

# Ealing Equality Council

ADVANCING EQUALITY AND HUMAN RIGHTS FOR ALL

Report  
2016 - 2017



Registered Company Number: 02531302  
Registered Charity Number: 1116413

## Contents Page

Chair's Report	Page 2
Director Report	Page 3
Training	Page 4
Casework & Operations Report	Page 5
Review and Assessment	Page 7
Project-Work Carried Out In 2016/17	Page 9
Client & Volunteer Feedback	Page 16
Client Profile & Key Data	Page 17
Community Advice Programme (CAP)	Page 19

## Chair's Report

### Ian Potts

After many years as Treasurer I became chair during this year. I was able to accept the Chair once a Treasurer was appointed. My thanks therefore to Hilary for carrying on as Chair until I could take over and to Marie for taking over as Treasurer.

This year has been an especially difficult year, with grant giving bodies being more restrictive in their funding and some of our existing grants coming to their natural end. My thanks therefore to Ricky and Irfan for their continuing work in applying for, and obtaining, the grants which enable us to supply our quality assured service to the community. All the staff and volunteers combine to deliver service to the most deprived people in Ealing and west London.

During the year our former volunteer and apprentice Farah departed for a new career with the University of West London - demonstrating once again the benefits we can bring to our staff and volunteers. Our thanks to Farah for her years with us and our best wishes for her successful future.

Other sections of this report show how much work we have done with people in need, I would draw attention especially to our work with the Food Bank, demonstrating the need for an organisation like ours.

Given the current atmosphere and scrutiny that charities are subject to - one of my desires as Chair is to reform our trustee management. At the AGM some proposals for constitutional amendments designed to make our charity's management more efficient will be discussed.

This organisation is supported by the Vice Chancellor Professor Peter John of the University of West London and their students. We are happy that we are able to help into work many of our volunteers and students. We also rely on many legal practitioners who are volunteer's alumni of the local University, who help us with providing advice and so to all of them my sincere thanks

## Director's Report

### Ricky Singh

I am happy to report that our organisation has successfully assisted and supported some of the most disadvantaged persons experiencing destitution and deprivation.

This has been achieved with a limited amount of financial support/funding, however, we were able to deliver substantial services due to the skilled approaches adopted by our talented staff members and our wonderful volunteers.

### Acknowledgements

I wish to thank;

- Funders and supporters: Professor Peter John and his staff and departments at the University of West London; our staff members, volunteers and supporters.
- Staff Members and Volunteers - I feel that words are inadequate to describe the contribution of our highly skilled staff and volunteers to the continued operational success of EEC. All of EEC's four staff members were former volunteers at EEC and the Community Advice Programme.
- Our volunteers are taken from all walks of life and are highly valued. Many of our volunteers often progress into paid employment - benefitting from the training and support we offer them.
- My grateful thanks go out to our funders, staff and volunteers without whom the service would not exist. Most of the funding for our projects were time limited and will have come to an end during 2016, however, funders such as the Lottery, EU, Home Office, and Tudor Trust have supported us into the next financial year, thus enabling us to continue our vital services to the disadvantaged.

This annual report sets out the work we have been able to deliver. We at the EEC are conscious of the challenges faced by the most deprived persons in our area of benefit along with the reported rise of hate crime and discrimination in light of the Referendum. We are also concerned about the

rise of destitution which is fuelled by, among other factors, low income and debt.

Our service users tell us that they rely upon the service which gives them hope to face the future. We thank our funders for providing the means to enable the most deprived with 'hope for the future'

## Training

In the past year at EEC we have been able to help over 40 individuals to obtain gainful employment and entry into further education. An example is given below of how our work training programme has assisted four persons [Irfan, Barbara, Sumerum and Elizabeth] to become qualified solicitors using the SRA Training Regulations 2014 –under regulation 2.2 for an assessment of professional qualifications and experience against the requirements for recognised training

Excerpts from SRA Assessment Report: of a candidate

*“The Applicant has been predominantly working for the Ealing Equality Council (‘the Council’) as a volunteer paralegal.*

*Significant documentation is produced of the work undertaken by the Applicant within the Ealing Equality Council and the Community Advice Programme. The Council is a charitable organisation. It is clear from that that the Council undertakes a valuable service to the community, particularly in the sphere of advancing equality and human rights. The objectives of the Council appear to be invaluable and commendable in terms of offering a unique pro bono service to disadvantaged members of the public who may otherwise lack the ability to access justice. The Applicant is identified within the annual report as being a volunteer worker with the Council. The Applicant has taken the care to set out for each area of law in which she claims experience, how she has met the outcomes and she also set out a pack of evidence for each of those aspects of law to demonstrate how these have been met in reality.*

*It makes for impressive reading.”*

## Casework & Operations Report

### Irfan Arif

I am very pleased to report on the progress of our casework and development of our operations over the last year; this report demonstrates not only the range of legal work our caseworker service undertakes in both generalist and specialist areas, but also different methods deployed through our specialist project work towards providing legal advice, guidance, support and where appropriate taking legal action to achieve our client's objectives. It is vital that our clients get the resolution which is in their best interests, as quickly as possible and acquire redress for their issues through the legal solutions we build for them. The purpose of this report is to give a greater understanding of the casework service we provide and an indication of the types of cases which we receive and deal with. The casework service is distinct and like no other in the country, this is something that is only possible through the hard work and dedication of our legal practitioners and the volunteers that support them.

### Casework & Advice Figures

We provided help, information and general advice to 7,305 Ealing enquirers; advised 3,009 clients and delivered 4,017 casework, advocacy, free of charge in the areas of;

#### Housing

- Disrepair
- Notice seeking eviction
- Access to/provision of accommodation
- Temporary accommodation
- Judicial review
- Homelessness

#### Landlord Tenant

- Unlawful eviction
- Harassment
- Tenancy deposit abuse and dispute
- Overcrowding and multiple occupancy
- Breaches of tenancy & Anti-Social Behaviour
- Unlawful rent increases

#### Refugee Support Service

- Asylum & Refugee
- British nationality
- Naturalisation
- Unaccompanied minors
- Volunteering into work
- Trafficking & Human Rights

#### Social Welfare & Benefits

- Social security tribunals
- Housing benefit tribunals
- Employment support allowance
- Payment recovery
- Working / child tax credits
- Personal independence payments

#### Hate Crime & Discrimination

- Physical attacks and violence
- Racist and verbal abuse
- Religious attacks
- Homophobic abuse
- Disability abuse
- Assistance at police stations

#### Family Law

- Access to children
- Ancillary relief
- Divorce
- Domestic violence
- Injections
- Financial settlements

**Debt**

- Unsecured loans
- Bankruptcy
- Fuel poverty
- Loan sharking / payday loans
- Credit agreements
- Bailiffs actions

**Employment**

- Zero-hour contracts
- Unlawful dismissal
- Breach of contract
- Pay & entitlements
- Early conciliation
- Unlawful redundancy

**Our Services****Ways in which we provided the service:**

- We provided specialist and general legal advice and casework to 7,305 enquiries per annum free of charge in the areas of consumer protection, disability, mental health, immigration / nationality, community care, employment, family and domestic issues, welfare benefits, housing, debt and hate crime.
- EEC provided a telephone advice service daily: Mon-Friday 10.00am – 16:00pm and advice surgeries at various outreach locations including foodbanks across Ealing offering client drop in advice in all areas of advice. Clients can walk in daily, 5 days a week at our Ealing Broadway office next to Ealing Broadway station to either seek advice and/or to make appointments because they were often referred to us by either Voluntary or Public-Sector organisations, including the LBE's various Departments.
- EEC in partnership with the University of West London's Community Advice Programme (CAP) also provided an additional new advice and casework appointment only service on Wednesday afternoons in Villiers House, Ealing Broadway where legal practitioners train law students, following which we deliver advice to a large number of service users.
- EEC with CAP provided legal advice surgeries on 20 alternate Saturdays - with over 20 volunteers delivering legal advice, advocacy and casework to an average of over 25 persons per session which are followed up with casework and advocacy during the following week.

## Review and Assessment

We **increased** the service to the disadvantaged communities by establishing outreaches at the foodbanks and in other deprived hotspots.

We continued to recruit more **volunteers** who reflect the local LBE communities including Refugees, Asylum Seekers, Polish, Ukrainian, Romanians, Somali, Syrian, Iraqi, and Muslim women; Asians of other Nationalities, Irish, Middle Eastern, from among service users and disabled people [as well as indigenous English population who are now a minority in the LBE].

We have also recruited over 45 students and other volunteers and **offered training and work** placements to them – they in turn learn how to help the service users and at the same time become employable.

We were able to regularly assist an average of 40 persons into paid employment and/or further education. Thus, our training and care for volunteers has had beneficial effects both for disadvantaged clients who gain from the work of the volunteers, and for the volunteers themselves whose diligence and unselfish work - up-skilling themselves to become **gainfully employed** and for some entry into Russell Group universities and high value employment institutions – thereby enabling social mobility.

Further, EEC was able to provide training trainee solicitors who have been accredited by the Solicitors Regulatory Authority. This means that we are now able to assist more persons from disadvantaged backgrounds to attain social mobility. Several of our volunteers are now being assisted in this manner.

## Challenges Experienced

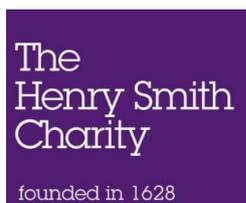
With the Welfare Reforms now in place and Universal Credit being rolled out the demand for our service has escalated and we are already seeing many homeless families turn up on our doorstep seeking help. The LBE announced a new round of cuts amounting to around £96 million. This is likely to impact upon the services we provide, both in terms of funding and in the numbers who approach us for assistance.

- Due to the refugee crisis and the Referendum we have seen many EU immigrants, newly arrived refugees and undocumented migrants accessing the service for Immigration and Nationality advice.
- There has also been an increase of hate crime in Ealing and we have been helping persons experiencing the same in employment, housing and in public places.

- An area of difficulty is having enough financial resources to deliver the specialist areas of advice and advocacy, often for very vulnerable persons requiring much time and hand holding particularly those from war zones, suffering trauma, dislocation, etc.
- Coupled to which with the housing and other financial crises experienced by the most disadvantaged we have had to make arrangements to deal with this by stretching our limited resources.

## Thank you To Our Funders & Supporters

EEC is supported by the Ealing Community Trust, Bar Pro Bono Unit; Free Representation Unit; Mary Ward; Payplan, Gulbenkian Andonian Solicitors;



## Project-Work Carried Out In 2016/17

### Ealing Provide - Awards for All Disability Service

The Provide Home Visit Services to House Bound and Disabled of Ealing bringing vital legal advice and support work to the homes of 67 disabled clients across Ealing. The most isolated and disabled service users have benefited from intensive advice and support delivered through our trained team of twelve mobile legal advice visitors who have been delivering this service.



The changing needs of the Borough of Ealing and local authority priorities has resulted in many disabled and home bound people as well as those already at a disadvantage by virtue of being refugees or migrants losing the opportunity to partake in community inclusion activities.

We noted prior to our project that no such joined up specialist service existed, however, through our experience and expertise of the voluntary sector, working with and training volunteers the implementation of this service has worked to bridge the fields of specialist advice, social care and welfare to support and rebuild the confidence of disabled people to handle their own affairs.

For the 67 disabled clients we assisted in their welfare, community care and housing matters EEC has delivered £20,904 value of free community legal advice and casework at the legal aid rate of £312.00 per matter.

A range of clients with mental and learning disabilities have been assisted to re-engage with their basic functions, such as managing their care needs, benefits forms, job centre and housing appointments. This has greatly improved the quality of life for the clients that have been able to take part in these schemes. In turn we have seen the benefit spread further as these clients have been able to support and motivate others to reengage thus reducing the burden on independent advocates.

## The MILAR project - European Commission

The project aims to examine 'bottom-up' projects integrating social and production-oriented enterprises, with a view to promoting the labour integration of the refugee population in Europe. This research project will interrogate evidence of good practices which are enablers to successful integration of refugees into the standing community and into the workplace.



This will enable:

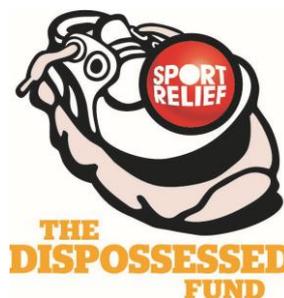
1. The collection and analysis of successful community welfare experiences and preparation of a transnational research framework.
2. A transnational peer-to-peer training pathway for learning and sharing experiences, with a view to developing the Guidelines for a common model of Social Community Enterprise; and
3. Testing of Social Community Enterprise projects of learning pathways for refugees, gathered in a Compendium of experimentations and Toolkits for refugees.



## MILAR Trip to Italy

## Relief for Dispossessed - Sport Relief - Evening Standard Dispossessed

Launched in September 2016 the relief for dispossessed is a project to alleviate poverty for 150 beneficiaries in matters relating to food/fuel and destitution alongside the multiple issues of deprivation.



The grant has allowed for the implementation of a service that is now integrated into the attendance at the foodbank. Creating an additional capacity to assist those who would not formally seek advice, this group can be identified as 'heard to reach'.

Our service users completed a Warwick-Edinburgh mental wellbeing scale at the end their initial one on one advice and coaching sessions (indicator 1) those identified with a grading of between 20% to 40% on the scale and assessed as being in the high-risk category were offered further assistance to enter onto personal action plans.

On the whole clients were able to achieve the minimum 50% improvement in their overall sense of wellbeing (indicator 2), this was clear after three weeks of taking up the advice provided by the crisis navigator, furthermore we are happy to report that 70 users managed to succeed the 60% improvement by the 8-week mark of receiving coaching and further advice from the crisis navigators and volunteers.

The difference made to the lives of these individuals is visible through (indicator 1) the 90 clients that did agree to personal action plans were supported to reduce their debts, manage payment demands, put in place financial planning that would remove them from the risk of eviction.

In particular we have assisted 40 families who were at risk of homelessness. As a result of the crisis navigators setting up personal action plans for individuals to better manage tenancies and arrears via tenancy management plans we secured the following outcomes;

21 of these forty families have secured discretionary housing payment totalling in the region of £36,000 to clear rent areas in order to prevent eviction proceedings.

19 of these forty families have been setup with debt management plans with their housing payment being a priority payment. This has been done working

with landlords to alleviate the stress of potential eviction; this in turn has been a contributing factor towards increasing wellbeing, we estimate the saving to the public purse to be £1,335.976.

In line with indicator 2; 60 service users did achieve 60% of their desired outcomes originally stated in their personal action plan. Some of the outcomes achieved were: entering back into employment, commencing adult education courses, steps towards improving English, starting volunteering, becoming self-employed and correction of benefits – to also come off work related benefits.

### **Tenancy Advice & Guidance Surgeries - TDS Charitable Foundation**

The project commenced on the 9 March 2016 and successfully delivered 24 twice monthly walk in surgeries from our 'pop up' location on Haven Green, Ealing Broadway. These pop up surgeries injected ninety-six hours of free community based tenancy



support, targeted at hard to reach tenants suffering with multi-layered issues of poverty, disadvantage and deprivation. This latter element was further enhanced through the partnership forged with Ealing Foodbank operated by the Trussell Trust. An active referral pathway was set up to ensure those attending food banks were also able to access vital tenancy support.

We were able to further expand the project by taking on thirty tenancy triage volunteers from the local community and University of West London. These volunteers were trained by our in-house housing law advisor.

The triage team successfully set up 429 tenancy management plans for clients through the advice work provided and received a tenancy health check. These plans related to clients with a spread of issues covering arrears, disrepair and return of deposits. Because of these plans we prevented the eviction of 83 clients by assisting them with financial planning to get rent accounts back up to date, this also entailed working with private sector landlords to negotiate payment plans.

Tenancy health checks were also provided to 171 clients accessing the service. These checks related to tenants wishing to know more about specific terms in their tenancies and understanding their legal rights.

The recruited volunteers assisted in providing telephone advice sessions; these sessions consisted of six thirty-minute telephone advice slots over fifty weeks, reaching the projects target of 300 over the term. These sessions were important as they focused on the client base further out in the Borough of Ealing unable to reach the 'pop up' location. Our key objective was to prevent the homelessness of 40 families where they have been let down by local authority assistance. We achieved this and estimate the savings to the public purse to be in the region of over £1,300,000. This is through a saving to temporary accommodation charges, housing benefit and discretionary housing payment.

This project has been successfully re-funded

### Positive Link – Home Office, Building a Stronger Britain Together

A community engagement project targeted at the Muslim youth community.



This community engagement project endeavours to encourage engagement of minority groups who could be at risk of becoming radicalised and/or gang culture.

Phase one of the creation of the partnership was successful. We were able to create a working panel which included, Community Safety and Prevent Officers from Ealing Council and the head of local police teams in the Somali neighbourhoods.

Phase two of engagement; we connected with fourteen community agents over the events with those working informally within the community to provide support and information to families. With the lack of Somali groups outside of the established faith communities we went further to link up with twelve other Somali interest groups to promote wider working across West London. These groups are supporting families and young people in Ealing. We have also found the community transitions from area to area as their housing needs change, resulting in new residences coming into the Borough.

Excellent feedback was received from participants, which included six community leaders working in different parts of the Borough specifically with families, specialist housing providers and representation from West Ealing

## Positive Link Seminars

Mosque. The group feedback on a number of issues that we will seek to formally consult on includes the heavy-handed approach by statutory agencies when dealing with families when safeguarding action is taking place and family breakdown.

This project has now been upscaled and is being delivered under the Home Office Building a Stronger Britain Together.



## Help Through Crisis Ealing – Big Lottery Fund, Reaching Communities

The 4-year HTC project was launched on 1<sup>st</sup> July 2016 and by September the project was up and running with the first Crisis Navigator in place, 3 more Crisis Navigators joined in October and 3 Support Worker volunteers have also been recruited to support Stage 2 of the programme (coaching, counselling) after the client's initial crisis had been resolved.



The Crisis Navigators are based at Foodbanks in Acton, Greenford, Southall, Northolt, Hanwell and Brentford County Court. Help Through Crisis is funded by the Big Lottery Fund and partners include: Ealing Foodbank, Ealing Equality Council, Mind and Ealing Law Centre.

Retaining clients through Stage 2 of the programme has proved challenging. Several incentives have been introduced to encourage clients to complete the programme. Alternatives to coaching/counselling have also been introduced for clients with mental health issues or limited comprehension of English.

A cookery workshop has also been introduced - Eat Well Spend Less. This provides clients with practical tips on how to prepare tasty, inexpensive meals and is followed by informal learning in the following subject areas: Financial Management, Communication Skills, Career Development and Exercise.

### **External Evaluators & Big Lottery Fund**

External evaluators endorsed by BLF (CAP Enterprises) visited Foodbanks on 22<sup>nd</sup> February and reviewed the collation of data relating to implementation and delivery of the programme. The evaluators reported they were pleased with progress and made recommendations on ways to incentivise clients to complete the programme (these have been introduced).

### **Other Information**

HTC Ealing has visited Help Through Crisis Oxford to share insight and best practice. This is because Help Through Crisis Oxford faced significant challenges in delivering their programme and reaching targets, so they contacted the consortium for support and advice.



## Client & Volunteer Feedback

Ms XX – A student experiencing DV was being forced into an arranged marriage. We worked with the Home Office and the Met Police with successful outcomes. She is now free

Ms X – Was trafficked from EU as a sex slave, we intervened and referred to the appropriate authority for help

Mr A – LGBT, disabled man whose landlord housed him in a derelict house, detrimental to his health after he underwent surgery. Our intervention led to him being re-housed and helped his rehabilitation.

J - Schoolboy on work placement was moved by the plight of disadvantaged persons whom we serve and recommend his mother to volunteer with us, which she did.

Ms L. – Disabled volunteer with M.S. has now become full time employed, despite her extreme physical impairment.

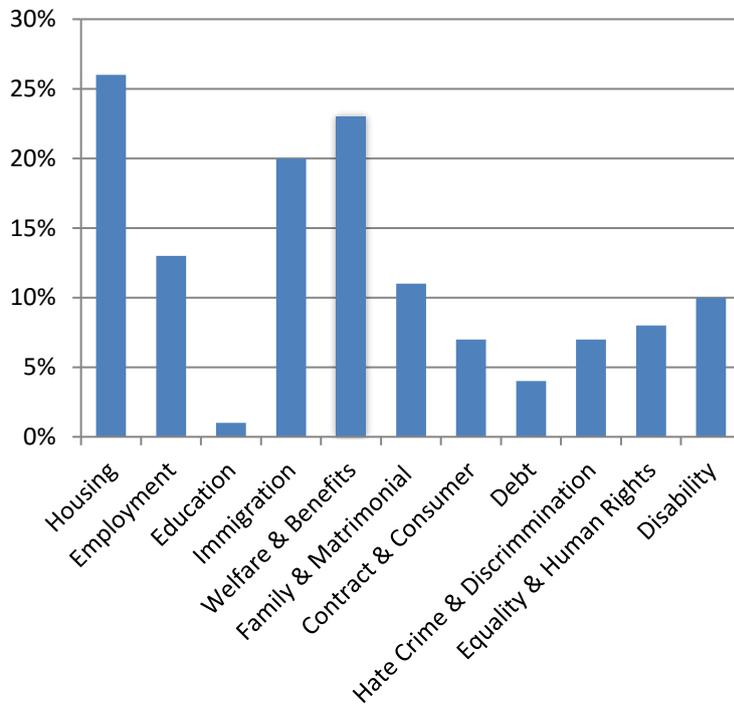
Mr X. – Street homeless with mental and physical disabilities was helped to regain his dignity and we helped him to become accommodated using pro bono lawyers, and also prepared him for gainful employment.

## Volunteer Training

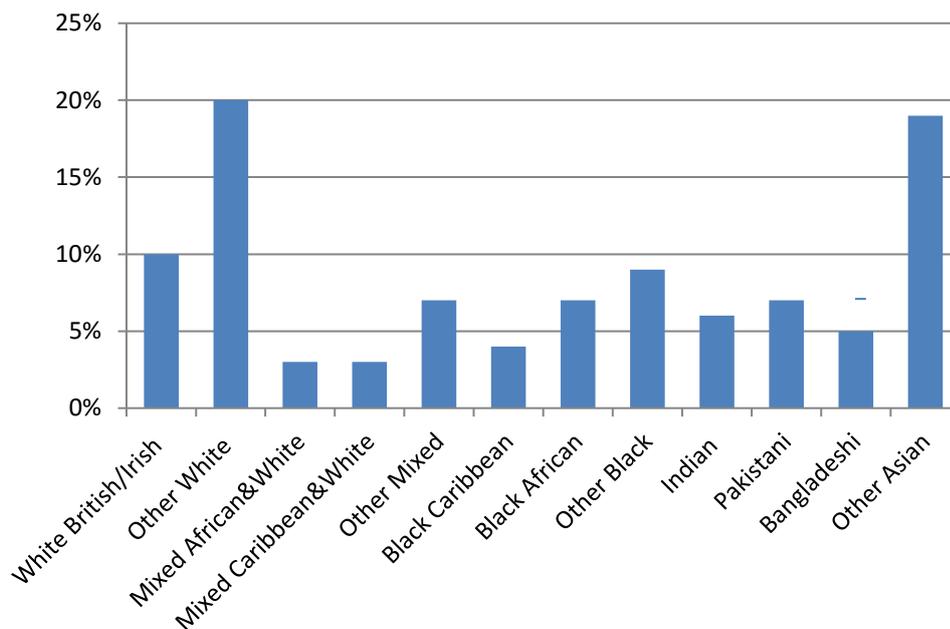
### Client Profile & Key Data

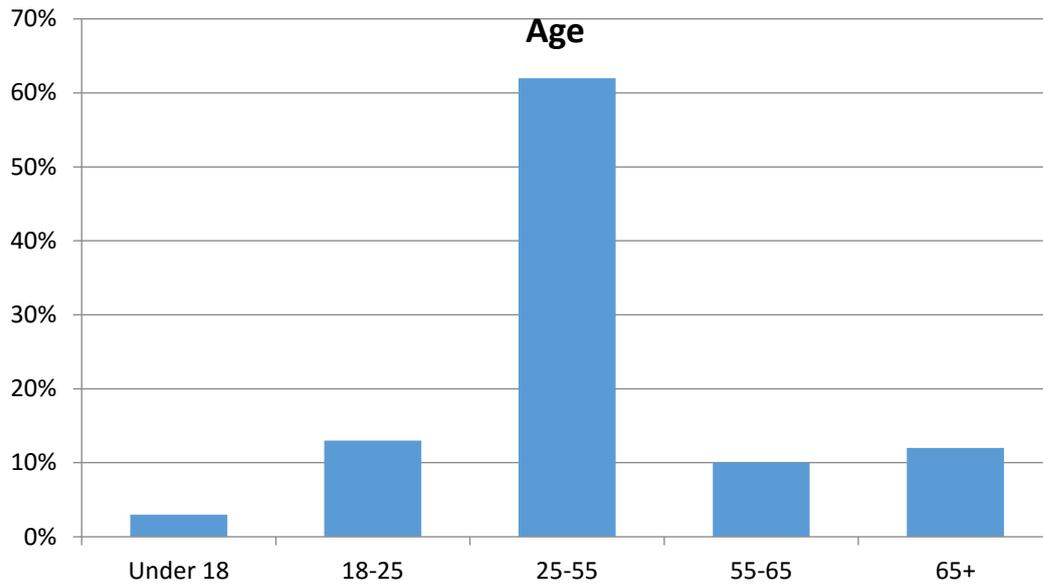
**7,305 Service Users**

#### Breakdown of Enquiries

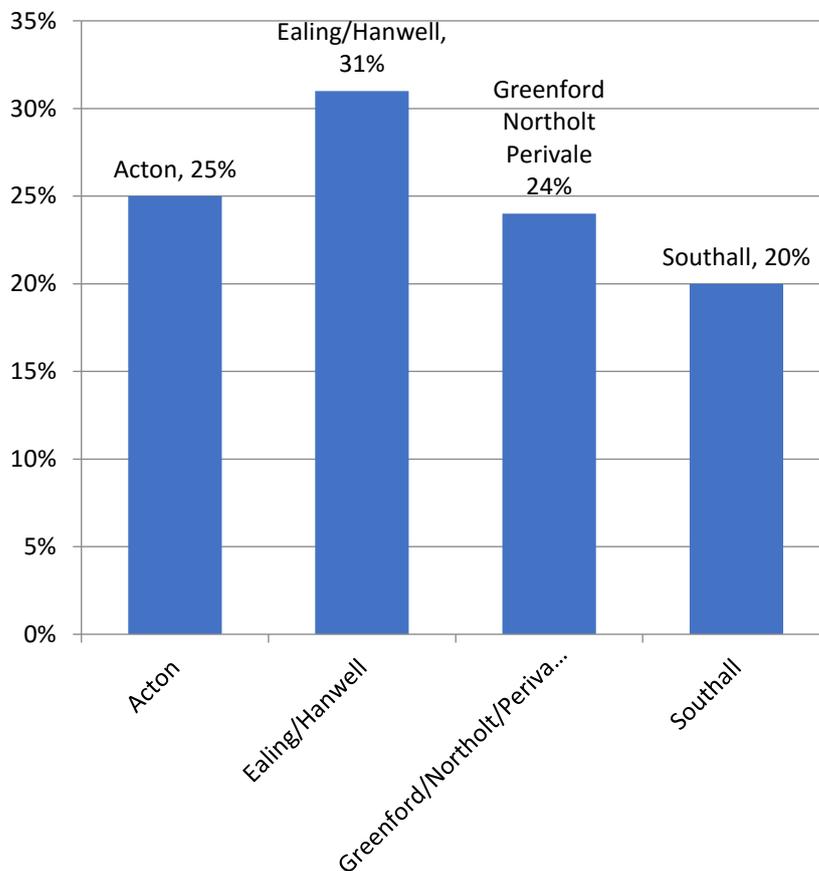


#### Ethnicity





### Geographical Areas



## Community Advice Programme (CAP)



The Community Advice Programme is hosted by the EEC. For 25 years CAP has been providing training and work placement programmes 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 law [including housing, employment, welfare benefits, etc.,] plus all areas of human rights and equality laws.

These training and work placements have led to over 40 students/volunteers obtaining paid employment and further education annually. This is as result of students on work placements being able to experience working with clients whom they are able to advise, represent and obtain remedies.

This unique collaboration with the UWL has proven a great success over 25 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. Most students and volunteers are from deprived backgrounds, so EEC and CAP provide opportunity for social mobility.

We would like to thank University of West London's Vice-Chancellor Professor Peter John and his office for the support and continued recognition of the partnership work between the Community Advice Programme and Ealing Equality Council. This is further underpinned and only possible through the dedication and commitment of the students from the Ealing Law School.

Our long-standing partnership with the Community Advice Programme of twenty five years has assisted us further over the last year to increase our service provision with CAP providing valuable specialist advice and

advocacy services for EEC clients, the student run advice surgery has absorbed the additional needs of clients not met by mainstream services.

**Student Run Advice Surgery** - Advise over 40 clients weekly in the areas of employment, housing, debt, family and consumer law, etc. Further the student advisors have been utilised their skills in multiple languages to deliver advice to most isolated and vulnerable.

**Students Run Advice Line** - Law students are now heading up the Community Advice Programme advice line to provide assistance to members of the public.

## Case Studies

### Mr M

was first engaged by Help Through Crisis in November 2016 after his possession hearing at Brentford County Court. He had substantial rent and council tax arrears and was on the verge of being evicted. The court adjourned his case in order for him to have some time to address his situation. He was referred to the HTC Crisis Navigator immediately after the hearing and they worked together on a plan. Mr M had been laid off work due to a shoulder injury which prevented him from painting/decorating. He was claiming Universal Credit but was getting nothing towards his housing costs. Various UC departments were contacted on his behalf and they eventually recognised his entitlement. Mr M was then given help to apply for Discretionary Housing Payments to cover his remaining arrears and council tax support. Mr M was also referred to Christians Against Poverty for specialist debt advice. Before joining the programme, Mr M mentioned feeling lost, helpless and even suicidal. Now, Mr M appears to be a lot happier, having overcome the chaos he initially faced. Mr M now knows how to tackle similar issues should they ever arise again, and knows where to find additional help and support.

### Mrs C

Was first engaged at Greenford Foodbank in December 2016. She had just had her Income Support stopped and her son's entitlement to Child Benefit had ended. At the time, they were appealing a DWP decision not to award

ESA to her son, who suffers from Down's syndrome, learning disability and challenging behaviour. Mrs C began claiming Job Seekers' Allowance following the end of her IS claim. As she was an EEA national, she was only awarded JSA for a 3 month period. Once her JSA claim ended, her Housing Benefit also stopped. She was then referred to Ealing Law Centre for specialist advice and support but, due to the nature of her situation and the current law, the only real option for Mrs C was to start part-time work. This was going to be difficult, due to care requirements for her son. This was made even more difficult by the fact that her arrears and debts were all adding up while she sought work. Relevant charities that award grants were researched and the National Zakat Foundation was identified. An application was made and shortly after, we were told the news that NZF would pay off Mrs C's arrears, council tax debt and all utility bill debts along with giving her a personal allowance for 3 months. This gave Help Through Crisis more time to help Mrs C find work which would suit her circumstances, which she eventually did.

### **Miss T**

Was first engaged at Acton Foodbank in January 2017, she had never been to a foodbank before and had been struggling to keep up financially after her housing benefit had been capped. Miss T was in receipt of JSA at the flat rate, but had to cover the shortfall of her HB, which left her with little money each week to live on. After an introduction to the programme, Miss T was seen every other week and given a suggestion of grants to apply for, which she did. In addition, Help Through Crisis applied for Personal Independence Payment as Miss T had also undergone surgery which restricted her arm movement and left her needing extra support. There was no particular issue with debt, however Miss T was struggling and this got in the way of her aspirations of doing freelance photography and one day setting up her own business. Thanks to Help Through Crisis, Miss T is now receiving PIP and received a £1000 grant from the Elizabeth Finn fund. Miss T is really pleased with this, as it now gives her an opportunity to save for equipment for her freelance business. She regularly sees our HTC Support Worker who has enabled Miss T to engage and network with like-minded businesses. This has encouraged her to launch her own website

which so far has received great feedback. Miss T has now been invited to join the Help Through Crisis Steering Group.

### **Mr K**

Was first engaged at the Greenford Foodbank in December 2016. Mr K had recently recovered from a cancer operation. He expressed that being in and out of hospital along with the strong medications that he had been taking had really taken a toll on him, to a point where he was unable to keep on track with his ongoing bills. Mr K was in arrears of nearly £500 pounds in gas and electricity. Straight away we decided to apply to the EDF energy grant trust to see whether they could cover the costs of his arrears. A few weeks later Mr K received a letter from EDF confirming that they agreed to cover all his arrears and even left his account in credit which was good news. Mr K is now receiving ongoing support from Christians Against Poverty who will support him in order to prevent him falling into arrears again if he his illness returns. Mr K now attends Help Through Crisis workshops (Eat Well/Spend Less) which have helped him with budgeting. Mr K intends to return to work once his health has improved.

### **Our Vision**

#### **Advancing equality and rights for all EEC's Community Involvement:**

- Membership of NCVO
- Membership of ROTA
- Membership of HEAR
- Membership of Advice UK
- Supporters of the Ealing Advice Forum & Advice Workers Forum,
- 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
- Membership of the Discrimination Law Association
- Membership of Ealing Racial Crime Advisory Group
- Membership of Ealing Community Network Executive
- Membership of the Lesbian, Gay, Bisexual and Transgender Forum

**Auditors:**

Michael F Cox FCA (Senior Statutory Auditor)  
 Cox Costello & Horne Limited Chartered Accountants and Statutory Auditors  
 Langwood House 63-81  
 High Street  
 Rickmansworth  
 Hertfordshire WD3 1EQ

<b>Chair:</b>	Ian Potts
<b>Vice Chair:</b>	Kwame Akuffo
<b>Treasurer:</b>	Marie Sheehan

**Trustees:**

Edmund Akeju	Ravi Jain	Nazim Shah
Andonian Bernard	Barbara Karayi	Marie Sheehan
Josephine DeSouza	Mohan Luthra	Prem Pal Sharma
Sue Flemons	Rebecca Okoria	Charan Bala Sharma
Antoinette Hertenstein	Hilary Panford	

**London Borough of Ealing Nominees:**

Cllr Conlan	Cllr Mason
Cllr Raza	Cllr Kumar

**Representatives of Affiliated Organisations**

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

**Acknowledgments**

<b>Director:</b>	Ricky Singh
<b>Casework &amp; Operations Manager:</b>	Irfan Arif
<b>Supervising Caseworker:</b>	Barbara Karayi
<b>Help Through Crisis:</b>	Sumerum Lehri
<b>DOSH Advisor:</b>	Elizabeth Salmon

## Supporters & Partners:

Andy Roper and Staff; ECN; University of West London Law School (UWL); Vice –Chancellor, Professor Peter John; Kwame Akuffo, OBE, UWL. Hilary Panford, Josephine De Souza, Barrister, 12 Old Square Chambers; Bernard Andonian, Gulbenkian Andonian Solicitors; Johanna Cargill, Andrews-Monroe Solicitors; Nazim Shah, Hillingdon Law Centre; Sumir Karayi of 1E, Efficient IT Solutions; Kuljeet Dobe, Barrister.

## Volunteers

Without the help of our partners and funders, executive committee members and volunteers, 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.

Nikita Bedu, Abdi Ali, Sue Gibbons, Kanchana Peiris, Lisa Berlet, Radek Kaleta, Jahmila Thompson, Abena Asiamah, Sami Sartank, Francesca Pierangelo, Mojdeh Aghili, Rasha Iyada, Roshna Abdulla, Omarsharif Ghyasy, Matthew Cresser, Sheena Fernandes, Nadine Campbell, Kirim Fawaz, Leeda Feriduni, Sanjar Najibi, Mohammad Sheikh, Anetta Jackson, Seun Palmer, Zeline Campbell, Joseph Thompson, Monique Edwards, Leronardo Ferrando, Seugul Metin, Ahdiya Yaqubzada, Ana Lopes, Mabel Ekezie.

## Registered Address

### Ealing Equality Council

The Lido Centre  
63 Mattock Lane  
Ealing  
London  
W13 9LA

### Ealing Broadway Office

Villiers House (4<sup>th</sup> Floor)  
4-5 New Ealing Broadway  
Ealing  
London  
W5 2NU

**Telephone:** 020 8231 2575    **Email:** [info@ealingequalitycouncil.org.uk](mailto:info@ealingequalitycouncil.org.uk)

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

## Join us

If you're interested in being more involved in EEC's work, why not think about becoming a member? You'll have a chance to take part in our work and help make a real difference to Black, Minority Ethnic, Refugees and Migrant communities. Find out more by emailing [info@ealingequalitycouncil.org.uk](mailto:info@ealingequalitycouncil.org.uk) or visit our membership page at [www.ealingequalitycouncil.org.uk](http://www.ealingequalitycouncil.org.uk)