



“An equal society recognises people’s different needs, situations and goals and removes the barriers that limit what people can do and can be.” - Equalities Review  
2007



OUTSIDE CITY HALL, CHILDREN ENGAGING IN A SILENT PROTEST – HIGHLIGHTING ISSUES SURROUNDING EQUALITY AND HUMAN RIGHTS





## **TABLE OF CONTENTS**

Kwame Akuffo (Chair's Report)	Page 4
Bernice Mcnaughton, MBE - <i>TRIBUTE BY EALING EQUALITY COUNCIL</i>	Page 5
Director's Report Ricky Singh	Page 6
Irfan Arif (Casework Manager's Report)	Page 7
EEC Work	Page 8
Walpole Centre-Advice, Case & Outreach Facility	Page 9
Food Bank Outreach	Page 10
Smart Project	Page 11
Hounslow Hate Crime Support Service (HHCSS)	Page 12
Mayor's Office For Policing And Crime (Mopac)	Page 13-14
Eec's Seminar At The Ealing Synagogue On Anti – Semitism	Page 15
Somali & Arabic Advice Service	Page 16-17
Eec's Staff Report	Page 18-21
Eec's Volunteer Report	Page 22-29
Eec Workplacement Students Report	Page 30-33
Eec Casework	Page 34-37
Eec Service Information	Page 39
Eec Outreach Information	Page 40
Cap – Community Advice Programme	Page 41
Eec Training Session	Page 42
Percentage Of Enquiries	Page 43
Percentage Of Clients Advised	Page 44
Draft Financial Statement For Year Ended 31 March 2015	Page 45
Aqs Certificate	Page 46
Ealing Equality Council Vision	Page 47
Trustees, Executive Committee And Volunteers	Page 48
Acknowledgements	Page 49-50

## CHAIR'S REPORT

### KWAME AKUFFO OBE



Last year was a significant milestone in the history of Ealing Equality Council (EEC). Our organisation reached its 50<sup>th</sup> year of existence. Reflecting on the Chair's Report regarding the position and operation of the EEC over this past year, I am privileged to record this fact and acknowledge the collective and individual commitment and effort of successive and current members of the Equality Council that have brought us here. I pay tribute to all those who have played a role in the success of the EEC in its function as the principal equality and human rights body in the London Borough of Ealing. As it is manifested in the reports of activities of officers and volunteers of the EEC over the past year, I am happy to say that we have achieved another year of remarkable success and development. We face formidable financial challenges to properly house and fund our activities nevertheless and are evolving appropriate fund-raising strategies to secure our financial future.

The exceptional leadership of our Director, Ricky Singh, has solidified our strategic partnerships within the borough (Ealing Council, the Metropolitan Police, etc) and in wider areas. The EEC has worked closely with the Local Authority as a critical friend, over matters such as the provision of advice services and dealing with disadvantage and deprivation in the borough. We provided critical advice in relation to equality impact assessments. Also, the EEC has played a leadership role in Ealing Community Network to identify ways of providing better support for local communities and individuals in Ealing.

One area of continued outstanding quality work is the generalist and specialist advice and casework

delivered by our casework team through a range of tailored projects and services. As noted elsewhere in this Annual Report, the drastic reduction in state funding achieved by the government's reforms to Legal Aid which came into force in 2013 have now fed through with devastating consequences for those who need legal services but without private means to pay for them.

The deprivation of early, appropriate and effective legal advice and advocacy has meant misery and real harm to many of our citizens who have lost their homes and vital services as well as long-term consequences for children and families who have been unable to protect their rights. Thus, the EEC's advice and advocacy services through central and outreach projects have become even more important. These services are detailed elsewhere in this Report. They include support and advocacy for victims of hate crime; anti-poverty work dealing with the consequences of welfare and housing reform in particular; and supporting migrants, refugees and asylum seekers.

The work of Irfan, Sumerum, Barbara and their teams, including work placement students from the University of West London is acknowledged *summa cum laude*. We acknowledge them with gratitude and pride.

As this Report is my last as Chair, I wish to express my deepest gratitude to Hilary Panford, the Deputy Chair, and all my colleagues on the Executive Committee of Ealing Equality Council for their commitment to the cause of equality and social justice. Special tribute goes to Ricky for his exceptional service to the organisation and to our local communities, to Daphne Stewart and the team of officers and volunteers for keeping the engine room running smoothly. I am satisfied that EEC is in a good place today and is well placed to meet all the challenges that we face. It has been a privilege to serve.

Sadly, we lost our dear colleague, Bernice McNaughton, in July of this year. I reproduce below, the tribute that was delivered at her funeral on behalf of the EEC.

**BERNICE McNAUGHTON, MBE**

**A TRIBUTE BY EALING EQUALITY COUNCIL**

***Deep in our hearts a memory is kept,  
of one we loved and shall never  
forget.***

We have lost a bulwark of our community. Bernice was a significant figure in bringing people together. She was a tireless advocate for the disadvantaged and the vulnerable in the remarkably varied contributions she made to society. She touched and helped to change the lives of many. The forces of justice and equality are diminished by the passing of Bernice, but also strengthened by her tangible and outstanding record of community service – indelible and a source of inspiration for all who were privileged to encounter her.

Bernice McNaughton was a long-serving member of the Executive Committee of Ealing Equality Council (previously, Ealing Racial Equality Council) – an organisation that has functioned as the principal equalities body promoting community cohesion and social justice for over 50 years in the London Borough of Ealing. She was also a Magistrate and served on the Bench in the London Borough of Hounslow for many years from 1987. Bernice was a trained Counsellor with a deep commitment to improving mental health services and the lives of those affected by mental ill-health. She also served as a member of the Executive Board of Mencap.

Bernice's community work was recognised by her ancestral home country of Trinidad and Tobago with the High Commission Award in 2004. In 2007, Bernice was appointed to an MBE by Her Majesty the Queen for her community work in Ealing. In 2011, she received the high honour of being made Freeman of the London Borough of Ealing.

Bernice was a woman of deep faith and a prominent member of her local Catholic Church in Greenford. She was also active in inter-faith life. Bernice was a highly gifted soprano, blending beautifully with her husband, Danny McNaughton's famed baritone in memorable duets and choruses in church and elsewhere.

Bernice McNaughton's life and work were a gift to society to be cherished and celebrated. She is irreplaceable to her husband, friend and partner, Danny, and their wonderful son, Thomas. To them and the rest of the family at home and abroad, we extend our deepest sympathy but also hope that through their pain and deep sorrow, they may find comfort in the remarkable achievements of Mrs Bernice McNaughton, MBE, JP

**May our dear colleague rest eternally in perfect peace**



**KWAME AKUFFO, OBE, JP**

## **DIRECTOR'S REPORT**

### **RICKY SINGH**



#### **Ealing Quality Council**

The founders of this organisation had great foresight and courage to set up an organisation with a vision of advancing equality and rights for all in a climate where such matters were not an agenda priority. We are very privileged to be able to carry on this vision and work. This past year has been one marked by much activity and we are grateful to our funders for agreeing to support this most important work delivered by means of several projects – described below in this Annual Report.

#### **Who benefits from the services of the EEC?**

Our work targets the poor and disadvantaged, and the newly arrived. Ealing ranks as the 3rd most ethnically diverse local authority. Migrants from more than 102 nationalities have arrived in the borough. Recent 2011 Census data recorded for example: 6,789 Afghan residents, 2,835 Somalis, 9,804 Arabs and 2,981 Iranians living in the borough. More than 70% of births in Ealing in 2010 were to mothers born outside of the UK in 2010.

While the press consistently referred to Ealing as 'affluent' during the riots, this description unfortunately does not fit the whole borough. The EEC has also worked on projects that specifically target particular areas of poverty. EEC's long history of working with the disadvantaged means that EEC is accessible and targets those who are usually hardest to reach including Black, Minority Ethnic, Refugee and Migrant (BMER&M), Eastern Europeans, Gypsy, Roma and Travellers, and other groups and individuals experiencing deprivation and inequality.

#### **Volunteers**

This year has seen our advice and project work continue to bring relief and remedies to those most

in need of our services. Our more than 120 skilled and committed volunteers (c.90%) Legal practitioners, judge, barristers, solicitors, pro bono law firms, graduates and law students and 10% other skilled. Volunteers have spent a total average of over 50,000 hours over the last year delivering much needed advice, help, assistance, comfort and remedies to people who access our service described below in the Report.

A conservative estimate of the monetary value that such volunteering 50,000 hours have contributed if calculated at £30.00 per hour would amount to £1,500,000 per annum.

#### **Students**

Further, we have worked with many students – (including over 60 students from the our local Ealing University of West London (UWL) - offering training and work placements resulting in over 40 of our volunteers to move into gainful employment and/or access further studies to progress their chosen career paths. These students and our volunteers have enriched my life. It is a pleasure to see their progress and the excellent mindset that all of our volunteers display as they strive to do the very best for our service users.

#### **Staff**

All our staff were formerly volunteers with us. It is humbling to see the progress of these persons who have been driving the success of the EEC by means of their relentless dedication to working hard and smart in their commitment to delivering a quality assured service to the communities that we serve. I invite you to read below the invaluable contributions of our staff and of our volunteers.



## **Casework Manager's**

### **Report**

#### **IRFAN ARIF**

Over the last year our casework team has delivered a bespoke service catering for client's needs based casework service covering both generalist and specialist advice areas, in particular the value of casework has been visible through the array of specialist projects and services currently being progressed by Ealing Equality Council, this includes key items of work related to;

- Hate Crime, supporting and advocating for victims of hate crime, discrimination and anti-social behaviour across all the equality strands.
- Anti-Poverty, tackling the impact of social welfare and housing reforms and the resulting debt and employment issues that emerges.
- Specialist engagement work with marginalised communities such as Migrants, Refugees, Asylum Seekers, Undocumented Persons and the Gypsy Roma and Traveller communities of Ealing and Hounslow. The changes to Legal Aid funding from early 2013 has removed much of the capacity in the legal sector to deliver complex support and advice, in response to the changes and identification of the gaps where vulnerable client groups are being 'denied access' Ealing Equality Council have successfully reaccredited and expanded from ten to now sixteen areas of Advice Quality Standard assured casework and advice.

## **EEC's WORK**

Following on from last year's report the emergence of the theme of poverty, austerity and resulting impact was clear and as a result has been one of the central focuses of the casework delivery. Resulting in a greater level of intervention work that has required specialist representation across a number of areas, these are illustrated below in the top six problem categories

**DEBT:** Top six issues within debt were Multiple Debts, Unsecured personal loan debts, Credit store & charge card debts, Council tax arrears, Fuel debts, Bank overdrafts.

**Housing:** Top six issues within housing were: Private sector rented property – Unlawful eviction Threatened homelessness; Tenancy deposit disputes, Environment / neighbor issues, Housing association property disrepair and Access to/provision of accommodation.

**Immigration:** Top six issues within immigration were: Undocumented migrants, Victims of trafficking, formalization of status, Domestic violence, Exploitation and Access to services.

**Benefits & Tax Credits:** Top six issues within benefits were: Employment Support Allowance, Payment recovery, Housing Benefit, Working and Child Tax Credits, Council Tax Benefit and Jobseekers Allowance.

**Employment:** Top six issues within employment were: Pay & entitlements, Dismissal, Dispute resolution, Terms & conditions of employment Redundancy, Parental and Carers rights.

**Hate Crime & Discrimination :**Top six issues within hate crime and Discrimination were: Anti-social behavior, Racist abuse, verbal abuse Homophobic abuse and bullying underreporting of disability hate crime Mental health Housing/ neighbour disputes.

## Walpole Centre - Advice, Casework & Outreach Facility

Since the launch of the of the Lido Centre triage service eighteen months ago, we have now successfully expanded the service to our training advice, casework and outreach facility located at Walpole House. In partnership with the Community Advice Programme the service run by the student volunteers and work placements from the University of West London, Ealing Law School. This facility was made available via the good office of the Vice Chancellor, Peter John.

The service is designed to cater for unscheduled drop-in advice visitors, with operation to be supported by a pool of triage advice workers whose focus is on identifying and assessing needs and directing to services and advice session appropriately. The service has been further enhanced through **Ealing Equality Councils sculpting of the GRAPE project (Growing Real Advice Provision Ealing)** which links the advice workers assisting clients to have access to a referral website through which key partners in the Borough can be contacted.

This is a special service in the Borough which is further underpinned by a referral directory and the use of Care Place, the culmination of extensive access to resources at the Walpole Centre and delivery by students, over 60 volunteers from the University of West London, this has led to the creation of a full operational advice call centre like no other in Ealing, allowing effective access to the advice and casework services and assistance in real time. Many clients now receive a package of advice and support as a result.

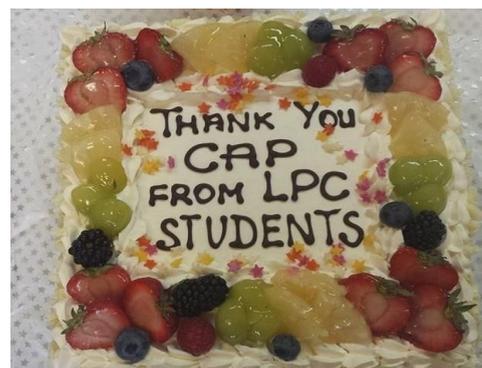
**Positive outcomes** – Since commencing the triage service at both Lido and Walpole Centre, on average we see one hundred and fifty clients per week. We have assisted many clients in regards to understanding complex housing, employment, debt and welfare benefit issues. Especially effective where English is not the first language, the 50+ community languages spoken by our 120 volunteers have been key in delivering services to vulnerable clients.



Community Advice Programme Volunteers & Practitioners



Legal Practice Course Students Celebration at CAP



## **Food Bank Outreach Advice Client Profile**

Accessing the service are those suffering extreme deprivation and poverty. These clients attend with a multitude of issues as well as having to overcome their own barriers of culture and literacy when accessing the service. Debt as a result of welfare sanctions, caps on benefits and bedroom tax have been on the rise, this is only expected to increase with the introduction of Universal Credit this year in Ealing.

## **Issues**

Advising newly arrived in the United Kingdom seeking guidance on welfare benefits and housing entitlements. Advising clients on tenancy disputes, relating to unprotected deposits.

Dealing with the real impact of welfare reform as benefit caps come into force. Delivering advice on debt and anti-poverty issues. Employment contract issues, unfair working arrangements and deprivation of rights for workers from the European Economic Area.

## **Outcomes**

Estimate the value of welfare and benefits that have been secured through these outreach session is in the region of £25,000 plus per annum per outreach location. Estimate that the saving made as a result of preventing homelessness and unlawful eviction is in excess of £1.2 million per annum.

**ESTIMATE SAVING £1.2 million per annum.**



**EEC COLLECTING FOOD BANK DONATION TO DELIVER TO FOOD BANK IN HANWELL**



## **SMART PROJECT**

The SMART project was developed in response to issues raised by Ealing Council's Outhouses Team and aims to investigate the needs and pressures upon vulnerable migrants who have become disconnected from their home support and networks. The project explores the most effective process in which to meet the needs of third country nationals (those without a UK or European passport) whilst assisting them to overcome financial barriers and personal issues around migration and documentation. This is an issue that is affecting other European countries, and London borough of Ealing. Ealing Equality Council have been working closely with two partners in Italy to develop latest thinking and trialling new ways of working:

- The Veneto Region of Local Authorities in association with the Consiglio dei Comuni e delle Regione d'Europa.
- An innovative Social Enterprise: A&I based in Milan with a track record of this type of work.

As part of SMART we are training University of West London Law Students at the Walpole Centre facility. To learn how to address the needs of clients is now the West London Hub for Refugee Action [Choice] with whom we deliver outreach services in partnership. This includes advice for people who have immigration and documentation issues, including those subject to removal. We have also launched a new asylum and support advice service. Ealing Equality Council is currently dealing with the issues of people trafficking, bonded labour, poverty and those who find themselves trapped in poor accommodation and low paid work. Some of these individuals have no documentation that authorises their arrival here, and many are housed in substandard outhouses and annexes to existing buildings.

## **What We Hope To Achieve?**

A good practice guide to support undocumented migrants.

This will include how to support and stabilise individuals who cannot return because of their financial, social or employment status. At a local level, an understanding of how people in this position need to be supported through existing community groups, organisations and agencies. At a national level, an understanding of how people in this position need to be supported through existing inter-government procedures.

Recommended practice to be communicated to the EC for transfer for use in other states.

## **Hounslow Hate Crime Support Service (HHCSS)**

Successfully commissioned for three years, the Hate Crime Service is recognised by the Mayor's Office for Policing and Crime [MOPAC] as a model for delivering advice, casework and support to victims of hate crime.

This centrepiece service of Hounslow has gone from strength to strength, now entering its fourth year; the service has been accessed by over four hundred Hounslow residents who have reported incidents of racial, religious, LGBT and disability discrimination, anti-social behaviour and discrimination in the context of housing, employment and access to services.

Through a regime of outreach sessions the service has been able to touch the most vulnerable and make real changes to the lives of those affected by hate crime.

Having now taken up one hundred and fifty hate crime cases to date - made up of self-referrals and referrals from our local partners and voluntary and support groups in Hounslow, we have been able to provide a full casework service, legal support, advice and police reporting assistance.

Our link with the University of West London (Brentford Campus) has also allowed the services to be accessible to the Students Union, Student Welfare, Counselling and Chaplaincy. We have been able to offer the service to staff and students alike while raising real awareness of hate crime issues.

We continue to receive referrals from Seema Malhotra (Member of Parliament for Feltham and Heston) and shadow Minister for Preventing Violence against Women and Ruth Cadbury (Newly elected Member of Parliament for Brentford and Isleworth).

### **Social Landlord Working Group**

The HHCS service now chairs the Social Landlord Working Group part of the London Borough of Hounslow's Hate Crime Action Plan 2015/16 which includes the six largest social housing providers in West London to tackle anti-social behaviour and the resulting hate crime and incidences.

### **Outputs & Outcomes**

- Assisted one hundred and fifty clients by providing legal advice and advocacy support. Helping them to cope with stress and experienced by persons suffering unlawful discrimination.
- Thirty referrals to the Anti-Social Behaviour Action Group, which produced successful outcomes such as mediation or other intervention to alleviate the harm done to our clients experiencing hate crimes.
- Increased access to reporting and remedies in relation to disability hate crime for members of the deaf community.
- Working with London wide services to raise Hate Crime awareness – benefiting Hounslow's Service users via the medium of sharing effective working practice.
- Helped address complaints (with the Police and other authorities) relating to the issue of cyber hate crime and hate speech via the internet.

## **Mayor's Office for Policing and Crime (MOPAC)**



**Visit to MOPAC in City Hall Mayor's Office for Policing & Crime**

### **Mayor's Office for Policing and Crime (MOPAC)**

One outcome from the visit (of Stephen Greenhalgh the Deputy Mayor of London Head of MOPAC and Natasha Plummer MOPAC's Lead) to the Hounslow Hate Crime Support Service (HHCSS) in 2013 is that EEC now sits on the delivery group [Hate Crime Reduction Panel]. Contributing to the Hate Crime Reduction Strategy for the benefit of all Londoners living and working in 32 London Boroughs.

## **Joint Forum Events**

EEC and the Hounslow Hate Crime Support Service and the Hounslow Faith Hate Crime, West London BMER, Ealing New Arrivals and Ealing Inclusion Fora delivered two major events on Islamophobia and Anti-Semitism. Our gratitude goes to our speaker for both events Mr Kuljeet Dobe, Barrister who captivated audiences with his insightful observations of these two major topical areas.

### **Islamophobia seminar addressed:**

How should the Muslim Community respond? What are the limits of free speech? Held at the University of West London the event looked at the concept and understanding of Islamophobia in the context of the current situation, the development of the idea of Islamophobia, debate about free speech and its limits, how the Muslim community should respond to Islamophobia. A large number of around 70 persons were in attendance, including representatives from Hounslow Community Groups.

### **Anti-Semitism seminar included:**

An expert analysis on the historical, political, social and legal implication for modern society. Hosted by Ealing Synagogues the event explored the widespread recent disagreement with Israeli Government policy on Gaza leading to an increase of anti-Semitism which is a hate crime.

**EEC'S SEMINAR AT THE EALING SYNAGOGUE ON ANTI – SEMITISM DELIVERED BY OUR VOLUNTEER PRACTISING BARRISTER KULJEET DOBE**

EEC'S SEMINAR AT THE EALING SYNAGOGUE ON ANTI – SEMITISM – DELIVERED BY OUR VOLUNTEER PRACTISING BARRISTER KULJEET DOBE



MEETING WITH THE BOROUGH COMMANDER-LEFT TO RIGHT IRFAN, BARBARA, (LEADING ON HATE CRIME IN WEST LONDON AND HOUNSLOW), COMMANDER PAUL MARTIN AND RICKY SINGH, DIRECTOR OF EEC



OUTSIDE CITY HALL, CHILDREN ENGAGING IN A SILENT PROTEST – HIGHLIGHTING ISSUES SURROUNDING EQUALITY AND HUMAN RIGHTS

## SOMALI & ARABIC

### ADVICE



The advice line was successfully launched at the start of 2015 as part of the GRAPE Project (Growing Real Advice Provisions Ealing) funded by the Big Lottery. To complement the service's telephone triage which runs on a weekly basis and currently attended to by four trained EEC housing, welfare and debt advisors, a drop in advice session was added to meet with demands of client urgent enquiries.

The service in collaboration with Dadaal has also successfully undertaken and delivered out of hours advice sessions on Saturdays. In the first three months of operation:

**32 Clients** were assisted with housing concerns, in particular those where issues arise that lead to evictions and homelessness, further matters relate to arrears, disrepair, private tenancy matters, unsuitable housing options and appeals against local authority decisions. Through casework the service has been able to prevent homelessness and negotiate with landlords.

**11 Clients** with employment issues, clients presenting problems of unfair contract terms and unfair dismissals, further issues dealt with involved maternity payments and unpaid wages.

**14 Clients** with welfare benefit issues, the majority of these matters have been regarding appeals against the DWP for disability, employment support allowance, discontinued job seekers payments and general access to in work benefits.

**16 Clients** for debt matters; where non priority debts arise we have assisted clients through debt management triage while with priority debt matters involving bailiffs we have sought to advocate on part of the client to avoid criminal sanctions through the negotiation of payment options.

**6 Clients** for miscellaneous and general advice and guidance where other support needs have arisen and access is a barrier, this has been advice on health, counselling services and family mediation.

#### **Delivery will be broadened;**

- by looking at access issues experienced by this community who can become isolated and restricted due to the language barrier associated with accessing advice and services while enhancing continued work around the themes of welfare reforms and housing, debt and benefits issues clients currently present with plus helping refugees and asylum seekers.
- As a result of the quality of advice and service being delivered the demand for the service has grown week by week, with existing clients continually referring others.
- Additional to this, the service has been able to illustrate the lack of availability of specialist language based advice services for these client groups. The advice line regularly receives calls from clients across London.
- As a direct result of the service disadvantaged black minority ethnic service users have been able to have access to a language based support while building resilience through the encouragement of self-help and signposting after needs are identified.

**Dadaal's volunteers and workers** have benefited through the close working relationship and access to EEC qualified advisor and pro bono practitioners and continuous training to the AQS Standard. As a result Dadaal has become more capable to undertake casework on behalf of its clients, key advice and advocacy skills that are being put back into the community and allowing for a higher standard of delivery. This training has been continuous on a one on one basis between EEC advisers and Dadaal's workers and volunteers as a result the skills set of each Dadaal team member has greatly developed.

### **GRAPE PROJECT**

GRAPE is funded by the Big Lottery Fund Advice Services Transition Fund, for the aim of creating a joined up local advice provisions which are relevant, accessible and sustainable in a tougher funding climate.

The GRAPE Project works to ensure that voluntary and community organisations have the right tools to assess client needs, identify issues, refer people onwards to GRAPE partners and others and support clients during this process, by giving them the knowledge to do so.

The service will continue to address the increasing level of debt and deprivation, with a focus on the upcoming introduction of Universal Credit in Ealing. Service users who will be affected by welfare reform changes will be identified and assisted to forward plan and budget as well as look to address and deal appropriately with priority debts.

# EEC VOLUNTEERS AND STAFF AT TRAINING



## **EEC'S STAFF**

### **Daphne Stewart Administration Manager**

This year our team has been brilliant. Our volunteers and staff have all done an outstanding job. Walpole House is our administration and training centre, we have added up to date IT equipment provided by a grant from Clothworkers for the delivery of advice, training and the development of our students, volunteers and service users.

Many thanks, to Professor Peter John, Vice Chancellor of the University of West London for his support and the use of Walpole House.

Our work is expanding and therefore we need more space and funding in order for us to continue delivering a much-needed service for the deprived communities within Ealing

The team of 100+ volunteers and law students we have at present continues to do a superb job. Our students are receiving the necessary training to enable them to have a chance of gainful employment while at the same time helping us to deliver our service.

We are looking forward to celebrating our 52 years of service in September as an organisation working for the people. I would like to thank our Chair Kwame Akuffo and our Executive Committee members for the hard work, especially our Treasurer, Ian Potts and all our volunteers, who are committed and passionate about the work we do. I admire them for their strength, determination and belief in the work that EEC/CAP delivers.

I would like to say thank you to everyone for your continued support. It is a pleasure working with you all, observing your progress, and seeing how clients benefit from your dedication, hard work and advice.

The assistance received from all of these volunteers, trainees, students, practitioners and committee members is priceless as it enables us to accomplish our commitment to our service users in the LBE, Hounslow and West London.

### **AQS AND 2 TICKS DISABILITY QUALITY MARK AWARDS**

This year as well as qualifying for sixteen AQS categories we have also been awarded the Two Ticks Disability Symbol, many thanks to Tara for her work on this application and all those involved in the hard work leading up to achieving these goals.

### **Barbara Karayi Hounslow Hate Crime Manager & Trainee Solicitor**

The last year has seen me lead designated advice sessions with the support of shadowing volunteers - who is then trained and are able to deal with clients' issues and cases. I have had a number of successes with tribunals, helping our clients represent themselves and focusing on the issues at hand. Coaching a client through what they need to say at tribunal has made me feel that I have really changed someone's life. Clients feel more confident and much return bringing a friend or relative for help and guidance from us. Having now many years' experience I am glad to be helping others learn from me. As a senior caseworker I constantly have my ears open to ensure volunteers are engaged and performing as well as the rest of us. Quality and customer service lies at the heart of what we do - no one is left behind. I help convey that message. As an executive committee member also working at the grassroots I am getting more involved in matters of leadership, participating in getting funding, writing policy, attending external policy meetings and developing new projects. The areas we need to increasingly incorporate into our work are FGM and community care.

### **Hounslow Hate Crime Support Service**

The big news is that our consortium have been given the new contract to keep running service for the next 3 years. All the work Irfan, I and our pool of volunteers and partners have done over the last three years has resulted in a smooth operation. We have somewhat taken charge of the day to day running of the service. Our consortium partners are in charge of different aspects of the service, and as a result we have improved the quality of what the service offers.

We dealt with over 130 number of hate crime matters last year, and have established working relationships with various organisations in Hounslow. We have run a number of events in conjunction with other groups e.g. the Hounslow Friends of Faith.

### **Farah-UI-Haque Business and Administration Apprentice**

I have been volunteering with EEC as an Administrative Assistant since 2012. In April I completed a Level 2 NVQ Apprenticeship in Business and Administration and subsequently started a Level 3 NVQ Apprenticeship. My role within this organisation is to provide administration support to the director and to the casework/operations manager who are both involved in my training and supervision.

Part of my role includes attending the Hate Crime Office in Hounslow where I have been trained and accredited as an Adviser for Hate Crime. This service aims to provide support and advice to victims of Hate Crime. The work also includes completing casework; assisting clients in reporting to the police; dealing with on-going issues the client is experiencing and also mediating with other organisations on behalf of the victim.

I also volunteer at the alternative Saturday Community Advice Programme (CAP) sessions where I supervise the reception area. At reception, I am the first point of contact for the clients that come in so it is important to display a caring and helpful attitude to clients to show that whatever their problem is, we will try and help them to the utmost of our ability as when most clients first come in, they are very vulnerable and EEC is their last source of help.

The Monday after a CAP session, I follow-up on the Saturday's cases and complete any tasks which advisors have written down in the Key Dates CAP diary such as posting letters, making client referrals etc. During the 2 weeks between CAP sessions, I maintain correspondence with legal advisors- and perform designated actions as required/instructed- so that they remain up to date with their client's case progress.

Over the last 3 years, I have gained invaluable experience not only with effectively dealing with clients but also learning about different areas of law. I regularly attend seminars and training sessions about various legal areas so that I remain up to date with legal news and developments.

### **Sumerum Lehri GRT Case Worker, Trainee Solicitor, & Placement Supervisor**

It's been a very exciting year for me as I was bestowed upon new challenges with the recruitment of work placement students and the volunteers in EEC.

I have learnt a lot this year. I have learnt from my Director Ricky Singh that we have to treat everyone equally and give chance to every individual who usually come and volunteers with us.

My volunteers and the work placement students mean a lot to me. I make sure I look at their CV find out their interest and allocate them the tasks according to their interests so the precious time that they give us we pay them back with all the experience and knowledge that would help to build their future.

I am very grateful to Ricky and Kwame that they believed in me and are helping me to grow more every day by working closely with them. I am grateful to my supervisor Bernard Andonian who is training me to become a solicitor and is supporting me with the cases that I get every day. I have been very lucky to engage in cases that had a lot of positive outcomes this year. I am still working with Gypsy and Roma clients and working on more legal cases which involves Family, community care, property and Domestic violence issues.

### Volunteers of Ealing Equality



## EEC'S VOLUNTEERS' REPORTS



**Christmas lunch with Community Advice Programme's and EEC's volunteers**

## **Florence Akuffo – Volunteer Caseworker/Administrator/ Women’s Advocate**

I'd always harboured a secret ambition to work in the legal profession but I never pursued it because my initial encounters and experiences with the profession gave me serious room for doubts as to what I would become. I had been told I had to become insensitive and be ready to plead for even the devil, if needs be. My mother had been a Prosecutor, you see, and always clashed with lawyers in court. Back home, they always held the belief that lawyers had to be buried with their face upside down - hence my misgivings even though I cherished that ambition.

Subsequent encounters reaffirmed my belief: I had decided to buy my first house years ago, and a lawyer I retained lost my file, mishandled the administration of the property and disappeared with my money. My lack of faith in this profession was finally sealed!! I stumbled upon Ealing Equality Council by chance. I was desperately looking for help with a family matter and needed advice quickly. Kwame Akuffo's name came up and I liked the sound of CAP. He responded quickly to my email and fixed an appointment for me within 3 days!! **At the appointment, I came across a bunch of relaxed and amazingly friendly professionals who served with absolute courtesy.**

Here I was, feeling like a mouse rescued from a rushing drain, waiting to be swallowed alive only to be soothed by very kind **LAWYERS!!**

I must have entered a parallel universe. Here was a gathering of legal professionals - magistrates, judges, barristers, law students, paralegals and my advisor was to be a magistrate!! Bottom line is, I was flummoxed but relieved to receive a top-notch assistance from a magistrate and his legal assistant. I felt so special. I received the help and the response was immediate. I was a happy bunny with my faith in the profession restored. My secret ambition was rekindled and here I am. I volunteer as part of the triage team twice a week. I also assist with community care sessions and provide administrative duties like filing and data entry.

**I love seeing the relief and joy on clients faces when they enter with their world caving in and exit feeling like masters of the universe. EEC and CAP are a breath of fresh air to a dying world!!!**

## **Matthew Charlton – Volunteer Caseworker LLB/LPC Graduate University West London**

My name is Matthew Charlton, I have been volunteering as a Legal Advisor for EEC & CAP for a little over 3 years. I started volunteering during the first year of my law degree and have recently finished the Legal Practice Course, both at the University of West London. My role includes giving legal advice to clients who need it and have nowhere else to turn, drafting witness statements, writing letters on behalf of clients and taking on cases where clients cases are urgent or the client is particularly vulnerable, where my role extends to initiating and over- seeing mitigation and arbitration proceedings and arranging court representation for the client. While the volume of work here can be daunting at times, you are never facing it alone as all work is assisted by tireless supervisors, highly experienced colleagues and an amazing administration team.

I am currently managing a case of potential pregnancy discrimination in termination of employment, which if successful is likely to be worth upwards of £18,000. I took the first meeting with the client, identified the potential issue and, because she was particularly vulnerable, I decided to take on the case. I have sent her a formal letter after first interview, have written to the employer requesting their version of events and will determine from their reply and the advice of senior colleagues whether the case is worth taking through ACAS procedure and, if necessary, employment tribunal.

At EEC & CAP you are given the responsibility you are ready for, ranging from shadowing legal practitioners to taking on cases of your own. **Through this steady and guided approach, the EEC & CAP are able to bring the most out of each volunteer, often honing skills they did not know they had, whether from a legal background or not.**

As a result, the community are given an exemplary service and the most vulnerable people have access to the advice they need, when they need it. In times of financial hardship, the vulnerable are hit the hardest with incredibly restricted access to justice, making the service provided by these organisations essential for the community.

### **Basil Al-Tai – Volunteer Caseworker/ Student Barrister**

During my time at EEC I have gained much invaluable experience which has only strengthened the tools required in the career that I am pursuing. EEC has placed a huge amount of trust in me which has not only built on my confidence level but as a result it has also enabled me to feel part of a team as oppose to merely a temporary asset. I have gained first-hand experience, interacting with clients from all backgrounds which has certainly improved my communicatory abilities as well as my ability to adapt to different clients' needs, for example where a client may be more vulnerable due to age, disability or indeed language barriers. As a law student, who would someday have to rely on my ability to interact with my clients from different cultures and backgrounds in an attempt to extract as much relevant information as possible, EEC has certainly provided me with a wealth of experience in being able to do so.

EEC has taken a very 'hands-on' approach with me, allowing me to use my own initiative and professional judgment on a case by case basis, which admittedly can as a result, be rather exhausting; however, the overall feeling is very gratifying and rewarding. I have worked on a range of cases during my short stay at EEC which, in my opinion, is what distinguishes the EEC from many other places. Firstly the EEC receives an overwhelming workload ranging from many issues which prevents the mundane feeling of repetitiveness. Secondly, rather than simply speaking with clients' at the initial stages, one is able to work within the case as long and as far as it requires, which as a law student, is experience rather difficult to find. I have no doubt whatsoever, **that the EEC provides an outstanding and crucial service**, which is evident by the number of cases it receives annually, and the number of client's that return often. The EEC is fundamental to the promotion, protection and application of human rights, which in my experience, acts with honesty, integrity and passion, ensuring the vulnerable stand strong and the voiceless are heard. I am grateful to the EEC for the trust, confidence and respect that has been shown to me and the many other volunteers, and I hope that the EEC remains a **rock** in the community for many more years to come.

### **Zainab Hassan – Volunteer Caseworker from University of West London**

My experience with Ealing Equality Council has been quite beneficial in terms of learning skills of interviewing clients, doing the administration work like telephone triage, booking appointments & updating data bases. I really enjoy advising clients in community care sessions and at outreach appointments; to follow up their case to the end because it gives me the confidence & a sense of achievement. I have dealt with different areas of law but mainly employment, family & housing & benefits.

### **Aaisha Khan – Volunteer Caseworker from Univeristy of West London**

I have been working for the EEC for several months now and have enjoyed it immensely. While working with the EEC I have been able to deal and see the different types of issues that clients may have. The EEC deals with a variety of issues. I have been able to meet clients in person as well as speaking to them over the phone where I have been able to help them with problems that they have been facing. I have also had the opportunity to sit in advice session with MTG Solicitors. I have been able to help clients by looking up relevant information for them that would help them with their problems. I have worked on Tax Credit cases, Homeless- ness cases and immigration cases. While working at the EEC. I believe I have been given the opportunity to learn new skills as well as improve ones I already have. I have gained further confidence and knowledge to help me when I pursue my career in law. I have seen over the months how many clients have benefited from it and have been helped in the time of need. I wish that there were more places in other borough like the EEC. The staffs here are all lovely people who make you feel welcome and are always on hand to help when needed.

### **Angela Lothian – Volunteer Caseworker, Criminologist./Administrator**

I have been volunteering with Ealing Equality Council for almost 2 years now, and the opportunity it has afforded me in getting back into the work environment and feeling less isolated because of my disability has been immeasurable. I cover reception or phones on Tuesdays, and the visitors who turn up seeking advice and help cover a wide spectrum of issues. I assess whether or not they need to see an advisor, solicitor, or if they should be sign posted to any other more appropriate organisation. I also help with updating the database or the phone log book and any other administrative paperwork or issues and I cover the phones. My confidence has grown since I started volunteering with EEC, although I still lack a great deal of confidence, but working at EEC has helped me to rebuild my life and shown me that my disability is not really a barrier to anything. Sometimes all that is needed are minor changes to my day and everyone at EEC has helped me with their understanding and support.



UWL 'S LAW STUDENTS ON WORK PLACEMENTS AT EEC

### **Adrienne Khan – Volunteer Caseworker LLB/LPC Graduate from UWL**

I have been volunteering at the Ealing Equality Council (EEC) and CAP since September 2014. My duties include answering the office phones, taking and responding to messages, updating the telephone and client databases and booking appointments for clients. These duties have not only taught me new skills and helped me develop old ones, but have also helped me grow and develop as a person.

When I started volunteering at the EEC I was a bit apprehensive because I did not have much confidence in talking to people I did not know outside of an educational setting. Volunteering here certainly took me far out of my comfort zone and for that I am very grateful. During my first week of training I was encouraged to not only speak to clients on the phone, but also in person when they came to the Lido Centre to request an appointment. Due to this my confidence grew in leaps and bounds to the point where I greatly looked forward to speaking to our clients. Working here has also greatly improved my employability. During my first six months of volunteering.

I was able to secure paid temporary work in the legal department of Hyde Housing Group, a housing association based in the city. I would certainly not have gotten this job had it not been for the experience I'd gained from volunteering at the EEC. One of the reasons why I had been selected for the role was because my employers had been very impressed with the work I had been doing at the EEC.

### **Judy Ahmed - Hate Crime Outreach & Triage Adviser**

Since volunteering at EEC I have progressed into becoming outreach and triage volunteer on the Hounslow Hate Crime Support Service, which has been a new field where I am currently developing my skills. Since starting with EEC I have been encouraged to deal with clients face to face and over the phone. This has been a good motivation to work harder to deal with client issues. Volunteering with EEC has enabled me to gain new skills and develop my interpersonal ability through communicating with a range of clients and issues every day and offering advice and support, taking into account their different circumstances. It has been a great feeling to see how a small amount of help can positively affect others' life and draw a smile on their face.

Now currently on the HHCSS project I get more time to deal with serious and sensitive cases involving the most vulnerable adults who have been victims of hate crime. We interview and listen to them working with different organisations to solve their problems and make them feel more secure. Furthermore, I have developed my administrative skills; updating database, answering / receiving phone calls, using equipment safely, writing reports, doing presentations and stalls. I would like to say that we have a wonderful and very supportive staff who always values every little work done the volunteer team and we all work hand in hand as one team to help those in need of support.

## Elisa Cattani – Volunteer Admin Assistant/Economist

I started volunteering at Ealing Equality Council a couple of months ago after being sent to EEC by an Ealing Council employee (who receives my thanks). I had been finding it difficult to get involved in some volunteering experiences for a long time because English is my second language and also because I was told that all the work experience as administrative assistant in my country were irrelevant.

I volunteer as an administrator a couple of days per week and therefore thought that my duties would be easy, considering my experience. Instead, and I am thankful for it, I have been put under pressure, facing customers and participating actively in the fundraising campaign. As an administrator at EEC, I follow the direction of Sumerum and keep an eye on internal documents. I will soon complete other tasks as Ricky, the director, is keen to let volunteers widen their experience within tasks, according even to their specialisations.

That allows volunteers at EEC to grow professionally and personally. I participate at the trainings provided and/or advertised. It is the organisation itself which believes in its volunteers and their potential and put you in the front line letting you learn as much as possible. To thank the organisation, I have been saying 'yes' for every task I have been asked to do. Some of them are challenging for me as facing customers of different backgrounds. As long as customers might speak English as second language as well, dealing with them and providing the right assistance can, sometimes, require more energy. Sometimes, I thought it too tough and it would have been better to admit defeat but the atmosphere, the people and the opportunity I have got are worth to keep going and I start considering more professionally my contribution within the organisation. I do smile more too.

I volunteer every other Saturday too, when the EEC runs another service with **CAP** for its clients. I almost prefer the Saturday session, CAP, because it is less formal, the atmosphere is more relaxed and you may shadow solicitors with a massive experience and professionalism which I found to be astonished. I try to participate actively to their session in order to provide help for both the person attending and the solicitor. Here, I had the chance to use a couple of times my mother tongue language Italian-by translating and really liked to link advisers and customers together in order to provide the right legal advice. Moreover, personally, CAP is a way to know a bit more from each other as well even beyond volunteers' studies, profession or role within the EEC. As we are able to interact and learn about each other as we actually spend the whole Saturday working together.

## Edmund Akeju - Law Graduate LPC Graduate UWL

Ealing Equality Council has provided me the invaluable practical exposure to the interaction of black letter law and its operation within civil society. I applied to volunteer at EEC right after completing a Post Graduate Diploma in law course from the Kingston University.

Following the completion of this law conversion course, the next stage of my journey toward qualifying as a solicitor would be to embark on the Legal Practice Course which traditionally commences in September. While waiting for this, I considered several options about what to do in the interim; start applying for a training contract or pursue opportunities for paralegal employment.

However, I wanted the practical experience of law at work, and how its knowledge engages in the community; the interaction of law theory and reality of everyday legal issue in the polity. A solicitor friend who had himself volunteered at EEC some years earlier suggested that I should consider the option of working with the EEC. I thought about it and indeed decided to apply; I am really glad I made the decision.

Following a successful application and interview, I started volunteering here at EEC .

During the short period I have been here, I have enjoyed wonderful opportunities to apply my knowledge, and more importantly to learn and imbibe salient legal skills. In my role as a volunteer, I have had the opportunity to undertake key training in areas of law such as Hate Crime, Personal Injury and Community Care, affording me increased knowledge and experience in areas of law that went beyond my core academic modules in Kingston. The work environment is great, the support from colleagues is fantastic and there is a network of skills to draw from when dealing with clients. Everyone pulls in, from answering telephone inquiries to taking messages, meeting clients and conducting client interviews in triage work. The passion to deliver the best result possible for the client is palpable. This has been a profoundly rewarding experience. I am enthusiastic about the future and I have resolved that my work with EEC will carry on even when I commence my Legal Practice Course. That is a promise that I am firmly committed to keeping!

## Nahla Moghazi- LPC Graduate and Caseworker UWL

I joined the Ealing Equality Council and the Community Advice Programme in May; I was sceptical as EEC works with limited funds. My perception was that less funding means a compromise on the service and support that is offered. **I WAS PROVEN WRONG.**

**The ability to offer support to clients comes naturally from team members and volunteers.** EEC is an equality organisation. Our clients come from all different back grounds, race, genders etc. You could be a worker at bank who is facing discrimination for the simple fact that you are a black lady or you could as a whistle blower who is facing an unfair dismissal. One of the most recent cases that I have been involved in is a hate crime case where the client is a mother of young children. She is a Muslim lady who wears Neqap ( a traditional Muslim face cover).

As soon as she moved to the flat that is located in outskirts of London which provided by her local council, she faced the challenge of ensuring that she and her young family are safe. She came to EEC fearing for her life and her children's lives, asking for advice on how to handle what could be least described as a frightening experience. Currently we are trying to re-locate her an her children. If you are a law student, it is time to gain some practical experience. You not only read the law at EEC, you learn it at a practical level.

The organisation is involved in “raising awareness “projects that assist you in your presentation, writing, drafting skills and most important your advocacy skills. Usually you would shadow a solicitor or barrister, take notes, analyse the case and discuss it with them or other superiors. You gain an invaluable experience. You may also be asked to get involved in different projects. The legal practice course was made easier by joining the team.

The minute you join them the team, feel that a heavy weight had been lifted off your shoulder and laid flat. People are smiling, you bump into any of the team members they would greet you and ask how you are doing. This attitude struck me. I asked the question how are these individuals managing to smile at all times, are they free from personal problems or serious issues and concerns. The answer is no, they are individuals with their own problems and life demands but simply they are **professionals**. Keen to help and support others in most cases at their own expense. We have recently celebrated the end of a highly demanding, skillful, professional course. **EEC has played a tremendous role in making competent students even more competent**

### **Sarah Peters (Legal Executive Case Worker and Volunteer)**

I have had an interesting and varied caseload at Ealing Equality Council this year, mainly giving housing and benefits advice. I am currently working on the Anti-Poverty project which involves advising clients experiencing severe financial problems.

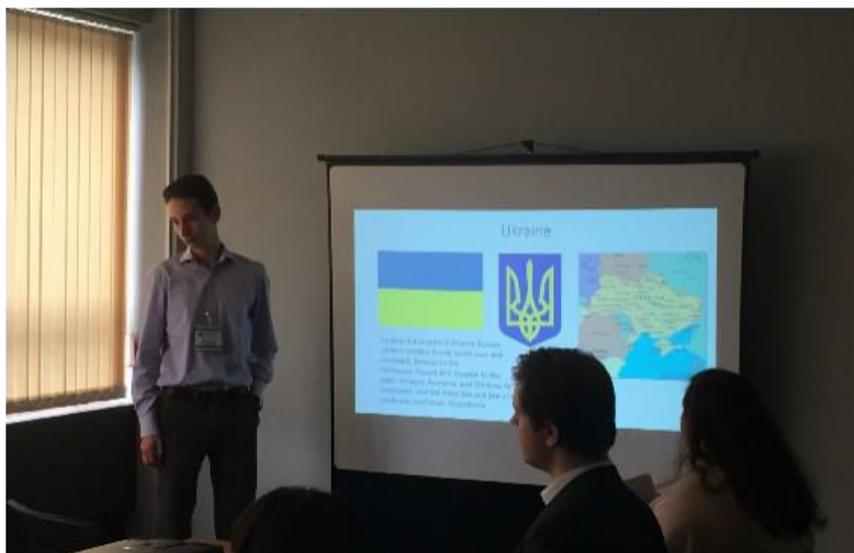
As part of the project we worked alongside the Trussell Trust, attending their food banks on a weekly basis and providing advice to people visiting the food banks for assistance. This is very rewarding work as I get to meet and help people who are in extremely difficult situations. There is such a variety of case work to get involved with at Ealing Equality Council and working here is a fantastic opportunity to hone your advice skills, while helping the local community.

### **Agnes Mezel– Law Student and Volunteer**

I have been a volunteer at the Ealing Equality Council for two months now. The past two months has been really challenging and rewarding for me, because it has been a priceless opportunity to put my legal skills into practice. So far Ealing Equality Council helped me to learn drafting, conducting client interviews, solving analytical problems and applying the law to the facts. I have also participated in various casework. One of them was a hate crime in housing issue where we were helping a hate crime victim to get help with her re-housing. Furthermore I have also dealt with consumer and family law cases as well, where I was conducting client interviews, background information and also drafted letters on behalf of our clients.

Ealing Equality Council also has the inspirational **CAP training and advice** sessions as well, where we examined cases and other legal issues. It's very motivational and stimulating to shadow legal advisors, solicitors while they are giving advice. It is also great to see how many people we are actually able to help. I'm very happy to be a part of this lovely team of people, who are devoting their time to provide legal aid to their community.

**EEC'S WORK PLACEMENT**  
**STUDENTS FROM LBE'S SCHOOLS**  
**DOING PRESENTATIONS TO STAFF AND OTHER VOLUNTEERS**



**Hedwige De Cacqueray – Work Experience School Lycee Francais Charles de Gaulle (London). Year 12/LBE resident**

I volunteered at Ealing Equality Council mostly to explore the benefits of legal advice. I have recently come back from a trip to the Philippines, a vacation that was very inspiring for me. It opened my eyes to many severe problems people can come across but due to their poverty, the lack of help is paramount. A vast portion of the Filipino population is ignorant to the rights they are entitled to, and this is what made me realise how important legal advice is and how it should be available to all populations. So far I have had the opportunity to shadow many people including caseworkers by listening and taking key notes about their clients' matters. Being around such a close working environment has inspired me to study law in the future and I hope that my time here will also familiarise me with the criminology department, one that I'm particularly keen on exploring.

**Shahana A Ahanu – Work Placement University of West London**

Since I started working at EEC/CAP I have found my career at the right place and the people I work with helped me in various ways about the learning process of my legal career. I believe working at EEC shall make me a potential lawyer in near future and I glance onward to work with EEC. Being a part of EEC and CAP I am blessed.

**Rakin Talukder – Work Experience from Brentside High School**

I've done work experience at the EEC for one week between Tuesday 02/07/2015 till Friday 10/07/2015. During this time I had experienced many things. First of all it had allowed me to see first-hand what it feels like to advise multiple clients on a daily basis on real world problems. In addition I feel that the experience was significantly more beneficial than it would've been at other firms and or other organisations, simply due to the fact that the EEC allows students to advise clients on their own and lets them take initiative. Also the work experience placement had allowed me to test and drastically improve my communication, listening and writing skills, which are highly valued transferrable skills. Furthermore the experience had allowed me to see the working environment of a legal advisor and that of a lawyer, which I found to be crucial because it instantly allowed me to determine whether I would see myself in this business in the near future or not. Therefore I would highly recommend volunteering at the EEC because of the experience you get and the skills that you gain.

## Quianna Farquharson Brentside High School

During my time at Ealing Equality Council, I have learnt many valuable skills that I personally think will benefit me in both university and in the professional world. For the first week I worked at the Lido Centre.

This gave me a real insight into the functioning's of Admin work. My placement at the Lido Centre involved taking messages, booking appointments on both the telephone and in the reception while also updating the Database with the latest client information. Considering EEC is my first formal work experience, I was personally impressed with how I managed to cope with the work.

The work environment at the Lido centre was very comfortable and welcoming.

The fact that there were other volunteers working there also made me feel at ease as if I was to make any mistakes; I could always ask them for help. One of my skills that I think improved since working at EEC is my communication skills. The work given to me at the Lido centre meant that I had to feel comfortable talking to a range of people from different backgrounds and identifying their problem in order to help them. I even gave some of my own simple advice from housing knowledge I gained through my mum who works as a housing administrator and manager of housing projects. Furthermore, it was quiet enjoyable to work with new people. Being at the same school for nearly 7 years means that I rarely get the opportunity to work with new people I have never met before. Working at EEC has helped me to build confidence and broaden my comfort zone when it comes to engaging with different people in different environments that I am not used to.

During my second week, I spent my time at Walpole House. On my first day here, I was able to shadow a solicitor and take notes on the client's situation as they were explaining it. It was an enjoyable experience for me as it was very practical. Seeing how a solicitor processes the situation the client is in and gives the necessary advice on how to resolve the issue was great. As I would like to hopefully become a solicitor one day, it allowed me to see the inner workings of a career in this field. I also made a new poster for EEC based off of the older ones created.

There was a point where I wanted to work in advertising so I often would try and make different posters for occasions and practice how to make a variety of layouts. Making this poster for EEC meant that I could exercise these skills I had already and lend them to the organisation. Overall, my time at Ealing Equality Council has been beneficially in more ways than one as seen above. From the work I have done here so far, it has only furthered my interest in wanting to become a solicitor even more. The different people that come in and out the doors at both the Lido Centre and Walpole House all want one thing above all. They all want help and seeing how the people that work here are able to offer them advice that clients might otherwise be unable to get is very inspiring. It has been a great experience and I am happy I was given this opportunity. I have learnt both admin, receptionist work and legal experience which I can continue to learn, improve and add too once I have left EEC.

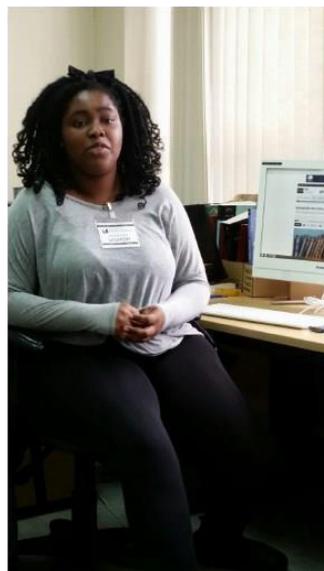


## Nifemi Babalola from Brentside High School

I started my experience at EEC on the 17th of August, with a deep passion but a very limited knowledge of Law; from working at EEC I wanted to experience what it would be like working alongside solicitors and to fully decide whether Law is the path that I want to take.

At first I started doing admin work at the Lido Centre; I was making both telephone and personal caller appointments in which I would take contact details of the client as well as details on their enquiry and booked an appointment which suited their enquiry. Also I updated information for a database, noting down the name of client, the type of issue the client, the nature of the enquiry and the action that was taken. From this experience I feel I have gotten some of the outcomes I wanted from this experience; from the starting my experience until now I have more understanding about Law and from this new knowledge, I am starting to have an idea of what kind of Law I want to study in University. Also through this experience I have been able to enhance myself professionally, from the Lido experience I was able to improve my interpersonal skills, communication skills as well as IT skills.

I was able to learn how to deal with different kinds of clients and execute patience when dealing impatient or rude clients. My experience also takes place at the Walpole House, in which my work there is less admin. Although I still take contact information from clients and still ask about the nature of their enquiry, I also have the opportunity to shadow a solicitor, taking notes about the enquiry for the solicitor as well as noting down advice that the solicitor gives to the client. Also we started to help with advertising the EEC by making leaflets and posters as well as contributing possible future advertising ideas. From this experience, so far I have learnt more about the work of a solicitor as well as continuing to learn more about Law.



## **Client Report – Case Studies Daniel Mutalak Student from Brentside School**

**Will related client:** I was dealing with an elderly man (under supervision) who wanted to change his will. The man had two daughters, both of whom are grown up and independent. The younger daughter had recently got a divorce and had sold her flat, therefore, she had gained some money from the situation. Out of the younger daughter's good will she gave her older sister money as she wanted to live beyond her means. Although, the older daughter had no intention of paying her younger sister back. The father did not like how his older daughter was acting and so he has not spoken to her for the last five years. As a result, the father wanted to change his will so that his younger daughter would inherit all of his possessions/assets and his older daughter would not receive anything due to her behaviour. With the help of my supervisors and practitioners we redrafted his will in the way he wanted.

**Housing related client:** Most recently, I dealt with a housing issue (under supervision). The woman had a German passport and has been living in the UK for 5 years. Unfortunately, she has recently separated with her husband who worked part time while she was unemployed and was receiving benefits. The woman has two children who are living with her aged 19 and 16. Not long ago she received a bailiff for not paying rent as she had separated from her husband who was earning all the income and so she had no money. Ealing council have allocated her a hostel to stay in for temporary accommodation but she thought it was free so after consulting with my supervisor we told her that you still have to pay rent for living in a hostel. The client is falling into arrears as she is no longer receiving benefits (does not have the right to reside) or JSA as she has not been self-sufficient in the past five years as an EU migrant because she has been unemployed. On the other hand, the client has found a job and has been working for one month but she needs to work for at least three months before being paid any benefits which she needs to pay her rent. As the woman has a 16 year old son we advised her to contact social services so they can help her with accommodation and we also referred her to EAS.

## **CASE STUDIES**

Client case studies of representation conducted by Ealing Equality Council (names removed to protect confidentiality)

Ms.D – Representation at magistrate's court for an Irish Traveller family relating to TV licensing. Criminal charges dropped prosecutor as a result of EEC intervention and representation at the court by two of our employees who were former UWL students.

MRS AR: (Chinese heritage) was represented at an Immigration Appeal Tribunal by one of EEC's volunteer at CAP (a former UWL Law student) - trainee barrister- on Wed 4 FEB 2015. Her case was won despite the earlier decision in favour of the Home Office.

The client approached us at CAP on Sat 31 Jan 2015. She was desperate and our volunteer took

the weekend and also 3 days leave of absence from her work for case preparation and representation at the Tribunal. She was commended by the Judge for her diligent work and the skeleton argument etc- which was a major factor in the outcome of the case as the judge said that it made it easier for him to understand the legal issues etc.

Ms. A – HMRC incorrect calculation of child care payments. Calculations challenged at tribunal and successfully won and HMRC admission of mistake. Client's payments resumed as normal after an appeal and representation.

CLIENT'S FEEDBACK BELOW

1. How would you rate the quality of service you received? Good/Bad/Fair

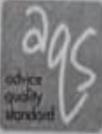
2. Did you get the kind of service you wanted? Yes/No (and if I did not I would still be very happy with your services which you did)

3. How satisfied are you with the amount of help you have received? Very/Fairly/ Not Satisfied

4. Have the services you received helped you to deal more effectively with your problems? Yes/ No/

Please give reasons for your answer I am just very happy to know that you help poor people like me and my name is Miss [redacted]

Do you have any comments or suggestions to help improve our service? I am just very happy that you are here. Thank you very much.



Hosted by Ealing Equality Council

### **Sarah Peters - Case Worker Legal Executive**

#### **Rent Deposit**

I wrote a letter on behalf of the client, asking the landlord to return her deposit to her. The deposit had not been registered in a government backed scheme and therefore the landlord had breached the legislation under The Housing Act 2004 by not registering the deposit. He could therefore be ordered to pay up to three times the original deposit amount should our client take the matter to the small claims court. The letter outlined this and urged him to refund the deposit before any further action was taken. **The outcome was that the client received the deposit back in full without any further dispute from the landlord.**

### **Barbara Karayi - Case Worker Trainee Solicitor**

#### **Housing Benefit Pensioner**

**I successfully overturned a council decision with regard to a payment of housing benefit to a pensioner couple.** Upon falling into arrears over their mortgage they sold their property, and the council decided that as they has not been forced to sell, they did not qualify for housing benefit. They were in massive rent arrears and facing eviction before coming to us.

### **Basil - Al- Tai Case Worker Student Barrister**

#### **Family**

There have been many cases that I have been involved in during my time at the EEC, however, one that stands out in my memory concerned a family dispute. I advised a grandmother, whose teenage son was prevented from seeing his child. This lady came to seek advice as to which cause of action she should take. I noted all of the factual circumstances and attempts made by this client to solve this somewhat uncomplicated but sensitive matter. I advised this client to as to what options were available to her son, and informed her of the procedural steps. I informed her of what orders were at the court's discretion, however, I reminded her that the child's welfare would always be the priority and that she should ask her son to consider family mediation, and if such steps were refused either by her son or the mother of her grandchild, then she should come to me to discuss the next necessary steps to take. The client took all of the advice on board and was very satisfied with the assistance provided, and has yet to return to the EEC, which suggests that her problem may have been resolved. There have been many other cases with positive outcomes, however, this case stands out due to the praise given by the client and the overall satisfaction of the advice received.

### **Agnes Mezei (Caseworker) Law Student**

#### **Safety**

Mrs. K is a parent of three living in Hayes with her husband who suffers from severe depression. They have been victims of hate crime for several years. It has been alerted to us by Mrs K. that the property in which they were placed is not suitable for them. They were racially abused and discriminated against by people within the area. Apart from helping to report it to the police, we also contacted the authorities to take into consideration the safety of their children when they place the family in a new home. We requested them to re-house the family in a more suitable area. It is still an on-going case but the outcome looks better for the family as they have been contacted by the authorities and offered a different kind of solutions. **The case is not closed yet, but we are supporting them to have the best possible outcome.**

### **Suemrum Lehri Trainee Solicitor**

The client had rent arrears of £3921.43; a possession order and a court hearing. She needed to look for a cheaper accommodation. I helped her to complete the discretionary housing application form and referred her to the LBE's welfare department team to seek advice on managing her Income and expenses. The client was awarded £3921.43 discretionary housing payment to cover her rent arrears and the possession order was withdrawn. **The outcome was that another family was prevented from becoming homeless.**

### **Angela Lothian Criminologist**

A lady came into Lido Centre seeking advice/guidance on her housing issue.

The lady has a **disability** (she has doctors' letters and other documents and reports that she paid for) and at present she is living with her husband in a second floor flat, and her landlord is the council. She is finding it very difficult to move about as there are stairs and she would like a ground floor property.

She was advised that she can try and get her banding on the housing register changed, she is currently Band D. She was advised that she needs to contact the housing department of the council and ask for her banding on the register to be changed and hopefully taken to a Band C or higher. She left happy and was going to go directly to the council to see her housing officer and see if she can get her housing band changed so that she can get out and about easier.

### **Ali Abdi Somalian and Arabic Advisor**

#### **Debt**

Mrs W a single parent part time worker receive a warrant /order issued against her and she has been warned unless she pays the outstanding immediately the Enforcement Agent will visit her home to confiscate her home items in order to recover the outstanding.

She was so worried and **traumatised by the bailiff order**. We immediately contacted the assigned Enforcement Agent and could not get good results with him. We then contacted and wrote a letter to their office explaining the situation. After we wrote the letter view days after then we communicated the same officer and requested to negotiate with our client as she was willing to pay the outstanding however not immediately. This time we have managed for her 6 week payment plan which is also extendible if further difficult arose. The outcome was that **Mrs W was happy for this result and agreed to stick with that payment plan.**

### **FARAH –UL-HAQ Apprentice**

#### **Hate Crime Case Study**

Ms B was referred to the Hate Crime Support Service because of anti-social behaviour she had been experiencing from her neighbour. Ms B suffered from various medical issues that had been made worse due to the stress the incidents caused her. The client believed that she was being discriminated against due to her Asian background. The client had trouble speaking English so I spoke to her in Urdu and translated for her to my colleagues who were dealing with her case. After speaking to the client, it was decided that the best solution would be to help the client be re-housed. The outcome of this case is still pending.

## PARLIAMENT VISIT

**Invited by Seema Malhotra MP  
Member of Parliament for Feltham and Heston  
Shadow Chief Secretary to the Treasury**



## SERVICE INFORMATION

LEGAL AREA	LOCATION	DAY & TIME
<b>HOUSING</b>	<b>LIDO CENTRE</b> 63 MATTOCK LANE , THE LIDO CENTRE W13 9LA	<b>MONDAY -10AM TO 12 PM</b>
<b>FAMILY</b>	<b>LIDO CENTRE</b> 63 MATTOCK LANE , THE LIDO CENTRE W13 9LA	<b>THURSDAY-10 AM To 12 PM</b>
<b>Community care</b>	<b>LIDO CENTRE</b> 63 MATTOCK LANE , THE LIDO CENTRE W13 9LA	<b>THURSDAY-2PM TO 4 PM</b>
<b>EMPLOYMENT</b>	<b>WALPOLE HOUSE</b> UNIVERSITY OF WEST LONDON WALPOLE HOUSE EALING BROADWAY W5 5AA	<b>WEDNESDAY-2PM TO 4 PM</b>
<b>HOUSING AND WELFARE BENEFIT</b>	<b>WALPOLE HOUSE</b> UNIVERSITY OF WEST LONDON WALPOLE HOUSE EALING BROADWAY W5 5AA	<b>FRIDAY-10 AM TO 12PM</b>
<b>HOUSLOW HATE CRIME AND MOPAC</b>	<b>HOUNSLOW TREATY CENTRE</b> CAN Mezzanine, Hounslow, 2nd Floor Treaty Centre High Street, Hounslow TW3 1ES	<b>MONDAY TO WEDNESDAY 10 AM -4 PM</b>

## SOME OF OUR OUTREACH LOCATIONS

OUTREACH	LOCATION	TIME
WOODEND CHILDREN CENTRE	WOOD END LIBRARY CHILDREN CENTRE WHITTON AVENUE WEST UB6 OEE	2:00 PM TO 4:00 PM
ACTON OUTREACH	ACTON PARK CHILDRENS CENTRE EAST ACTON LANE W3 7LJ	9:00 AM TO 11AM
GREENFIELDS CHILDREN CENTRE	GREENFIELD CHILDREN CENTRE RECREATION ROAD SOUTHALL UB2 5PF	11:30 AM TO 1:15 PM
NORTHOLT OUTREACH	NEW MARKET AVENUE, UB5 4DB OR NORTHOLT PETTS HILL ESTATE CHILDREN CENTRE NEW MARKET AVENUE NORTHOLT UB5 4HP	2:30 PM TO 3:30 PM



## **Community Advice Programme (CAP)**

The Community Advice Programme is hosted by the EEC. For 23 years CAP has been providing training and work placement programs to the students of Ealing Law School, University of West London (UWL). This free advice clinic takes place every other Saturday and every day 50 weeks of the year, where local volunteer solicitors, barristers and students from the UWL give advice to members of the public on all areas of community, human rights and equality laws. This training and placement have led to over 30 students/volunteers obtaining paid employment annually. This is as a result of students on work placements being able to experience working with clients whom they are able to advise, represent and obtain remedies for. This unique collaboration with the UWL has proven a great success for over 23 years, producing a host of employment opportunities and resulting in alumni practitioners such as Jo De Souza and Judge Andonian devoting many years to helping train and up-skilling students, including providing training contracts and other avenues of entry into their chosen careers. The majority of students and volunteers are from deprived backgrounds so EEC and CAP provides opportunity for social mobility.



**CLIENTS BEING ADVISED BY PRACTITIONERS  
AND UWL STUDENT CASE WORKERS AT CAP**



TRAINING SESSION BY KULJEET DOBE



TRAINING SESSION BY RICKY



UWL STUDENTS AND VOLUNTEERS

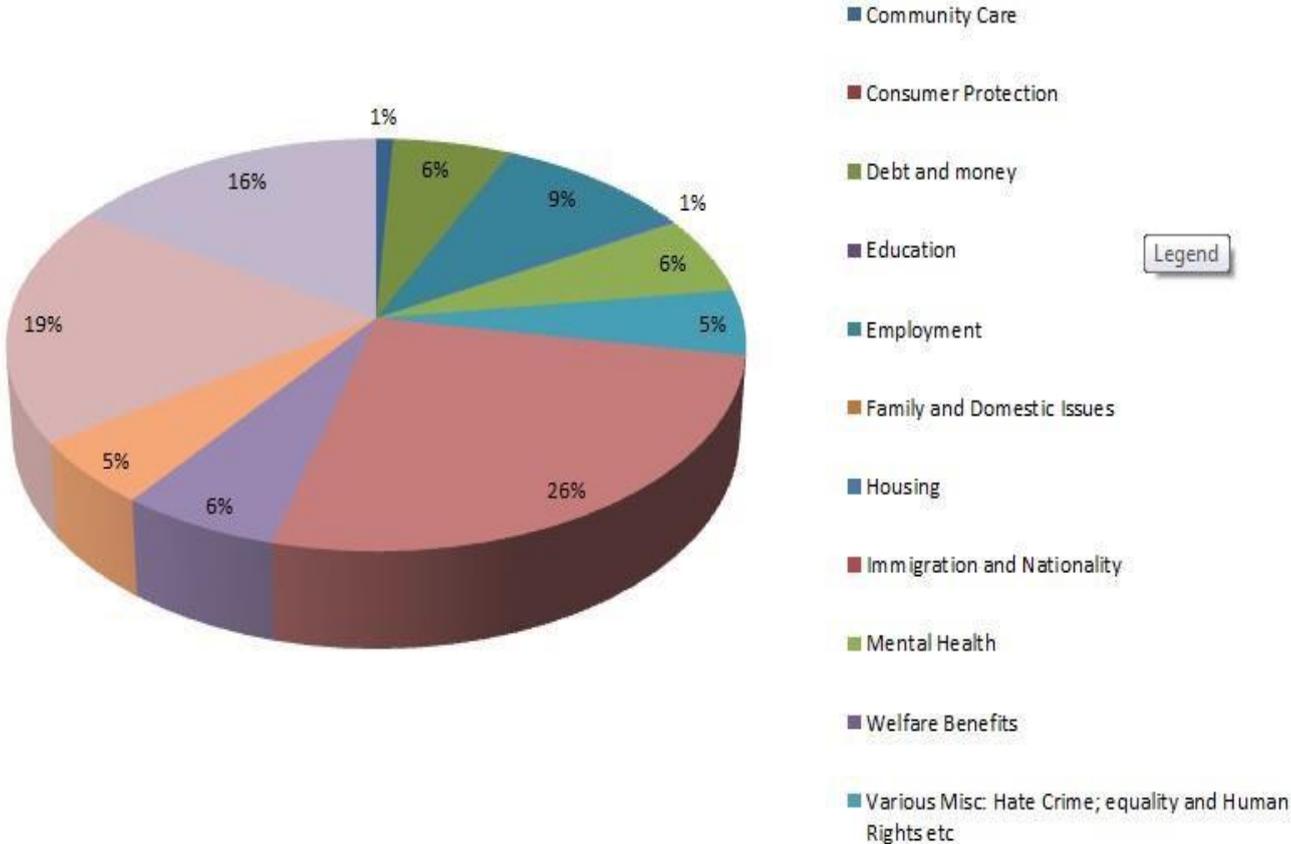


TRAINING STUDENTS AT CAP.

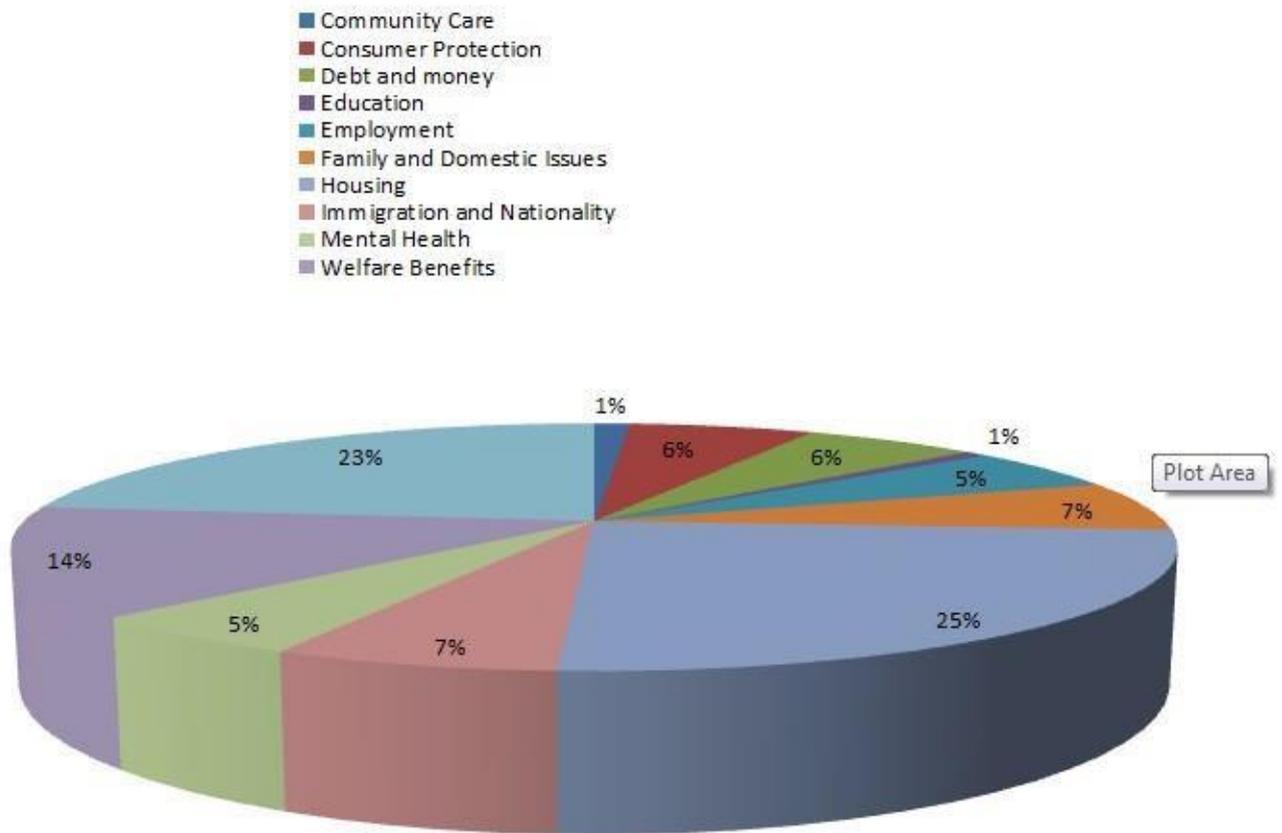
AFTER ADVICE TRAINING AND WORK EXPERIENCE  
SESSIONS

# Enquiries

## Enquiries 8410



## Advice Delivered



# Statement of financial activities (incorporating income and expenditure account) for the year ended 31st march 2015

## EALING EQUALITY COUNCIL

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

#### 5. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 6)	Totals
	£	£	£
Charitable activities	<u>24,894</u>	<u>115,408</u>	<u>140,302</u>

#### 6. SUPPORT COSTS

	Management £
Charitable activities	<u>115,408</u>

	Unrestricted funds £	Restricted funds £	31.3.15 £	31.3.14 £
Telephone	630	1,261	1,891	1,237
Computer costs	435	870	1,305	2,201
Postage and stationery	392	785	1,177	953
Literature and publicity	-	-	-	123
Insurances	-	2,268	2,268	2,067
Events and projects	-	-	-	56
Bank charges	120	-	120	120
Wages	24,912	74,737	99,649	89,725
Social security	1,732	5,197	6,929	8,773
Pensions	517	1,552	2,069	750
	<u>28,738</u>	<u>86,670</u>	<u>115,408</u>	<u>106,005</u>

#### 7. GOVERNANCE COSTS

	31.3.15 £	31.3.14 £
Other operating leases	20,450	18,395
Auditors' remuneration	3,288	2,100
Sundry expenses	1,296	781
Document storage	650	450
Printing costs	2,087	1,970
Professional fees	1,260	-
	<u>29,031</u>	<u>23,696</u>

#### 8. NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):

	31.3.15 £	31.3.14 £
Auditors' remuneration	3,288	2,100
Depreciation - owned assets	1,566	1,566
Other operating leases	<u>20,450</u>	<u>18,395</u>

# AQS CERTIFICATE

ANNUAL REPORT  
2014-2015

## Advice Quality Standard Certification

awarded to

Ealing Equality Council

The Lido Centre, 63 Mattock Lane, London, W13 9LA

The Advice Quality Standard (AQS) is awarded to certify the above as meeting the requirements of the Advice Service Alliance Standard for Advice with Casework in the following categories:

Welfare Benefits	Employment
Asylum Seekers and Refugees	Housing
Immigration / Nationality	Debt
Health and Community Care	Women
Racial Discrimination and Racial Harassment	Disability
Consumer and General Contract	



Lindsey Poole  
Director, Advice Services Alliance

Date Awarded: 24<sup>th</sup> March 2015

Valid Until: 24<sup>th</sup> March 2017

**OUR VISION:**  
**ADVANCING EQUALITY AND HUMAN RIGHTS FOR**  
**ALL PERSONS**

**EEC'S COMMUNITY INVOLVEMENT INCLUDES:**

- Membership of NCVO
- Membership of ROTA
- Membership of HEAR
- Membership of Advice UK
- Supporters of the Advice Forum
- Membership of the Prevent Consortium
- Member of the Advice Consortium Steering Group
- The EEC Director is the Chair of the West London Network
- The EEC Director is the Vice Chair of Ealing Community Network
- The EEC Director is a Member of Local Strategic Partnership Executive
- The EEC Director is a Member of the Safer Ealing Partnership Executive
- The EEC Director has a place on the Hounslow Community Network Executive
- Membership of the Discrimination Law Association
- Membership of Ealing Racial Crime Advisory Group
- Membership of the Hounslow Hate Crime Steering Group
- Membership of Ealing Community Network Executive
- Membership of the Lesbian, Gay, Bisexual and Transgender Forum
- Membership of Ealing Community and Voluntary Service (ECVS)
- Membership of the Ealing Community and Police Consultative Group
- Membership of Greenford, Northolt and Perivale Community Forum
- Participant of the Equality and Human Rights Reference Group
- The EEC Director is a Member the Hounslow Community Network Executive
- The EEC Director is a Member of Amnesty International
- The EEC Director is a Member of Liberty

**Auditors:** Cox Costello & Horne

Chartered Accountants | Chartered Tax Advisers | Statutory Auditors

Tel: 0330 088 9495 Fax: 01923 771988

**TRUSTEES:**

Mr Kwame Akuffo Chair  
Ms Hillary Panford Vice Chair  
Ian Potts Treasurer  
Mr Ravi Jain  
Ms Josephine De Souza  
Mr Mohan Luthra,  
Mr Peter Jones  
Ms Antoinette Hertenstein  
Ms Barbara Karayi  
Ms Lainya Offside-Keivani  
Mr Prem Pal Sharma  
Mrs Charan Bala Sharma  
Ms Sue Flemons  
Ms Marie Sheehan

**LONDON BOROUGH OF EALING NOMINEES:**

COUNCILLOR CONLAN  
COUNCILLOR MASON  
COUNCILLOR RAZA  
COUNCILLOR KUMA

**REPRESENTATIVES OF AFFILIATED ORGANISATIONS**

Ms Sue Flemons, Religious Society of Friends (Quakers) Ealing Meeting  
Mr Richard Hawkins, Religious Society of Friends (Quakers) Ealing Meeting  
Mr Andy Roper, Ealing CVS  
Mr Antony Berwick Smith, Ealing CVS

**INDIVIDUAL MEMBERS**

Kwame Akuffo	Mohan Luthra.	Gladys Simeon	J Oberai
Shaheen Butt	K. C. M Mohan	Josephine de Souza	Frank Opara
Surinder Cheema	Mariam Masud	Michael Elliot	L Panford
Ranjit Dheer	(Resigned)	Linda Hunting	Ella Rule.
Antoniette Hertenstein	K. Oberai.	Ravi K. Jain.	Prem Pal Sharma
Malcolm Hurwitt	S Oberai	Barbara Karayi	
Peter E. Jones	H Panford	Sumerum Lehri	
Marie Sheehan	Ian M. Potts	(Resigned)	
C B Sharma		Fama Mohammed	
Lainya Offside-Keivani		A S Oberai	

## **ACKNOWLEDGEMENTS**

**Director:** Ricky Singh

**Administration Manager:** Daphne Stewart

**Casework & Operations Manager:** Irfan Arif

**Hate Crime Manager & Supervising Caseworker:**

Barbara Karayi

**Caseworker & Work Placement Supervisor:** Sumerum Lehri

**Trainee Administrator Apprentice:** Farah Ul-Haque

### **Our Volunteers:**

**MTG Staff Plus:** Osman Gill, Muneeb Gill; Arfan Bhatti, Rupinder, Ghazala, Radhika Shah, Asma.

**Volunteers including:** Sarah Peters, Sakina Elmahdi, Angela Lothian, Ali Abdi, Matthew Charlton, Adrienne Khan, Nahla Moghazi, Aisha Khan, Zainab Hasan, Elisa Cattani, Rehannah Jones, Florence Akuffo, Agnes Mezei, Sandra Joshua, Meeno Chawla, Edmund Akeju, Tunde Amao, Asif Chaudhery, Linda Burke, Bernard Andonian, Teni Shahiean, Michael Goldberg, Sharon Vardi, Joanna Cargill, Nazim Shah, Renu Thacker, Karon Monaghan QC, Judy Ahmed, Jo DeSouza, Ian Potts, Rebecca Okoria, Marie Sheehan, Elizabeth Salmon, Carol Wright, Kuljeet Dobe, Roxana Preotescu, Ledion Disha.

**UWL STUDENTS including:** Adam Lakhdari, Sabah Faily, Tanya Lansky, Gabriel Uhomoaguina, Rasalina Nadesarajah, Fatima Alasoomi, Aisha Nisar, Holly-Brie Jervis, Sheikh Liton, Gentijala Sylisufaj, Marina Kirillova, Adrienne Khan, Natalie Charles, Simone Newton, Iva Porite, Ajanta Hossain, Anahita Hodjat, Maryam Kamkar- Amaleh, Mehak Ahmed, Rikesh Murva, Henna Mahay, Laura Rafada Scalone, Rahima Syedun, Uma Begum, Amber Fabri, Marwa Bakhtari, Maham Qureshi, Ume Mazhar, Damion Marriniok, Abimbola Duyilemi, Natasha Rodriguez Watson, Krijayanth Krishnapilla, Wazma Malgar, Faye Dennis, MD Abu Tayeb, Laura Scalone, Shahana A Shanu, Halima Chughtai, Beheshta Akbari, Hamid Sherzai, Nifemi Babalolo, Quianna Farquharson, Daniel Mutalak, Rakin Talukder, Sajjad Rahman Sabawoon

## **THIS REPORT IS COMPILED BY SUMERUM LEHRI**

### **ACKNOWLEDGMENT TO**

Supporters, partners, funders

Without the help of our partners and funders, executive committee members and volunteers, CAP, UWL etc, EEC would not be able to make the difference it does in the lives of the people that use our services. We would like to say **thank you** to everyone for their support over the last year, but most importantly to the volunteers who have given freely of their time to help change the lives of others.

Ealing Council for Voluntary Services (ECVS): Andy Roper CEO, Antony Bewick-Smith; Geeta, and Staff; ECN; Malik Asim Saeed & Rifat Sheikh, MTG Solicitors and Staff; University of West London Law School (UWL); Vice –Chancellor, Professor Peter John and Staff; Kwame Akuffo, OBE, UWL; Hilary Panford, UWL; Josephine De Souza, Barrister, 12 Old Square Chambers; Bernard Andonian, Gulbenkian Andonian Solicitors; Johanna Cargill, Andrews-Monroe Solicitors; Hardeep Kang, Solicitor; Teni Shahiean, Solicitor, Gulbenkian Andonian Solicitors; Michael Goldberg, Solicitor; DH Law Solicitors; University of West London Law School; Tazneem Hussain, Solicitor; Renu, Solicitor; Fadi Farat, Solicitor; Rheian Davies, Solicitor & Mental Health Lawyer of the year 2011; Professor Peter John, Vice-Chancellor of UWL; Professor Malcolm Davies & Jane Stevens, Ealing Law School; Naz Shah, Hillingdon Law Centre; External Funding Team LBE: Calum Murdoch; Safer Ealing Staff lead by Susan Parsonage and Mark Wiltshire; Barbara Karayi and Sumir Karayi of 1E, Efficient IT Solutions; Rupa Huq MP; Kuljeet Dobe, Barrister, and Karon Monaghan QC, Matrix Chambers.

**To be the tie that binds  
A wounded and bleeding  
soul  
Is to be the one that finds  
True purpose and a life made whole  
For we lose ourselves to find  
ourselves  
When lost we seem to be  
We find ourselves by binding  
ourselves  
With cords of sympathy.  
Written by Florence Akuffo**

**Supported by LBE BMERM advice funding; ECVS; ECN; Bar Pro Bono Unit; FRU; Mary Ward; Payplan; Gulbenkian Andonian Solicitors; Andrews Monroe Solicitors, DH Law Sols & MTG Solicitors**

**Company Limited by Guarantee, registered in England. Reg. no. 2531302. Charity Reg. no. 1116413**

