the reporting year.
- Attended collaborative meetings where issues such as CORENet Data Quality and EOT letters were discussed.
- As a team we had three reflective practice sessions focusing on how to improve our client work giving the good experience of our work.
- Ongoing clinical monthly supervision is provided by Mrs Mary Torney and Alison Hogg.
- Insurance policy to cover the work of CANS for 2016 – 2017.
- Mentoring of student counsellors were provided by Clinical Co-ordinator and Ms Jurita Naumane.
- There was a child protection issue during the reporting year which was addressed through the Gateway team.
- Clinical Supervision provided by Mrs Mary Torney to support CANS clinical lead.
- Ongoing clinical support provided by Dr Saleem Taren.

Tier 1 Project

We were able to secure funding for Tier 1 intervention “CANS Mental Health and Physical Wellbeing” project, from CLEAR Project and supported by PHA for Belfast Area Community Based Mental & Emotional Well-being and Suicide Prevention ‘Take 5’ Steps to Wellbeing Small Grants Scheme 2016 – 2017.

Project Proposal

Lekan and Jurita had a series of meeting with Christine McGrath of South Eastern Trust exploring how CANS can support individuals from BAME communities in their Trust area.

Networking and Partnership working

As Clinical Co-ordinator, I continue to promote CANS work through a range of forums.

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

Networking activity included the following:

- Chinese Welfare Association South Belfast BME Mental Health Link meeting.
- Attended South Belfast Protect Life 2 consultation event at CWA.
- Attended South Belfast Health Forum meeting at Shaftesbury Recreation Centre.
- Attended South Belfast Early Intervention Consortium at Crescent Art Centre.
- Met with Ms Linda Hutchinson Race Relation Officer of the Northern Ireland Housing Executive to explore how CANS could support their tenant.
- Met with NIACRO Supporting People, STEM Project team to explore partnership working.
- Attended and set up a stall at NIACRO Mental Health event.
- Met with Amy Pepper PHA Health and Social Wellbeing Improvement Team for Belfast and South Eastern Area to explore how CANS can support individuals from BAME communities in their Trust area.
- Met with Ms Deidre MacBride Programme Director – Cultural Diversity of Community Relations Council.
- Met with Kevin Dyer Regional Trauma Strategy Group Lead BME and Refugee Trauma Service for Northern Ireland.
- Attended Health and Social Care Procurement Session at Agape Centre.
- Met with Mrs Anne Doherty Deputy Chief Executive Officer of MindWise to explore partnership working.
- Met with representatives of different BAME support group.

Training

- Volunteer induction sessions delivered during the report year.
- Management Committee induction delivered during the report year.

Volunteering

Opportunity for student counsellor's placement is on-going and mentoring support provided by both Clinical Co-ordinator and a Senior Counsellor Ms Jurita Naumane.

Admin support placement by GEMS Employability South Project.

Meet the Volunteers

- 1.) Calanthia Lilburn – Bilingual Counsellor
- 2.) Dr Daniel Gboloo-Teye – Consultant Child & Adolescent Psychiatrist
- 3.) Jurita Naumane – Bilingual Counsellor
- 4.) Marie Penney – Counsellor
- 5.) Magdalena – Bilingual Counsellor
- 6.) Nike Dada – Bilingual Counsellor
- 7.) Regine Candau – Bilingual Counsellor
- 8.) Dr Saleem Tareen – Consultant Psychiatrist
- 9.) Sylvia Ogonda – Bilingual Counsellor
- 10.) Tin Chan – Bilingual Counsellor
- 11.) Vivian Ogundipe – Bilingual Counsellor
- 12.) Ms Eilis McIntyre – Counsellor (resigned from the project on the 5th April 2017)

Conclusion

My sincere thanks to all members of the Management Committee for their hard work, commitment and dedication over the past year to make CANS a valuable community resource. In extension, I would like to mention few names for their openness and sincerity of purpose in supporting our work, Mr Barney McNeany, Ms Emma Blackburn, Mrs Francine Curran, Mrs Helen Elder, Ms Stephanie Wethers, Ms Shelley Keenan, Miss Rhonda Stitt, Ms Glenda McWhirter, Ms Keara Agnew, Ms Sandy Carney and Claire Hamilton of Northern Ireland Health and Social Care Interpreting Service. I would like to thank William Olphert and his team at CWA and the wider community in general for their ongoing support of the project. I would also like to thank our existing funders and I must say that without their financial support we would not be able to record the progress outlined in this report. Thank you.



Lekan Ojo-Okiji Abasi

Financial Report

Income and Expenditure from 1st October 2016 – 31st March 2017

<u>Date</u>	<u>Income</u>		<u>Expenditure</u>	
22/11/16	BHSCT	2,203.20	Accountancy Fee	132.00
21/12/16	BHSCT	2,203.20	Banking Fee	0.00
22/12/16	DoJ	15.00	Clinical Supervision Fee	330.00
24/01/17	BHSCT	2,203.20	Counsellors' Sessional Fee	7,990.00
24/01/17	NHSCT	3,500.00	Insurance Policy Fee	0.00
21/02/17	BHSCT	2,203.20	IT	1,630.53
29/03/17	BHSCT	2,203.20	Membership Fee	130.00
31/03/17	AIVC Small Grant	455.50	Printing & Photocopy	269.39
			Rent & Room Hire	1,470.00
			Sundries	476.77
			Training	198.59
			Volunteer Mileage & Travel	166.14
			Telephone	33.96
			Salary	2,500.00
			HMRC	821.19
			Total Expenditure	£16,148.57
		Total Income =	£14,986.50	

Surplus this year = -£1,162.07

Surplus brought forward = £26,541.00

Surplus carried forward = £25,378.93

We confirm that We hold the position of Chair and Treasurer of the group named above and that the information provided above provides a fair and true reflection of the group's projected income and expenditure for a twelve-month period from Oct 2015 - Sep 2016

Name: Javid Naveed

Position: Chairperson

Signed: JN

Date: 22/01/18

Name: Dr Saleem M Taren

Position: Treasurer

Signed: ST

Date: 23/01/18

CANS Management Committee

Mr Javaid Naveed MBE – Chair

Dr Bill Smith – Secretary

Dr Saleem Tareen MBBS MRCPsych Consultant Psychiatrist – Treasurer

Mrs Brenda Skillen BSc Hons MBACP, Counsellor – Member

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

Ms Patricia Jamshidi EMDR Consultant – Member

Mr Shane O'Neill – Member (resigned September 2017)

Dr Linda Agnew – Member

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