

2019 – 2020

# Annual Report

***‘Our work’***

***‘Our impact’***

# Mission

CfED is committed to decreasing  
discrimination & creating  
opportunities to build capacity &  
enterprise within local communities

# Contents

Chairs Report	3
Stories of us	4
Hoson's Story	5
Steven's Story	6
Emaan's Story	7
Tarek's Story	8
Ismaeel's Story	9
Naila's Story	10
Our Impact	11
Kenneth Rodney - Chief Executive	12
Jameela Hizam - Integration Support Officer	13
Sarah Williams - Community Hub Worker	15
Andrew Harwood - Home Tuition	16
Financial Statement	17

# Chair's Report

Throughout my long association with the Third sector, it has never been more important for charities to play their part in wider society. I would like to start my report by thanking the whole team at CfED for everything they have done to keep the organisation going during the Covid-19 crisis.

For the entire country, the last few months have been a difficult and challenging time. For us the pandemic started at the end of the financial year, therefore, it has had no effect on our finances for the reporting period. Nevertheless, as this statement is penned, I am aware of the effect of Covid-19 on the charity's income for the year 2020/2021.


As for accounting year 2019/2020, financially it had been another difficult and challenging period. At the start of the year in 2019, we knew that difficult decisions would have to be made to ensure sustainability and a balanced book at the end of the year.

As we worked throughout the year, we had no choice but to further reduce our operational cost, even though demand for our services remained high. This report represents a short synopsis of how we achieve our aims, and how successful our efforts were-despite limited resources-time, money and people we are able to employ.

This 2019/2020 report proudly reflects the many ways in which during the year we have helped families and individuals reaching over 300 people from across the borough.

No report could ever capture the efforts of CfED's staff and volunteers made tirelessly each day, establishing positive relationships, quietly advocating for those who needed help and support, and where necessary challenging inequalities.

**Mushtaq Hussain**  
**Chairperson**



*“ It had been  
another difficult  
& challenging  
period ”*

# Stories of us ....

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In CfED's 14 year history our priority has always been to establish meaningful community relation across the Borough of Dudley.

Here at CfED we are a team. Every individual, a staff member, a volunteer, a membership organisation or a board member each plays a specific and important role on our team.

The following contributions provide a glimpse into some of the people and families that we have connected with and supported to bring transformation

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# Hoson's Story

Before the war started in Syria, life was happy and stable for Hoson, her husband and four children; two girls and two boys. When the bombing started the family were forced to flee for safety, at first moving from area to area. As the war intensified, there were almost no safe places to remain and Hoson and her husband feared that they, like so many others, may be taken away and tortured by security forces.

Despite some reservations, the family fled to Jordan, even though they were aware of the tensions between Syrians and Jordanians. The six years in Jordan were difficult, as all four children were unsettled and the family overall experienced discrimination at the hands of the Jordanians, who gave preferential treatment to their own in education and other areas of living.

Sadly on hearing much disturbing news about his sister in law, Hoson's husband suffered a stroke and subsequently passed away. When the opportunity to migrate to the UK came, Hoson did not make the decision lightly, knowing that she would be leaving her siblings behind, especially a brother she was very close to. She describes the experience as "It's like I left half of my heart back there with my brother".

On arriving in the UK at Birmingham Airport, Hoson says she was relieved. When she and her children met the support team. It was the first time in a while they felt treated like human beings. The warmth they experienced on arrival eased their stress and made Hoson excited for her and the children's future. Within a short time of being in the UK, Hoson and her family felt much safer than being in Jordan, or her birth country Syria.

Now 18 months on, seeing the children happy and getting on with their lives is "beyond happiness and indescribable" according to Hoson. Hoson has high hopes for the future and is working hard on improving her language skills, as she wants to become a beautician, her daughters also has high hopes for the future. One desires to become a business woman, the other a clothes designer. Hoson says the support team around her is "beyond fantastic". She however has one more dream to fulfil that is to start learning to drive.



# Steven's Story

Being at CfED feels like reaching a plateau after a rough time. Whatever condition or situation people are in, everyone is always welcome at CfED. To me what is most important is that there is no backchat, people listen and help with problems. When I arrive, I am greeted by everyone with a smile and a positive attitude. My experiences of CfED are good, positive, and inspiring.

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*I have learned a lot since I first started coming*

”

I have learned a lot since I first started coming and am grateful that I have such a welcoming place to come when I need to. Everyone at CfED has been very kind, helped me and taught me lots of new things. So far, I have attended Place of Welcome meetings and had many interesting

chats. I have also learnt more on computers and improved a lot since I first began in February last year.



# Emaan's Story

Life here in the UK is very good, much better than Jordan or my home country of Syria. Here we are safer, cared for better and people are more than friendly.

My name is Emaan and my husband along with three children have been living here in Dudley for the past 2 years. We arrived here as refugees from Syria and while my husband has a disability he is getting the best care possible. His condition may not be improving but he is able to get out and people treat him as a human being.

For a while our lives were in turmoil when the war started in Syria in 2012. Bombs were going off around us and it was unsafe to be at home. After some hardship, we fled Syria to Jordan; I arrived in Jordan with my eldest son. We stayed in a refugee camp, living in tents and caravans. After a while, my husband and other children joined us. Living in the camp was really hard going and as my husband's health was not at its best life was emotionally and physically hard.

Going back to Syria was not an option so we rented a home in Jordan and decided to make an application to the United Nations Organisation to come to the UK. It took six months for our application to be processed, which gave us much hope and aspiration that perhaps as a family we could experience a stable life. The journey to the UK was a difficult one. On leaving Jordan, our children were in tears as they said goodbye to other relatives.

At one time, I was afraid of losing them as my husband's health had deteriorated and having to carry two of my children plus care for my husband, it was very hard.

The plane journey was terrifying at times and bearing in mind this was my first flight, there were scary moments. Nonetheless, on arriving here we were impressed with the welcome at the airport and the help and support we have been receiving.

Now two years on and the children are settled in school, I have been able to attend ESOL classes, we are happy. The children are integrating better than us their parents. They are enjoying school and have an appetite for learning more and more, becoming part of society in Dudley. Altogether, it has been a good 2 years for us. We are happy and getting on with our lives as a family.



# Tarek's Story

My family and I arrived in the United Kingdom on a cold and rainy day in March 2019. We describe the situation as “being killed by the weather”. This was a far different weather condition than we were used to back in our home country of Syria or Jordan where we fled to save our lives 5 years earlier.

Meeting the team at the airport, of people who would form our support bubble, was more than we expected. The welcome we received was the best welcome anyone could have had on first arriving in a new country. We were treated well on arrival and the greeting at the DY1 centre was so special that even today my wife Hanan talks about it and would love to visit that centre again.

Within 2 months of being in Dudley, my family felt mentally and physically happy and comfortable. We felt at home, and much of the struggles of the previous few years and life in Jordan were forgotten.

All of my three children loves school. My eldest daughter prefers school to being at home. Her sister is very happy attending school also, although the language barriers stop her at times interacting with other pupils. My youngest was very fearful of going out to school at first but now he gets ready for school in two seconds each morning and is the first out of the door.

My wife and I also learning English and are beginning to interact with and understand UK culture. Our goal is to settle as a family, find employment and begin to make a contribution to the economy of the UK



“  
*Meeting at the  
airport was more  
than we expected*  
”



# Ismaeel's Story

Life was brilliant before the war, then everything turned to chaos. Life turned upside down, and Ismaeel, Kafaa and their three children had to flee away from loved ones to Jordan.

The family arrived in Dudley in September 2018 and have been supported by a team at CfED as part of the DMBC's contract for Provision of Resettlement and Integration Support for Dudley.

"We were delighted with our welcome" according to Ismaeel, "and the fact that everything we needed were supplied in those early days on arrival in Dudley. One of the things that we were really proud of was the fact that we were able to get Arabic related products and food."

*"We were  
delighted with  
our welcome"*

2 years on, the family feel very much integrated into life in Dudley. "We have become a part of life here and our children are more settled with lots of support available for all the family. We are very happy," says Ismaeel. "Our help and support network is 100% good and we don't have to worry about anything" according to Kafaa.

*"*

*We have become a  
part of life here  
and children are  
settled*

*"*

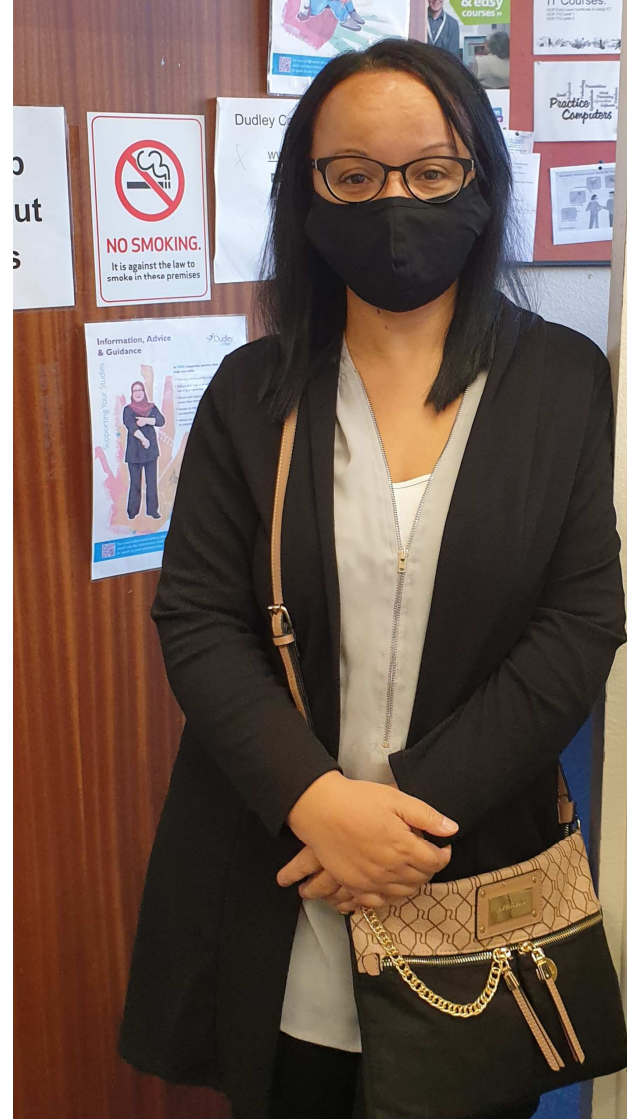
Both Ismaeel and his wife wants to continue living in a safe and peaceful environment. They want the very best for their children and for each member of the family to achieve and fulfil their dreams and aspirations here in Dudley.

# Naila's Story

CfED is a very nice place to come to meet other people and build your self-confidence. You can get the support you need with benefits or forms. The team at CfED are very patient and helpful; they will stop what they are doing to sit down with you and make sure your problems are solved.

The Community Hub is a useful and friendly place where computers can be used and tea and coffee are provided. It is very convenient for people who cannot afford to go to the library for printouts. Everyone feels welcome and treated equally by staff. Being at CfED gives me a chance to come to a comfortable environment and get the help I need.

*“The team at CfED are very patient and helpful”*



# Our Impact

**Delivered 1-1 support to 14 newly arrived Syrians under the Syrian Vulnerable Persons Resettlement Scheme**

**Became a member of the national network of Places of Welcome**

**Provided over 100 hours of home tuition in basic literacy**

**130 different people used our Community Hub facilities**

**Provide the opportunity for 2500 hours of volunteering and placements hours to local people**

**Replaced an aged photocopier for one more efficient and cost effective that links into IT infrastructure**

**9 Vulnerable People received 1-1 support from our money mentors**

**Accompanied clients to over 300 medical appointments**

# Kenneth Rodney's Report

Working for CfED has continued to be challenging and rewarding. Given the current economic climate we operate in. It is my belief that we have exceeded all expectations in ending 2019/2020 year in a good financial position. CfED, as a voluntary sector organisation operating in Dudley for the past 14 years, is known for our commitment and quality of work in everything we do. I am pleased to report that our staff team including volunteers throughout the year under review has provided quality one to one support for individuals at our Community Hub or in the homes of families under the SVRP scheme.

Unfortunately there were some people who we were just not able to support-namely those who had at the time experiencing racial discrimination in the workplace. Employers in Dudley are still discriminating against employees from BAME communities. This remains a problem that is bubbling under the surface of workplaces across the borough. With very limited resources available to help and support victims, the problem will continue.

As chief officer, I am extremely proud of our members of staff and volunteers who have served the organisation well and have remained with the organisation even during the period of cost cuttings.

I am also greatly appreciative of those volunteers Brian, Parwin and Andrew who have supported us in providing home tuition for Syrian families. I know that they have provided their time in a manner that has been invaluable to the families but also to CfED. My colleague Jameela has served us well in working mainly with the Syrian families in building friendship and relationships with them during their 2 years of receiving support from us. We also expressed appreciation to associates and sessional staff often called to duty at very short notice.

I must also commend both Peter and Sarah who are long standing volunteers. Peter for his work on the money mentoring programme and Sarah for her work within the Community Hub. Both are excellent volunteers but without which CfED would be a less affective organisation.

The future for CfED is unclear but one thing is certain: the organisation will continue to play its part in the regeneration of communities and to see people from the BAME communities excel in the Borough.



# Jameela Hizam's Report

So much has happened over the years since I started working for CfED in 2017 as the Integration Support Officer working with Syrian families under the SVRP scheme.

I have been able to interact with and help all the families in our care. Between March and October 2019, we had eight new families, which led to me working directly with 14 families at the same time, which as you can imagine meant many challenges but also the opportunity to increase my skills and knowledge of the Syrian community and the wider health and social care systems and structures.

During this time, I have had the opportunity to support families with various health conditions. Some of the health conditions we have had to deal with only came to light upon the individual's arrival here in Dudley, following initial health assessment. Helping families to maintain healthy living and life style has been a major part of my work. We have managed to achieve improvements in healthy living and one of the events that I organised for the families turned out to be successful in getting five men to give up smoking and four women and one man signed up for the Let's get healthy programme making better choices in their life-styles.

This year Covid-19 has brought its own challenges with my role in health related issues. I have had to work with the families and explain all the new policies and procedures that have arisen out of the pandemic including difficulties in getting face-to-face appointments educating the families on the rules and procedures about the pandemic issued by the health professionals and the government guidelines. At times, this was challenging, as much of the information is circulated in English and I have had to translate into Arabic.

My role as an Integration Support Officer has enabled me to work with a few schools in ensuring that the Syrian children attending respective schools achieve their full learning potential. However, this has to be seen in the contexts of the Syrian children starting schools life in the UK at a very low base, given their language barriers and for some of them their first



*“ Helping families maintain healthy lifestyle has been a major part of my work ”*

school in Dudley has been their first formal period of education.

We were fortunate enough to have a Syrian event in the council chamber where families, past and present supported, got together. We met with the Mayor of Dudley, Councillor Alan Taylor and other local councillors. All participants took the opportunity to have their photos taken while having refreshments together with the Mayor.

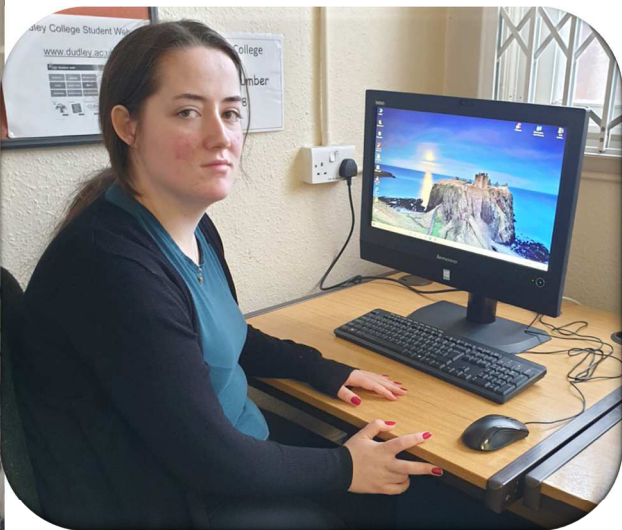
Very often with some of the families we support they struggle with their finances and keeping up with the demand from the Job Centre in seeking work. To support them I organised weekly employment sessions, which ran for 12 weeks, helping mainly men with, job search putting their CV's together and even searching for online jobs on different websites. These sessions were invaluable and through them several of the men with attended improved, their English had better relationships with their job coach and are in better positions to take up employment and even voluntary work.

Finally, I have enjoyed the time spent with families in supporting them and I will look forward to my remaining time at CfED and future challenges.





# Sarah William's Report



Since I began volunteering for CfED in 2018, I have had the fantastic opportunity to undertake many different roles. Working in the Community Hub, I help people from diverse backgrounds with any problems they might have; this may include anything from help with Universal Credit, Visas or general matters. CfED provides a space and resources to help vulnerable people who do not know where else to turn and it is very rewarding to support them.

*“ Running  
the place of  
welcome has  
been valuable  
to me ”*

Running the Place of Welcome and dealing with people in the Community Hub has been valuable to me and allowed us to provide a safe space for people to come and chat. This has been useful for the community, and I have personally enjoyed seeing people leave happy when they come to CfED. So far, we have helped people gain new computer skills, started general discussions about community issues such as Covid-19 and helped them gain more independence in their lives.

I have also been able to assist with the Syrian Vulnerable Persons Resettlement scheme (SVPR) and have found it very rewarding to watch them integrate into the community and become more comfortable in their new homes. I am very grateful to the wealth of experiences afforded to me from working at CfED. I have grown as a person through volunteering, gained many new skills and made new friends. I am more equipped to support vulnerable people and help them with a wide range of situations they are experiencing.

# Andrew Harwood's Report

When I began teaching English to Syrian refugees in their homes more than two and a half years ago I never expected that some of them would become special friends and that my

family would be closely linked with theirs. It is a privilege to know these families, to have been told their heart breaking stories of loss back in Syria, to have received the richest culinary hospitality and to have seen their children settle and thrive in Dudley. My role is to help them but I am sure that they have enriched my life and enlightened me far more than any impact I've had on them. One of the men has become a valued volunteer in the refugee project I manage, regularly collecting and delivering furniture with me. I look forward to seeing them secure jobs and their children achieve success in their education and future careers.

*I have  
rejoiced and  
mourned, danced and  
cried, eaten their food  
and celebrated their  
festivals.*

The highlight of this past year was the Syrian event at Dudley Town Hall in March when all twenty families on the refugee resettlement programme gathered

together to celebrate their new lives in Dudley, showcase their culture and express gratitude to all the people that have helped them.

I have rejoiced and mourned, danced and cried, eaten their food and celebrated their festivals. Although I am in many ways different from them, we are united in friendship and brotherhood.





**The Centre for Equality and Diversity**  
**Detailed Statement of Financial Activities**  
**for the Year Ended 31 March 2020**

31.3.20      31.3.19  
£                      £

**INCOME AND ENDOWMENTS**

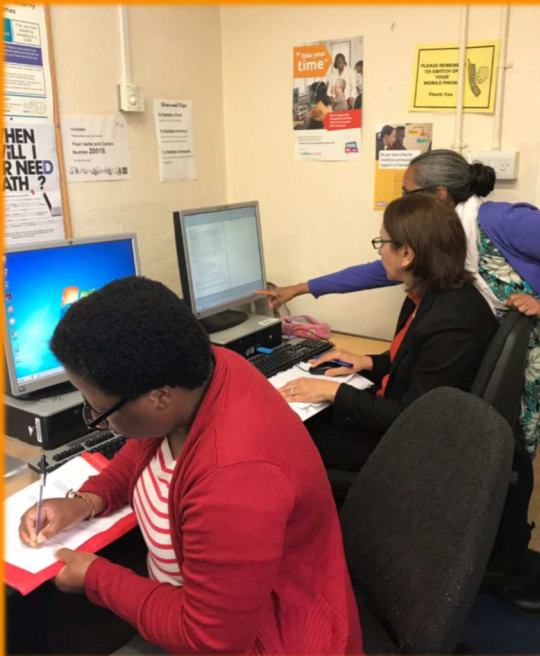
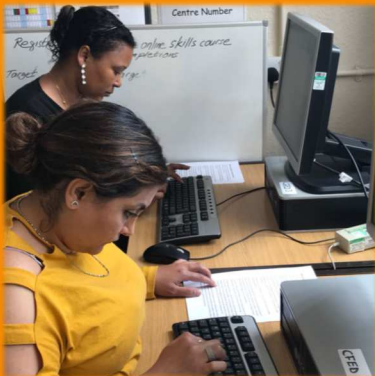
Investment income	22	23
Deposit account interest		
<b>Charitable activities</b>		
Income from fees and charges	83,908	70,196
Donations	-	24,250
Income from projects	10,000	-
Grant income	-	7,500
	<u>93,908</u>	<u>101,946</u>
<b>Total incoming resources</b>	<b>93,930</b>	<b>101,969</b>

**EXPENDITURE**

<b>Charitable activities</b>		
Salaries and pensions	59,899	54,929
External facilitation services	10,523	10,713
Volunteers travel and training	7,086	3,696
Consultancy fees	2,350	3,739
Office expenses	268	394
Insurance	1,447	1,369
Projects Resources and Activities	-	14,496
Telephone and postage	4,008	6,643
Maintenance and repairs	772	490
Software and website	958	546
Freelance accountancy costs	1,504	2,014
Bank charges	319	535
Depreciation	270	-
Governance costs	840	1,219
	<u>90,244</u>	<u>100,783</u>
<b>Total resources expended</b>	<b>90,244</b>	<b>100,783</b>

<b>Net income</b>	<u><u>3,686</u></u>	<u><u>1,186</u></u>
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## **Centre for Equality and Diversity**

16a Stone street, Dudley, DY1 1NS

**Tel:** 01384 456166

**E-mail:** [admin@cfed.org.uk](mailto:admin@cfed.org.uk)

**Twitter:** @cfeddudley