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guarantee

Registered Company Number
5745005

Registered Charity Number 1114821

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2018 Annual Report

Chair -
Mushtaq Hussain

Vice Chair -
Brian Roe

lead... influence... change

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Introduction to Annual Report

2017 - 2018 was a year of challenges and optimism for CfED. In the following pages, you will come to learn more about our work, understand our accomplishments and the impact of our activities on service users. Throughout the report, case studies are strategically placed with the aim of helping the reader to hear the voices of those whose lives have been impacted by the quality of our intervention.

This is now the 3rd year without CfED receiving a grant for core costs from any funder. This has continued to place pressure on us, but each year we have overcome the pressure, simply by creative measures and effective cost control. For the most part, in 2017 - 2018, we have provided a service to the Syrian families under the Syrian Vulnerable Persons Scheme. However, providing a cross-section of services for the wider migrant population was achieved via Project Hope, funded through the New Beginning Fund and Awards for All.

Towards the close of the year, £15,000 of ESF funding kick-started our Enterprising women In Employment. At the time of writing the project is still live. So far we have seen tremendous results and 3 case studies are included here. The Money Mentoring Programme has continued to be a success even with limited resources. Thanks to a very dedicated volunteer, over 200 pupils at schools and colleges have been given information

about money management that will enable them to budget better, and be prepared for the future.

Bringing communities together is a speciality of CfED. Two events were held over the year that demonstrated this; a cup of tea with a refugee held in July 2017; and a get-together for the new & emerging Syrian community in October 2017. .

Overall, you will see in the following pages our work over a wide spectrum of activities - from providing emotional comfort and practical assistance to being on hand to give assurance.

Kenneth Rodney



Financial Review

Against the backdrop of limited resources the charity has delivered activities and services in line with funding available & contractual agreement.

Our total income at 31st March 2018 was £70,165 a fraction more than previous year. A full copy of the accounts is available upon request by writing

to the Financial Officer – CfED, 16a Stone Street, Dudley, DY1 1NS or via e-mail— finance@cfed.org.uk.

The accounts are also available to download from the charity commission website, www.charitycommission.gov.uk

Centre for Equality and Diversity Statement of Financial Activities Year ended 31 March 2018

	Unrestricted funds 2018 £	Restricted funds 2018 £	Total Funds 2018 £	Total Funds 2017 £
Income				
Investment income	8	-	8	9
Charitable Activities	70,157	7,600	77,757	62,135
Total Income	<u>70,165</u>	<u>7,600</u>	<u>77,765</u>	<u>62,144</u>
Expenditure on				
Charitable activities	80,474	14,725	95,199	64,349
Total Expenditure	<u>80,474</u>	<u>14,725</u>	<u>95,199</u>	<u>64,349</u>
Net Income / (expenditure)	<u>(10,309)</u>	<u>(7,125)</u>	<u>(17,434)</u>	<u>(2,205)</u>
Transfers between funds			-	-
Net movement in funds	<u>(10,309)</u>	<u>(7,125)</u>	<u>(17,434)</u>	<u>(2,205)</u>
Total funds brought forward	9,204	10,439	19,643	21,848
Total funds carried forward	<u>(1,105)</u>	<u>3,314</u>	<u>2,209</u>	<u>19,643</u>

We would like to thank the following organisations & funders for their generous support during the period under review.



European Union
European
Social Fund



Education & Skills
Funding Agency



Chairman's Report

I am pleased to introduce the 12th Annual Report of the Centre for Equality & Diversity. 2017 - 18 has been a busy and successful year if only from the point of view of our survival. I am particularly proud of our Chief Officer and the team he leads. Our staff and volunteers are a wonderful example of people pulling together to make the organisation work. I am extremely proud of how they have risen to the challenges of another tough year.

Across the year we have worked with Dudley MBC on delivering services to the eight Syrian families in the borough under the government Vulnerable Persons Programme. This commission may have occupied 70 - 80% of our time due to the huge scale of the 1-1 support each family was given. The impact we have made on each family has been tremendous - bearing in mind the low starting point, on arrival in the borough. The challenge to get each family up and running as a unit within weeks of arrival, accessing services as entitlement is considerable. However, we look forward to more families arriving in the borough and working with the DMBC as commissioner over the next 3 years. The successful awarding of a 3-year

“Our staff and volunteers are a wonderful example of people pulling together to make the organisation work. I am extremely proud of how they have risen to the challenges of another tough year”.

contract to provide services for the Syrians has been a big boost internally for the organisation.

As Chair it is my belief that we must be quick to learn, adapt and innovate across everything we do. The world around us is changing socially, environmentally, and technologically and as an established organisation we need to change and innovate if we are to remain relevant, responsive to all challenges and continue to fulfil our mission which is to eliminate discrimination and create opportunities to build capacity and enterprise with local communities.

Mushtaq Hussain
Chairperson

Trustees' Report

2017 - 18 was a demanding year for CfED. It was a year that demonstrated our resilience and commitment to climb and overcome every mountain that stood before us. As trustees, we believe that CfED has never been more relevant to the borough of Dudley as it is today. Service users place a huge amount of trust in us and we appreciate this and take it very seriously. We take exceptional pride in our position as a leading 3rd sector organisation, responding to local needs and challenges.

Throughout the year, we have worked to progress the organisation by working with different groups of migrants, identifying new income streams and managing our internal costs effectively. We are now a learned and, hopefully a more focused organisation - focusing on group of peoples who are among the most vulnerable within our community.

We are continuing with our commitment to build a sustainable model for the future that maximises the impact we have for new and emerging communities.

We will continue with our work to identify new income streams, attract a wider range of financial supporters and to ensure costs in delivering all projects and services are even better managed. We are also exploring ways to strengthen both our staff and governance team. We would like to take this opportunity to extend our thanks to all our volunteers, staff present and past, service users, commissioners and grant funders.

“Service users place a huge amount of trust in us and we take that seriously”

Governance, staff and volunteers as at 31st March 2018

Board of Directors:-

- Mr Mushtaq Hussain -

Mr Brian Roe -

Ms Kulvinder Hira -

Mr Paul Singh -

Ms Diana Martin

Ms Deborah Harkins

Rev Raj Kaul

Ms Angela Edwards
- Chairperson

Vice-Chair

Treasurer

Company Secretary

Staff Team

- Kenneth Rodney -

Jameela Hizam -
- Chief Officer

Integrated Casework Support Officer

The following list of people have also had an impact in to our success during the period under review.

Annie Andreades	Liam Anslow
Fatima Adam	Seroj Kumari
Hiba Babiker	Rasha Naji
Manal Hassan	James Taylor
Fakhra Janjua	

Volunteers

- Alison Partridge -

Henry Ochi -

Andrew Harwood -

Peter Dyson -

Marie Clair Nyiraneza -

Joy Cox -
- English Tutor

Case Worker

English Teacher

Money Mentor

Money Mentor

Receptionist

Mrs M’s case study

Mrs M is a lone refugee whose family became separated from her when she came to the UK. This loss has had a profound negative impact on her psychological state. Despite this she works hard to help herself by staying positive, and is very grateful for the moral and practical support she found at CfED.

She learned English rapidly and is now at a higher level than that offered in ESOL by local colleges, so has enrolled on other free courses which she hopes will aid future re-training. CfED provides computer use, internet access and photocopying facilities which would otherwise be a drain on her very low budget. She has developed back problems since being in the UK, so finds it painful to walk far, and has recently undergone minor operations to both feet. CfED provided a bus pass for her for 2 months which enabled her to complete a course in the city, as well as shop for food without carrying it home.

Her solicitor is based in London. CfED has funded her fares for several visits to him, and

the opportunity to make multiple copies of vital documents (for solicitor, barrister, judge, as well as her own copy) has been most useful.

A volunteer has accompanied her on visits to London; she finds it a comfort and a support to have someone by her side on the journey and at the appointments and hearings. At times a native speaker of English can also help to clarify and explain the proceedings.

She has also benefited a great deal from the simple personal support of co-workers sharing their time with her over a drink - she often mentions Annie in particular, who regularly met her for lunch and a chat - which can mean such a lot to someone in a situation as distressing as that of Mrs M

“CfED has funded her fares for several visits to her solicitor”

Alison’s Report

Mrs I is a Syrian refugee on the SVPR programme. She has been learning English in weekly sessions at home since she arrived in the area about a year ago.

She has been easy to teach: she has a good memory, keeps all the materials safely together in one place and can access them easily for lessons, and knows how to help herself progress, using her phone for the internet dictionary and watching UK TV with her children (C Beebies) or You-Tube for children’s films and songs.

Initially, lessons involved the whole family: while an interpreter entertained the toddler with (English) children’s books, the parents and 4-year-old all joined in with the lesson. They all quickly mastered the alphabet and numbers. Mrs I is adventurous enough to “have a go” at spelling, writing and reading, and undaunted by making mistakes.

After beginning by simply naming things, the family soon progressed to learning prepositions (on, under, in etc) and action verbs (run, sit, stand etc) through practical games, followed by directions, time on the clock, days & dates on the calendar (a 2018 calendar was later provided).

In time, Mrs I got a college place and the 4-year

old went to nursery. Mrs I has continued to learn effectively, with toddler and new baby present. When she was taught the song “Heads & shoulders” (lesson on parts of the body and aches & pains), she was quick to find several versions on YouTube which she played over and over for the children, and was proud to show off in the following lesson!

She is clear about different kinds of word - verb, noun, adjective - and knows how to categorise new words. She and her husband compare notes on their English lessons, so each learns from the other.

She can read simple children’s books, does her own shopping and uses the buses confidently to attend a local refugee group. She watches UK and US cookery programmes and tries the recipes.

This family, being young, energetic and flexible, has progressed more speedily than might have been expected, is capable of accessing outside help when and where needed, and on the road to managing independently within another year, or two at most. All in all, a considerable success story.

Alison Partridge

A B’s case study

AB is a Sudanese lady who lived in France with her husband and son for many years before coming to the UK in 2013. AB speaks her native language, French and English and has attended college in Dudley to improve her English and gain qualifications to enhance her career in adult nursing. She is qualified in the Economics and Political Science – BSc and MBA in Business Administration from Johannesburg University.

AB is keen to further her career and wants to enhance her skills in I.C.T. Whilst a learner on the Enterprising Women in Employment programme at CfED AB has learnt how to use the formatting tools in Microsoft word, for example: the cropping tool, change margins, inserting pictures/images

and formatting them using the wrap tool as well as shortcut keys using the control key + another e.g. ^C to copy, ^V to paste, ^S save, in addition to using the tools in the menu bar. AB is able to send/receive emails with attachments and recognises there are various ways of communication in the workplace.

AB commented that while on the programme she has learned how to write a good CV, and different techniques of job hunting which is very important for employability

“learned how to write a good CV, and different techniques of job hunting which is very important for employability”



Volunteer - Money Mentoring

It has been another eventful year for our Money Mentoring Scheme. Peter has served us well as our most dedicated and consistent volunteer. Over the course of the year we have;

- 1) Facilitated a workshop at Dudley College involving 191 students on basic money management.
- 2) Attended two events at Dudley College and handed out almost 100 Student Money handbooks, featuring tips on money management for students.
- 3) Facilitated a money management workshop for 249, year 10 pupils, over two days at High Arcal,

Dormston and Hillcrest School.

Besides all the above 9 individuals have had extensive 1-1 support in budgeting, debt reduction and wider money management issues. ‘Taking the time to manage your money better can really pay off’, is the key message we have declared over the past year. Those who have experienced the mentoring aspect of our service are better able to stay on top of their bills and work towards saving - not just for ‘rainy’ days but towards a brighter future.

Peter Dyson

Membership List

Hob Green Primary School	Holly Hall Academy	Aquarius
Sandwell Crossroads	High Oak Youth Group	Dudley Mind
Bangladeshi Development group	Church of St Augustine of Hippo	Hawbush Primary School
Netherbrook Primary School	The Crestwood School	Howley Grange Primary School
Dudley Stroke Association	Oscar Sandwell Limited	The Brier School
Langstone Society	Dudley Social Business partnership	Wallbrook Primary School
Methodist Church	Ellowes Hall Sports College	Alzheimer’s Society
Sandwell Advocacy	UK Islamic Mission	Dormston School
Dudley District Citizens Advice Bureaux	Glasshouse College, Ruskin Mill Educational Trust	Halesowen Asian Elderly Association
5K Foundation Limited	Hurst Hill Primary School	Ruskin Mill Educational Trust
Dudley Mosque and Muslim Community Centre	Brierley Hill Asian Welfare & Cultural Association	Brierley Hill Sikh Welfare Association
Fens Pool Voluntary Association	Diocese of Worcester	Lunch On the Run
Dawley Brook Primary	Dudley Voices for Choice	St James Church
Halesowen C.E. Primary School	Redhill School	Cancer Support
Crossroads Care Dudley	Beacon Centre for The Blind	Dudley Stroke Association

MB’s case study

MB came to the U.K. in 2016 to join her husband and has one daughter. She studied and worked in Iran as a midwife for 13 years and speaks Farsie the Persian language as well as learning English.

Since arriving in the U.K. MB has enrolled on a college courses in Dudley to improve her English & Math and enhance and pursue her career as a midwife. MB recently attended an interview for a volunteer position at Russell’s Hall Hospital with the support of facilitators on the Enterprising Women in Employment programme. This boosted MB’s confidence in being able to apply for jobs and attend interviews. On this occasion MB was

unsuccessful.

MB over the past 6 weeks has improved her skills in using tools to format documents and images and shortcut control keys in Microsoft word that she will carry on practising. MB is hoping to find a functional skills course in English, Math & ICT for September 2018.

MB is looking for native English speakers she can have conversations with which is a good step in her learning journey.

“improved skills in using tools to format documents and images”

Community Star

Congratulations to one of our members Mr Gurcharan Bedi of the Brierley Hill Sikh Welfare Association. Mr Bedi has become a serial fundraiser over the past 10 years and has raised roughly £35,000 in this time. Every year Mr Bedi devotes his time to raise money by selling raffle tickets for good causes. Local charities who

have benefited from Mr Bedi work includes Macmillan, Action Heart, White House Cancer Support & Mary Stevens Hospice. Mr Bedi’s plan for the future is to continue supporting good causes both here in Dudley and in his native country - India where he visits every year.



Khattab family “Our day in Brum”



CfED your local place of welcome - come in for a cup of tea:

- Friendship
- Regular times each week
- Free refreshments

Centre for Equality and Diversity
Tuesdays 10:30am to 12:30pm

16a Stone Street
Dudley
West Midlands
DY1 1NS

Open to everyone, so please drop in

Enterprising Women in Employment

ESF funding provide us with the opportunity to manage a short skills related programme between April and August 2018. the programme aimed to upskill up to 30 women from Migrant communities with essential employability skills, which will support and increase their confidence in progressing closer to accessing further training, volunteering and job opportunities.

Unfortunately, we were not able to meet our target of 30 learners; we ended up 8 short of required number. Overall, the programme was a success with the 22 learners gaining skills and experience that will push them forward towards the employment market place.

The gym sessions facilitated for us by Unique Fitness on Castle Hill were the most popular and in some case may have been the real reason for participation. The series of group fitness circuit activities were included to encourage women to feel at ease and more comfortable discussing and exploring career and future training opportunities with facilitators and peers.

We wish to express our appreciation to all facilitators (Seroj Kumari, Juliet Holness, Doreen Cartwright & Prabha Patel) and the learners themselves for making the programme a success. The feedback from everyone has indicated that while we have to learn from our errors the content of the programme was right.



"The whole lifestyle here is very good"

Mharam's case study

Mharam and his family are new residents of the borough from Syria via Lebanon. Within the year the family has resided here in Dudley they have found life to be different and at times challenging. In speaking about his experience of life in Dudley, Mharam said;

"the whole lifestyle here is very good, people are friendly and education for children is really good".

Mharam explained how his 3 children have settled in school and he and his wife are also attending ESOL classes at Dudley College. The family is grateful for the home tuition support they are receiving through CfED. The family has many aspirations but English skills and **"start work regardless of what it is"** as Mharam states, are their aims.

Volunteer - Caseworker



I'm Henry, a volunteer caseworker with CfED. For a couple of years now, I have been working with vulnerable people from diverse backgrounds with complex needs and quite often insecure immigration status. Through Project Hope, I have had the

opportunity to assist and support migrants in their integration process. I have offered support for migrants, refugees and asylum seekers based on their assessed individual circumstances, to realise their rights and entitlements, and helping them to gain access to housing, benefits and asylum support. I have also provided help and support to those who

need to pay their bills, open a bank account, apply for school admission and, help with filling forms and replying letters.

At CfED, for my personal development and the ability to effectively contribute to CfED's work, I attend courses, events and meetings such as Communities Together, International Migrants Day, and Emerging Communities Family Safety Project etc. These activities were aimed at promoting community cohesion, inclusion, migrant integration and, reducing discrimination, destitution and exploitation of migrants. Alongside colleagues in CfED, I have also been able to assist administratively with the running of the Syrian Vulnerable Persons Resettlement Scheme (VPRS) and the European Social Fund (ESF) Project helping to improve the skills and job prospects of local migrants. My experience at CfED has further equipped me to effectively provide safe and empowering support to distressed people in vulnerable situations.

Henry Oche

M.N's case study

MN came to the UK with her family in 2016 from Syria. She has 4 children the youngest being 10 months old. She speaks her native language – Arabic and has been learning English since arriving in England. She is keen to improve her English and learn how to use the computer. At the moment she is finding it difficult to juggle studies and looking after the baby and her family.

At present due to taking care of her family and limited English and computer skills she is not looking for work but wishes to improve her English and computer skills. She is working towards learning how to use Microsoft Word. In September she may register with the college as a way forward at attending further her communication skills.

MN has taken part in 3 individual sessions, which

proved to be difficult for her. However, she persevered and managed to set up an email account in Yahoo with help; registered on the Learn My Way platform; searched for music on youtube to help her baby relax; and undertake homework with help from the facilitator and neighbours.

MN Can now identify and name the parts of the computer/keyboard system in English. At times she has to be prompted. When she doesn't understand something MN will ask for an explanation.

MN in the long-term wants to be a driving instructor.

"Keen to improve English and learn to use the computer"

M.G' case study

I am originally from Portugal and have been attending Unique Fitness gym during May and June 2018 as a participant on the ESF Enterprising Women in Employment programme.

Raj, our trainer, has been very helpful to me as she explained what happens at the gym, which includes cardio and toning equipment and also every day there is a fitness class which covers different exercises. At my induction, I was measured and weighed by Raj and she started me on a fitness programme. Initially, went on the cross trainer and waver doing only 10 minutes and as I continued at the gym I can now do this for 45 minutes and more. Other equipment includes rowing machine, bike and wobbler.

I was given several sessions of one-to-one training which including the weight circuit, running up and down the stairs carrying a tyre, sit ups both half and full. Raj also ensured that I had nutrition and diet advice of which I found extremely useful. I attending workout classes which included Aerobics, High Intensity Interval Training, Yoga and

Pilates, Step, Toning (Legs Bums and Tums) Circuit training, Body Combat, and Bhangra Dance.

Since being on this programme I have lost weight and increased my body strength and stamina. I feel much more confident and am now keener than ever to start a job. Before, I was always on my own in the house during the day and now I have made friends and also my English has improved. My husband and daughter have both commented on how good I look and how strong and confident I have grown over the past few weeks. I have really enjoyed these workout sessions and when the project has come to an end my hope is to join the gym so I can continue developing my fitness and confidence towards gaining employment.

Participating in this programme has been the best thing for me and has quickly improved my confidence and outlook on getting work.

"Participating in this programme has been the best thing for me"

Mohamad's case study

Mohamad, wife Walla and 2 children fled Syria 6 years ago when the war started. "We had to flee" said Mohamad "as our entire life was in real danger and we felt very unsafe".

"Since we have arrived in Dudley 'our lifestyle has completely changed'. We and the children feel very safe and they have even started school. We now feel very settled".

"We all want to learn English very quickly as without it life will be difficult".



Our goals are really to see our 2 children gain as much education as possible and for us to find employment and contribute to society where we can".

We are grateful for the support we have received from CfED especially our home tutor Andrew who comes to us every week for one hour".

"We all want to learn English very quickly as without it life will be difficult".

L.O's case study

"I lost 5kg of weight ... it makes me happy"

When we first saw LO, she was very stressed, depressed, withdrawn, and overweight. She had an eating disorder and was worried about her health. She wanted to lose weight and to get fit again. LO told us of over eating for comfort.

LO explained that she wants to work and earn money as she felt she had lost her independence by not being in employment and by not earning.

Since LO enrolled on the ESF Programme, she has lost weight and is getting fit again. Her exact words are:

"I lost 5kg of my weight and I think I am finding myself. I go to the Gym if I be free. Gym has a lot of benefits for me. For example, I can speak with people and I do not stay at home all the time. It makes me happy and also makes me confident".

We have helped LO with preparing a CV and a Cover Letter, group sessions in Interview Techniques, Time Keeping within the workplace and Job Searching. Before this LO had no idea of how to write a CV or how to write a cover letter or

had any other employment skills. her comments are:

"Thank you for your help. I really did not know information about CV and covering letter. you have done all of them for me. I am thankful about the Gym as well. You showed me how I can attend on an Interview day and some easy ways for searching jobs and some good ways for being good and happy in life. I am very grateful and if I had not joined this project or had support from the ESF team, I would not have made friends with other learners".

We are impressed with LO as she has overcome so many barriers and is now expressing a very high level of confidence. She is looking for part-time work and to start a part-time course in improving her English at Dudley College from September 2018. LO is a success story we are very proud of and we know she will do well in the future.

Sulfa - "I like class because I think it has helped me find out more information on my career and where I can look for work in the Dudley area. Prabha has shown me how to look for a technician work with a dentist".

Ayat - "I love class very much. I make good friends here. I like my teacher she is very friendly".

Manahel - "I like class because it helped me to find out about driving instructors. Thank you Prabha".

Lama - "I like class because my teacher is very friendly and the centre has helped me and my friends learn about our future careers. I would like more classes to learn about jobs and computers."

Syrian Families in Dudley

Throughout the year we have continued working with DMBC's Housing Services on a adhoc basis supporting the Syrian families under the Syrian Vulnerable Resettlement Programme (SVRP). At the time of writing there are 8 families, consisting of 16 adults and 24 children.

In order to support these Syrian families with their full integration in the Borough we have had to think and plan their journey beyond the initial needs such as housing, health, benefits, school places and employment. Each family receives up to 2 years support and on average the first 6 months have been extremely intensive. Much of this also involves advocacy, signposting, learning English, general guidance and much form filling.

The fluency in English of each of the Syrian families does vary. Most arrive with little or no English. Our aim when they arrive is to ensure that adults receive some ESOL lessons and that children of school age start their schooling as soon as clearance is given by the local Admission Panel. Due to our very effective partnership with Dudley College, all adults have had the opportunity to attend pre-ESOL classes for absolute beginners. Each family is also given up to

12 months of home tuition – which is tailored to meet their needs to help them integrate into their local community.

The 8 families are at various stages of integration depending on how long they have been here. Those who have only recently arrived in March 2018 are starting their journey to learn English with others having successfully completed their pre-entry and Entry level 1. We are rather grateful to Alison, Brian and Andrew for delivering the home tuition sessions for us, and staff at Dudley College for their patience and support in ensuring adults in each family gets a place at the college as early on arrival as possible.

The most important aspect of supporting these Syrian refugees is ensuring that they have equal access to all local services and support functions. Resources available have been stretched, at times, in providing the level of support required. CfED's overall aim in supporting all types of refugees is to ensure that services for them are built around them and their communities, their needs, aspirations, capacities and skills in order to build up their independence and resilience.

Syrian Families Home Tuition Service

For more than six months I have been visiting Syrian refugee families in Dudley Borough in their homes to give them help with their English speaking. I help them to speak simple English for daily life and to practise what they have learnt in English classes at college. It is a privilege to empower those who have fled the horrors of war to integrate into a new country where they have sought a peaceful home for their families.

What have been some of the highlights of coming alongside them? Firstly, seeing their confidence and ability to use English in everyday situations grow and develop week by week. When they accomplish simple everyday tasks that most of us take for granted for the first time, like phoning their GP to

make an appointment. Secondly, I have experienced their friendly hospitality as we share strong Syrian coffee and Middle Eastern snacks together. Finally, meeting their delightful children, who inevitably far outshine their parents as they rapidly pick up and use the English they learn at school.

My hope and prayer for each of these families, who have endured the distressing trauma of war, destruction and displacement as refugees, is that they can make a safe and successful new life for themselves in the UK. Being able to play a small part in that process is very rewarding.

Andrew Harwood



Jameela's report

It's almost a year since I started to work for CfED even through my first contact with the organisation was back in September 2016. As the Integrated Caseworker Support Officer, my duties have involved me working with several families in the office, at their respective homes and undertaking outreach activities. Since mid- 2017 I have had the privilege of working with the Syrian families on health - related issues and have been involved in ensuring access to all health and wellbeing related services which has been a challenge bearing in mind the enormous range of health issues within the stated community.

Within this time we also had to offer round-the-clock support to 3 of the women who gave birth during July and August 2017. One of the births was premature and the lady concerned was transferred to Stoke Royal Hospital which also was a very challenging time for us in ensuring she had daily support from CfED and had the opportunity to see members of her family each day.

Perhaps getting out and about with families is one of the most enjoyable times with them. We have introduced them to several local facilities and back in February half term week it was a privilege to accompany four mothers and 9 children to Scallywags in Brierley Hill for a great day out.

The children and their mothers couldn't wait to go on the activities once we arrived. The children all aged between 4 and 13 really enjoyed themselves as they tried their hands and skills

“getting out & about with families is one of the most enjoyable times”

on different apparatus and play equipment suitable for their ages.

I recall how wonderful the children found the experience from the youngest ,7 months, to the oldest. They would not stop running jumping and sliding until exhaustion set in. “I've never seen these children so happy since they arrived in the UK” said one mother, indicating how much the day was thoroughly enjoyable by everyone.

“The day was thoroughly enjoyable”

I found that the children were really keen on being involved in other social activities and by the end of the day wanted to know when they could attend the facilities again. The families were keen on attending more social activities and the mothers even suggested a visit to the seaside after Eid in June 2018.

I would like to express my appreciation to work colleagues and all the health professionals I have been able to come into contact with over the past year. I look forward to continuing working with the families.

Jameela Hizam

