



# Annual Review **2021-22**



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# Introduction

## by the Chair and CEO

This year, EACH celebrated its 30th year of existence and operations, highlighting the continuing need for its services and its reliance in the face of considerable challenges, especially over recent years. At its AGM, there was a reflection on what EACH has achieved over the years by current and previous staff, service users and supporters, and a reiteration on its commitment and determination to continue to respond to the needs of local communities.

This year continued to be a challenging one for the organisation with the need to develop and maximise sources of income to not only mitigate against previous years' loss of funding, but also to operate and deliver services during an ongoing pandemic.

Nevertheless, we were able to secure existing and new funding to meet continuing and emerging needs and reach new service users. EACH focussed on building upon its expertise of working with marginalised groups on mental health, substance misuse, and domestic violence, which coupled with its long-standing presence in NW London, provided a platform to secure existing and new funding to meet continuing and emerging needs and reach new service users. The challenge has been service delivery through multiple projects which are funded through grants, with this requiring greater co-ordination, onboarding of staff, reporting and management, and short-term funding to respond to immediate needs. In addition, service delivery has had to be adapted to provide safety and flexibility through a blended model at a time when face to face contact was limited.

As we move beyond the crisis, we are confident that EACH will continue to play a vital role in supporting people to stay safe, recover and achieve long-term, positive outcomes. We will continue needing to navigate the challenges and uncertain times; however, we are confident we are in a strong position to adapt and arise to these with the support and commitment of our trustees, staff and volunteers, and that of our funders. On this final note, we would like to thank everyone who has contributed to the ongoing success and viability of EACH, and look forward to building upon our achievements in the forthcoming year.



**Steve Eckles, Chair**



**Lakhvir Randhawa, CEO**



# About Us

EACH Counselling and Support works in the heart of its local communities, stretching across North-West and South West London.

We provide services which value people's unique experiences and needs, and understand that these are best met through a holistic model that recognises differences related to culture and gender, and the way people access and benefit from support.



## Why we exist

EACH believes that everyone has the potential to change and the right to rebuild their lives.

Too many people from Black, Asian and Minority Ethnic (BAME) Communities and those who are 'difficult to reach' or 'challenging to engage' are not getting the support they need or want, leaving them vulnerable, isolated or unable to realise their full potential.

**We believe that everyone has the right to lead fulfilling lives without fear or judgement**, and that to support people to do this, we need to provide services which are culturally competent, person-centred and which provide safe spaces for those in recovery, such as women experiencing domestic abuse or trauma.

## Our Services

The services we provide are across North-west and South-west London, with some work extending across London.

- Brief and long-term Counselling provided in 18+ languages
- Advice and Information
- Mental health reablement (Star Centre)
- Crisis prevention and resettlement support
- Housing related support
- Outreach and satellite services targeting BAME communities
- Young people's services (outreach, brief interventions and emotional support)
- Specialist IDVA for BAME women
- Peer-led awareness raising and signposting on mental health
- Specialist, culturally sensitive counselling on trauma, substance misuse, and domestic abuse
- Structured aftercare recovery programmes
- Employment support specifically for BAMEs experiencing mental health
- Counselling placements and support for trainees
- Training on our specialisms

# 2021-22 New developments

During this year, we were successful in drawing down funding to extend our support for women experiencing domestic abuse, and for people experiencing trauma and mental health issues.

## Women's Services

EACH built upon its long-standing work supporting women affected or experiencing domestic abuse to attract funding to support women and their children in various ways. Funding was obtained from the MHCLG to provide counselling to women within the refuges in LB Brent, providing emotional support to enable women recover and access move on options in a timely way.

Continuation funding from MOPAC enabled EACH to provide counselling to BAME women experiencing domestic abuse (Project Awaaz).

## Mental Health Services

EACH was successful in delivering 2 services in partnership with Groundwork London to support the mental health needs, in particular trauma, of refugees and asylum seekers. Refugees were supported through counselling and psycho-education as part of the Together Hounslow initiative in the borough, and asylum seekers engaged and supported across London through Home Office funding to provide Together Healthy Minds.

A proposal to CNWL NHS Trust was successful and support to people with mental health 'stepping down' from hospital care provided across NW London, helping people to re-engage and re-settle within local communities.

## Partnerships

EACH continued its successful partnership with Ascent Project (pan London Violence against Women and Girls (VAWG) service) to provide counselling in 8 London boroughs, as well as with Thames Reach, DePaul, and Twining enterprise. It also co-ordinated and managed the Covid-19 Engagement consortium in Ealing, extending the work to include vaccination take-up.



# Our service users and achievements

The demand for our services and support increased this year as the impact of the Covid-19 pandemic took hold and exacerbated people's mental health and vulnerabilities.

1,958 people accessed a range of services across our boroughs, an increase by 10% over the previous year. There was a slight increase in members of the BAME communities accessing support due to specialist provision for refugees and asylum seekers, and by women due to additional domestic abuse services.

## 2021-22 in numbers

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### Clients seen

1,566	1,371	1,236	1,958
Referrals received	Assessments undertaken	New clients accepted	Total clients supported

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1,027 discharges

72% achieved a successful discharge, having met their support goals

17% were discharged as they were referred on to other agencies to meet their needs

11% had their files closed as they disengaged

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5,829  
Counselling sessions  
provided

22,331  
Keyworking and Support  
sessions delivered

906  
Group Sessions  
attended by 443

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747  
Community outreaches  
undertaken

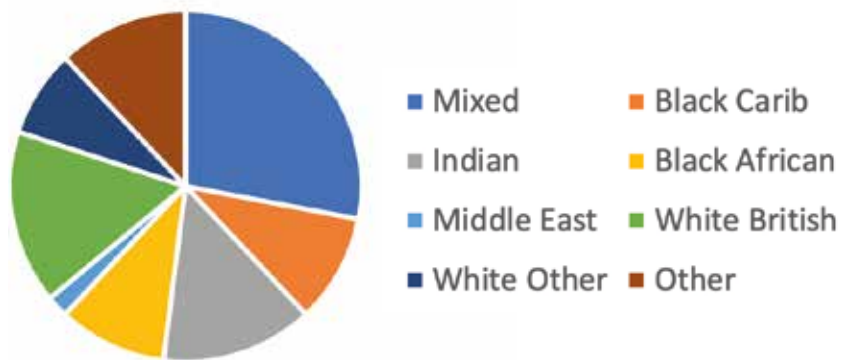
618  
Supported at  
satellites

144  
Seen within supported  
accommodation

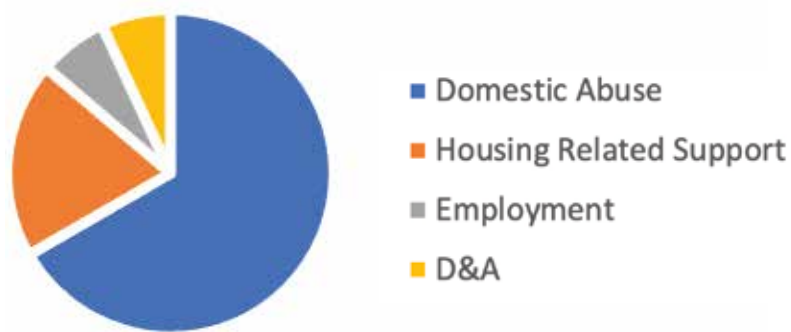
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## 2021-22 Client profiles

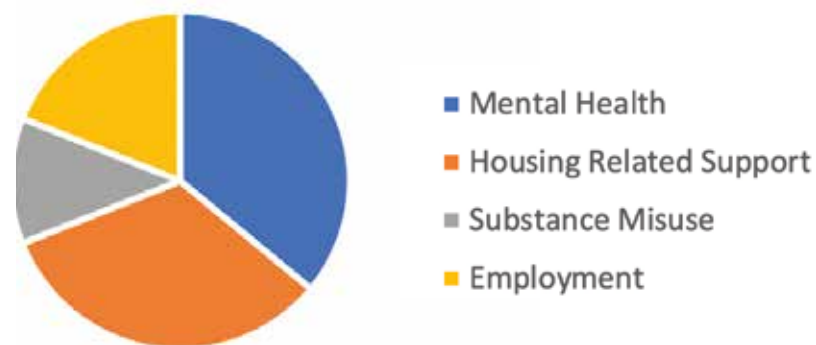
Presenting Ethnicity (Total 1,958)  
(72% Black and Minority Ethnic, 28% White & Other)



Presenting issues – Female (Total 1,214 - 62%)



Presenting issues – Male (Total 709 - 38%)



# Making a difference:

## Client journeys of recovery from trauma and harmful life events

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Providing culturally appropriate therapeutic support and holistic approaches to those residents who have experienced trauma, particularly those whose trauma relates to migration and their first language is not English, Together Hounslow (a partnership with Groundwork) enabled Farah to move forward with her life.

Farah had arrived in the UK as a refugee recently and her journey with Together Hounslow over 5 months of counselling enabled her to deal with past trauma, process her feelings and give her coping mechanisms in her day to day life. Qualified as medical doctor in her country of origin, she was keen to build upon this and with information and support about how she could restart her career, she entered a programme which helped her write her board exams so she can be registered with the GMC. She described how the weekly sessions *"gave me that confidence boost to not feel worthless and made me feel that I can be a productive resident in the UK. My emotional well-being has improved profoundly, and I am looking forward to continuing with therapy as I can appreciate its importance in my life."*

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Many women experience multiple needs that coincide and inter-sect to create challenges requiring a holistic response through individual counselling, group work and peer support, as demonstrated by Naomi who was supported in our Jasmine Project:

The service *"lifted me out of my downward negative spiral... created a safe and welcoming environment for me and women like me to share and support each other. The women who are also part of the group are amazing and inspiring and have helped me through this difficult time also and made me realise that I am not alone and don't have to deal with this alone"*.

She received psychoeducation sessions, these providing her with key tools to help *"further understand what I have been feeling and thinking and its impact on me mentally, emotionally and physically. And most important, how to counteract it and help myself get better"*.

The counselling helped develop tools for recovery: *"I also undergo one-to-one CBT therapy, which has taught me that I can control and manage my negative thinking, and how my thinking impacts my behaviour and emotions... It's teaching me how to be my own therapist"*.

Group work also played a part, with this being instrumental in *"understanding the unmanageability in recovery. It helped me process the negative feelings I still have/had while sober, when I was struggling to understand why"*

With the support she received under Jasmine, she states it made *"A massive difference. I learned to live again"*



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**Building Life Skills is a core element of our work, helping people to become more resilient and independent. Floating Support Services in Brent, Ealing and Harrow helped people maintain their tenancies through a package of support comprising of life skills, debt and money management, addressing anti-social behaviour, accessing other services such as detox and treatment, and mental health support to maintain independent living.**

A person-centred approach by the Harrow Floating Support Team helped Arveen, an Asian Indian, 60 years old to gain the confidence to enrol in college to undertake a counselling course due to his housing needs and increased mental health risks being addressed by them.

Arveen had come to EACH having been referred by the local mental health trust; there were concerns about his current accommodation, (shared accommodation) and a sense he was isolating himself as a result. This was identified as having a negative impact on his mental health, with the referrer raising concerns this could exacerbate his schizophrenia, possibly leading psychosis.

A home visit helped to see him in his environment and in his space, which identified that the shared accommodation was unsuitable for his needs; for example, the room that he occupied had room only for a single bed narrow cupboard and chair and he was using the windowsill to store some food items as otherwise if stored in the kitchen, other residents would take them.

Arveen explained that he felt terrorised within the accommodation, with little response from the landlord; he now only went out of his room if he heard the other residents

leave the premises. His fears were exacerbated by drug dealing on the premises resulting in multiple police raids and he was subjected to the noise and searches that were a part of this process.

Furthermore, Arveen explained he felt stigmatised and had been referred to as “mental”, as other residents had seen his correspondence from the NHS trust.

This issue was raised with the trust, as a result his support package was reassessed. This led to a letter of support to the local authority, the Harrow Housing Needs Team, to identify alternative private rented accommodation as a safety measure in the short term. In tandem, Arveen was assisted to make a housing application, resulting in him moving into a newly built studio block with a garden space available. His housing needs continue to be supported, and with him sharing that he would like to progress in terms of employment and or training, he was supported to access EACH's employment services (IPS Works) who assisted him to apply for a counselling course. *“If I had not met EACH I do not know where I would have been” Arveen says, “I would be happy to support, volunteer and possibly work with you in the future. Thank you so much.”*

## Making a difference (contd.)

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**Managing risk is key for service users to be safe. Our specialist BAME IDVA service in Hounslow supports women to reduce risk to their safety and that of their children due to domestic abuse and violence.**

By understanding her culture and the nuances involved, Bina was supported to leave a risky situation and put into place measures to keep herself and her children safe. From an Asian background, Bina had a history of self-harming and bouts of anxiety. Although she had made attempts to leave her abusive husband and had accessed refuge provision with her children several times, she ended up returning to the marital home as her leaving had left her being ostracised from the community. At the start of support, she could hardly say or see anything positive about herself and in her own words "lived for everybody else but herself".

Time was needed to build a relationship of trust openness with her, and the sessions built up her confidence and understanding of the dynamics of the abuse and its impact on her and her children.

Counselling alongside the support helped her to deal with the trauma and issues she had buried; 'I was able to heal from them'. With increased confidence, she left the abusive relationship and shortly afterwards enrolled for vocational classes by herself and discussed debts with a relevant agency without support - something she wouldn't have done previously.

Bina believes the support has been a life saver, helping her to be *'a better mum now to her children and able to stand up for herself with other family members'*.

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**Young People and families support in Brent provided support in various locations, including through home visits, at schools, and within the community. Young people benefitted, in particular, from support that provided role modelling, safety, and early interventions that built upon their personal strengths and goals.**

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**Richard's journey with EACH began with an introduction to our service by another agency and ended with him becoming a peer mentor supporting other young people.**

He had been stabbed during a drug deal that went wrong. Although not involved in gangs, he was vulnerable as he was associated with peers that were. When Richard came to our service, his feelings of anger and lack of trust were apparent; the latter due to his mother asking him to leave when younger. This meant Richard often isolated himself and abstained from interacting with other group attendees. The support at EACH enabled him to *"explore and discuss issues both past and present"* and identify and build on strengths whilst also acknowledge low self-esteem, negative self-talk, anger and poor decision making. Providing him with a safe environment and CBT and ITEP based support, Richard developed the tools to overcome these issues. Part of this was helping Richard identify what services, and family and friends he had around him that he could use to help him on his journey.

Richard states that the support has helped him to 'engage positively'; he is more confident and interactive, and has learnt how to process negative thoughts.

As a result, Richard has volunteered to become a peer mentor and is actively looking for work, enrolling on a construction course.

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**Building confidence and self-belief to help people move forward is a theme that comes through again and again in our work. This is evidenced strongly in the journey that Bally Singh, a 29-year-old British/Indian male made in our employment service IPS Works, delivered in partnership with Twining Enterprises. With history of health anxiety and low self-confidence, he was referred to service via Hounslow IAPT.**

"I had never gained full-time employment since leaving college in 2012 and had only worked as an agency worker and Royal Mail Christmas casual for the last four years. This was due to me being a full-time carer for my elderly parents who have severe and complicated medical issues.

The large gaps in my employment history had a negative impact on my self-confidence and my self-esteem. When I started to work with the IPS service my confidence was very low but I was motivated to find a full-time position in the short-term. However, my long-term goal was to find a career in IT as that is something I am passionate about

My employment specialist helped me to improve my CV and helped me recognise that the gaps in my CV were not a barrier to employment. He explained I could say I was a full-time carer on my CV and helped me realise that I had gained a number of skills whilst looking after my parents.

We also worked on building my confidence by recognising how my negative beliefs about finding a job were stopping me from applying for jobs and helped me recognise my strengths. We had sessions once a week where I would update him on the jobs I applied for and the vacancies he had found for me.

I hadn't applied for a full-time job in years but after three sessions I had applied for two jobs. My employment specialist then informed me of the online Google IT certificate training which was being funded by the Prince's Trust, which guaranteed job interviews with employers after completion of the course. I was really interested in this and registered with the course by myself.

I was really happy with this as it matched exactly what I was looking for in the long term. What I liked the most about my time with the EACH IPS service is that my ES took time to get to know me as a person, helped build my confidence and listened to what I wanted to achieve whilst being with the service."

# Standing strong

## 30 years anniversary

In this year, EACH Counselling and Support celebrated its 30th anniversary of providing services addressing addiction, mental health and domestic abuse.

A significant achievement at any time, this was particularly gratifying against a background of sustained funding cuts and a global pandemic.

To acknowledge this milestone, we celebrated in style, bringing staff and service users over the years together to enjoy dance, music and performances that reflected the diversity of the organisation and its beneficiaries.

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*"So moving to be here... tremendous work EACH has done!" (Service user)*

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*"One of the things we all do at EACH is believe in them [service users and clients]" (EACH counsellor)*

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*"Must have helped hundred of thousands of people..those directly; families, employers and all of the other people EACH helps along the way..." (EACH Chair)*

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*"Amazing to see the pioneers of EACH in one room! Humbling to hear how it all started." (EACH staff member)*

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*"EACH has affected countless lives, it was challenging... fought a good fight, we won some, lost some, this played again and again," (Reflection by previous Director)*

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# Spotlight: Covid-19 Partnership

Collaboration has been a cornerstone of our work to create impact and widen reach. During this year, EACH's Covid Community Engagement Consortium provided a vehicle to engage and support members of the community to raise awareness of risks related to Covid-19 and encourage vaccination take up.

The Consortium was fluid, with a core membership of several BAME organisations, such as GOSAD, Acton Youth Association, Iranian Association, CAIA and ECVS, all with the reach and interaction with their communities and localities. Members undertook active participation and support with funding managed by EACH to provide information, advice and services which raised awareness of measures to keep safe and provide redress to misinformation about the vaccination programme. The following highlights the diverse approaches taken to engage and inform in unique ways.

GOSAD utilised a multi-lingual approach based upon an understanding of how the pandemic was perceived, from safeguarding protocols to how government messages were deciphered, understood and adhered to. Covid-19 messages were delivered on the back of ESOL classes, helping to access and engage people. Linking such messages and psycho-education to ongoing activities was an approach also used by the Centre for Armenian Information and Advice, providing a platform to integrate this work into wider support.

Acton Youth took a locality-based approach, engaging people from 16 years to 70 years old with information and support provided in Somali, Arab, Urdu and Afghani as well as English. WhatsApp group chats were maximized, such as groups for parents and on Covid-19 related activities and forums, and social media platforms as well as traditional communication channels such as leaflets in multiple languages used to drive home key messages.

Ealing and Hounslow CVS, an umbrella organization for voluntary groups, disseminated information to its database of 700 groups through e-newsletters per month and at weekly forums for BAME communities with an average of 20 attendees. It also delivered information as part of its support to residents to complete the census during April 2021, and distributed testing kits from its site at West Ealing community library.

The Iranian and Farsi speaking community in Ealing was supported in this partnership by the Iranian Association through a holistic approach; for example, awareness was provided to 35 people over July-September 2021 through 10 zoom sessions of 15-minute time slots in workshops held on ESOL, IT, and Health Awareness. The group sessions discussed the spread of a variant and its high transmissibility and harm reduction measures were encouraged, such as taking up vaccination, reasonable levels of social distancing. With the winter season approaching, sessions also raised awareness on the flu vaccine, and helped participants understand the travel traffic light system in place at that time. In addition, there was counselling and emotional support provided on a one to one basis to 6 isolated Farsi speaking clients to help reduce the long term effects on them; clients particularly experienced low mood and depression, with the counselling helping them cope with day to day life. Clients were also signposted to other services and activities to address other needs, such as financial issues.

# Financial performance

## Income and expenditure

Statement of financial activities including income and expenditure account for the year ended 31 March 2022

Income	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2022 £	Total funds 2021 £
<b>Income</b>					
Donations and legacies	687,502	-	559,997	1,247,499	619,772
Charitable Activities	4,890	-	862,575	867,465	910,007
Investment Income	3	-	-	3	277
Total income	692,395	-	1,422,572	2,114,967	1,530,056
<b>Expenditure on: Charitable Activities:</b>					
General advocacy and support	308,658	-	1,350,272	1,658,930	1,433,523
<b>Total expenditure</b>	308,658	-	1,350,272	1,658,930	1,433,523
<b>Net Income/ (expenditure) before transfers</b>	383,737	-	72,300	456,037	96,533
Transfers between funds	(315,726)	315,726	-	-	-
<b>Net Income/(expenditure) for the year</b>	68,011	315,726	72,300	456,037	96,533
<b>Reconciliation of Funds:</b>					
Total funds brought forward	219,838	34,274	8,944	263,056	166,523
<b>Total funds carried forward</b>	£287,849	£350,000	£81,244	£719,093	£263,056

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities. The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

## Balance sheet for the year ended 31 March 2022

	2022		2021	
	£	£	£	£
<b>Fixed assets:</b>				
Tangible assets		2,404		4,351
<b>Current assets</b>				
Debtors	410,081		89,733	
Cash at bank and in hand	663,452		423,866	
<b>Total Current assets</b>	1,073,533		513,599	
<b>Liabilities:</b>				
Creditors: Amounts falling due within one year	(356,844)		(254,894)	
<i>Net current assets</i>		716,689		258,705
<b>Total net assets</b>		£719,093		£263,056
<b>The funds of the Charity:</b>				
Restricted funds		81,244		8,944
Unrestricted funds				
Designated funds		350,000		34,274
Other unrestricted funds		287,849		219,838
<i>Total unrestricted funds</i>		637,849		254,112
<b>Total funds</b>		£719,093		£263,056

## Summary of 2022 Financial Report

The year-end account shows an increase in the net assets of the Charity by £456,037 to £719,093 as at 31 March 2022 from £263,056 as at 31 March 2021 representing an increase of 173.36%. Mainly due to funding from new projects, the revenue of the charity increased by 38.23% (£584,911) to £2,114,967 in 2021/22 from £1,530,056 in 2020/21 during the financial year.



## Get involved, stay in touch

EACH supports people from diverse backgrounds on a wide range of issues related to substance misuse, mental health and domestic violence.

If you want to be helped, volunteer with us, participate in our training, become part of the team, or would like to support our work either through donations, funding or partnerships, please get in touch:

**[info@eachcounselling.org.uk](mailto:info@eachcounselling.org.uk)**

**[www.eachcounselling.org.uk](http://www.eachcounselling.org.uk)**



Follow us on social media for latest updates.

## Our centres

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### **EACH BRENT**

Design works  
Park Parade  
London NW10 4HT  
020 8961 8623

### **EACH EALING**

4th Floor,  
84 Uxbridge Road  
West Ealing, W13 8RA  
020 8579 4529

### **EACH HARROW**

Honeybun Centre  
Andrews Close  
Harrow HA1 3GE  
020 8427 5188

### **REGISTERED OFFICE**

Head Office  
4th Floor, 84 Uxbridge Road  
West Ealing, W13 8RA  
020 8577 6059



### **EACH Counselling and Support**

4th Floor, 84 Uxbridge Road, London W13 8RA

[www.eachcounselling.org.uk](http://www.eachcounselling.org.uk)

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