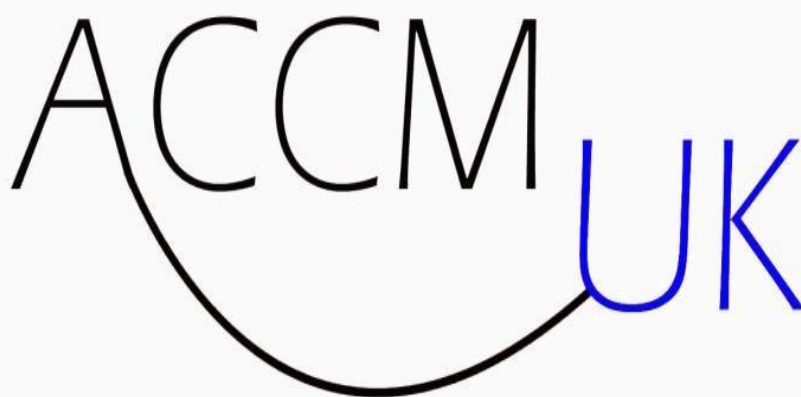


ANNUAL REPORT



Supporting communities, enterprising minds and active citizens

1ST JUNE 2019 to 31ST MAY 2020

ACCM (UK)
1st Floor
3A Woburn Road
Bedford
MK40 1EG
Tel/Fax: +44 1234 356 910
Mobile: +44 7712482568
Email: info@accmuk.com
Website: www.accmuk.com
Twitter: @ACCMUK
Facebook: ACCM UK

Contents Page

Highlights from the Chair	1
Outputs	3
What we did during 1 st June to 31 st May 2020	4
Bedford Health and Wellbeing Fair 2019 – Impact Report	5
Health and Wellbeing Programmes	12
Organ Donation	12
Why the law has changed?	13
Diabetes	14
Peer-to –Peer Self Help Support Group	15
Gardening for Health – Our Allotments	16
Bedfordshire International Women’s Week	17
Bedford African Community Event	18
Community Radio Station	19
Social Skills and Development	19
Coffee Mornings	22
Supporting our Users	24
One to One User Analysis	25
ESOL	27
(Covid – 19) Supporting the Community	28
Working with other Groups	32
Challenges and Opportunities	33
Finances and Grants	36
Our Future Plans	37
Staff and Volunteer Musings	38
Service Users’ Comments	47
Album	51
Funded and Supported	59

HIGHLIGHTS FROM THE CHAIR

This year has been different for the Charity and its users. The emergency of Coronavirus (COVID-19) has changed the way the Charity operates and the lives of its beneficiaries / users beyond what we initially anticipated we would do or achieve or benefit.

The success of ACCM (UK) in 2019 to 2020 continues to show increase in demand for our services, support and information by our users, majority of them existing users. There is also continued commitment and passion by fellow Team of Trustees, staff and volunteers working hard through continuing efforts to engage and reaching out to hard to reach communities, professionals and service providers enabled the Charity to make a difference to their lives.

Despite coronavirus (Covid-19) lockdown the Charity adapted very quickly to ensure that support for most vulnerable continued in the form of providing essential and food items targeting BAME and especially elderly due to their special dietary needs.

I joined the Charity as a Trustee after working closely with ACCM (UK) since 2009 and currently supporting the charity as Sponsor and Volunteer for Covid-19 Programme. I took over as Chair in June 2020 after the resignation of previous Chair and some of my fellow Trustees taking up retirement and the recruitment of new ones.

As Chair I am proud of ACCM (UK) reaching this milestone during this period of funding challenges especially as the Charity has been relying on small secured grants and reserves to continue delivering its work to vulnerable people. I am also proud of its operations, progress made and continuing growth in delivering services, its strength and health is due to the leadership of the Director, with the support and inspiration of her team of staff, volunteers, users, supporters and funders.

The year's highlight was teaming up with Health watch Bedford to plan and run one of Bedford's largest Health and Wellbeing Fair held on 25th September 2019 that attracted nearly 1,000 people despite the rain. Our other work in partnerships with Health Watch, JobCentre Plus, Bedfordshire Police, Bedford Borough Council, Aristone and Premier Solicitors and Housing teams in providing in house support services, consultation, advice and information continues to expand as more users hear about the service. We are particular very grateful to the Bedford Borough Council, the Mayor, Councillors and staff for their support with provision of office premises. Over the years, our excellent work in Bedford has inspired the Council to offer ACCM (UK) Cauldwell Community Centre to manage and use as a Community Asset shows the trust and support the Council has in ACCM (UK)'s work to the Bedford Community. Although the move to Cauldwell has been put on hold due to covid-19 lockdown preparations are in the pipe line for the move as soon as lockdown ends.

On behalf of my fellow Trustees, I would like to thank the Director, staff, volunteers, users and supporters and most importantly our funders especially The National Lottery Community Fund, Allen Lane Foundation, Wixamtree Trust, Awards for All, Panacea Trust, The Harpur Trust, The Office of Police and Crime Commissioner, St Andrews Church, GREGGS, NHSBT, TESCO, ScrewFix and Bedford Borough Council, who have made it possible for the project to continue being successful. I look forward to committing myself as Chair and serving ACCM (UK) for another successful and fulfilling year.

Tarsim Lal Kalyan
Chair / Director

OUTPUTS AND MILESTONES

Bedford Health and Well-being Fair
Nearly 1000 attended

Peer to Peer
Self Help Project
75 attended

Social and Personal Skills
Development Project
24 learners

ESOL Lessons
74 learners

Diabetes Awareness in
Punjabi
41 attended

Coffee Morning Sessions
970 footfalls
65% regulars attended

Promoting Organ Donation
Over 1150 reached

Supported with food
Parcels 1120 individuals
from 382 households

ONE TO ONE SUPPORT

Domestic Violence	110 cases
FGM	15 cases
Sexual Abuse	11 cases

Housing / Benefits	26 cases
Information/Chat	50 cases
Multiple Issues	22 cases

TOTAL Beneficiaries 5074

What did we do during 1st June 2019 to 31st May 2020?

ACCM (UK) continues to reach out through community development approach methods to our outreach work of running events, workshops and one to one support for our users. The year from 1st June 2019 to 31st May 2020 was more challenging than previous years as we had no core funding and then experienced (Covid-19). Despite the challenges we were able to reach out to 5074 users who accessed or used our services, attended our events or workshops or had one to one support. The highlight of the year was the Bedford Health Fair organised jointly in partnership with Bedford Health Watch held on 25th September 2019.

The emerging Coronavirus (Covid-19) leading to lockdown from mid-March 2020 made the situation difficult for those most in need especially the elderly and young families who were not able to go out as essential items had run out. This led to many suffering anxiety and stress from confusion as to what was going on outside.

ACCM (UK) had to adapt very quickly due to the fact that our users majority BAME were very vulnerable especially the elderly who were not able to go out due to lockdown would not receive the relevant help to meet their needs. We teamed up three other local community groups, Social Education Voluntary Association (SEVA) Trust UK, Bhagwan Valmik Sabha, Bedford and British Ravidassia Heritage Research Group to set up a Covid-19 a joint project to support elderly and other vulnerable people from Black Asian and Minority Ethnic (BAME) and other vulnerable communities who may struggle under lockdown.

Wednesday 25th September 2019 played host to Bedford's first Health & Wellbeing Fair. This event, held over three floors at Bedford Corn Exchange, was hosted by (ACCM) UK, in partnership with Healthwatch Bedford Borough. The event saw a delegate breakfast session, entitled 'Working in Synergy', for NHS and local authority professionals and statutory organisations with attendance from those at the top of their field across the East of England and South East. Dave Hodgson MBE, Mayor of Bedford Borough, welcomed chief guests, including Sir Robert Francis QC and Professor Mayur Lakhani CBE, President, Royal College of General Practitioners. The session looked at the benefits of multi-agency working in synergy to improve health outcomes for all communities. The main part of the day consisted of a FREE open event to the public. After Sir Robert's welcoming address, members of the public were able to engage with local service providers across fifty eight exhibition stands in the main auditorium at the Corn Exchange. As well as this, there were three clinic rooms in the lower ground floor, including 2D ear scanning, Audiology testing, sexual health service screening and full liver scanning facilities.

Seven wellbeing practitioners offered a scheduled programme of FREE 30 minute taster sessions in the Howard Room. This included postnatal yoga, breathing & meditation, womb yoga and mindfulness. The event was the first of its kind for the area and feedback has been overwhelmingly positive.

Bedford Health and Wellbeing Fair 2019

Impact Report



Bedford Health & Wellbeing Fair 2019

The Fair managed to combine opportunities for community interaction, health education and offered a strong voice in local decision making. Thus allowing vital contributions to be made to the local health and wellbeing agenda. This helps to build control and resilience, buffer against disease and influence health related behaviours. By offering a wide range of information, both clinical and non-clinical, people reported to have felt empowered to take necessary steps in the management of their long-term conditions. The organisation of the Fair midweek and on a market day was a conscious decision made by the Steering Group, as many of the seldom heard communities are known to use the town centre.

The use of personal invitations to community and faith leaders ensured that people felt welcomed and wanted. This is reflected in the feedback in the multiple ways people reported to have learned about the event. By looking at the wider determinants of health and using a collaborative local model between the statutory, voluntary and community sector, this raises awareness to vulnerable groups, supports people to 'live better for longer' and goes some way to improving outcomes for all. Meeting all seven objectives and attendance (please see boxes below) by the target audience are clear evidence of the resounding success of Bedford's first Health and Wellbeing Fair. Feedback would indicate that to continue to empower residents of Bedford Borough, such events need to be a regular occurrence.



Aims + Objectives

- **To encourage and empower local communities in the area of health and wellbeing.**
- **To include and promote 'self-care' and health education to seldom communities in the local professionals.**
- **To promote health and wellbeing (physical, mental and spiritual) by providing opportunities for education and learning in a non- clinical, friendly environment.**
- **To develop partnerships between health, local authority, other statutory services and the voluntary/charity sector to foster strong links and promote synergy.**
- **To provide diagnostic checks and heard advice services with relevant area.**
- **To bridge the gap in terms of health and socio-economic deprivation.**
- **To better understand the needs of seldom heard communities**

FOREWORD – BEDFORD MAYOR DAVE HODGSON MBE



“I am delighted to have been at the Bedford Health and Wellbeing Fair 2019. I would like to thank Healthwatch Bedford Borough & ACCM (UK) for organising the event.

Health and wellbeing is important for all the residents of Bedford Borough. My vision of health and wellbeing is very straightforward, and is based on the principle that everyone in the borough has an equal right to good health.

The event clearly had lots of people attending and engaging with a wide variety of public bodies and third sector organisations. All the feedback that I have received is that stallholders and the public enjoyed the event and found it useful.

This type of event showing the options available to people is key if we are to help our residents achieve a healthy lifestyle.”

“This type of event showing the options available to people is key”

Mayor Dave Hodgson MBE



FOREWORD – SIR ROBERT FRANCIS QC, CHAIR, HEALTHWATCH ENGLAND

It was a delight to attend the Bedford Health and Wellbeing Fair 2019. As chair of Healthwatch England I am naturally a keen supporter of the vital work local Healthwatch does up and down the country, but I was blown away by the scale and ambition of what the Fair achieved.

This fair was a living demonstration of the power of all those who have an interest in helping those in need can come together to be more effective as a whole than can be done singly. I particularly welcomed the sight of young volunteers playing their part in welcoming and assisting visitors. Healthwatch and everything connected with our health and well-being could not happen at all without the commitment of volunteers, young and not so young, and we cannot thank them enough.

Sir Robert Francis QC



FOREWORD – PROFESSOR MAYUR LAKHANI CBE FRCP FRCGP - PRESIDENT, ROYAL COLLEGE OF GENERAL PRACTITIONERS

“I am delighted to have supported and opened the delegate session of the Bedford Health and Wellbeing Fair 2019. As a working GP and President of Britain's largest Medical Royal College, I know how important community health and wellbeing is. This is going to be even more important with the emphasis on social prescribing in the NHS Long Term Plan and the new GP contract and Primary Care Networks.

I want to congratulate the organisers of the Bedford Health and Wellbeing Fair for putting on an outstanding event. It is really important to understand and engage with the wider, social determinants of health. It is clear to me that the fair led the way in raising awareness of the importance of 'people-power' in tackling health and wellbeing as well as creating a wide range of effective partnerships with communities and local institutions. Thanks also to all the many volunteers who made this a great success. There was much on offer with practical relevant content.

“I want to congratulate the organisers of the Bedford Health and Wellbeing Fair for putting on an outstanding event”

**Professor Mayur Lakhani
CBE PRCGP FRCP SFFMLM**

Bedford Borough Demographics

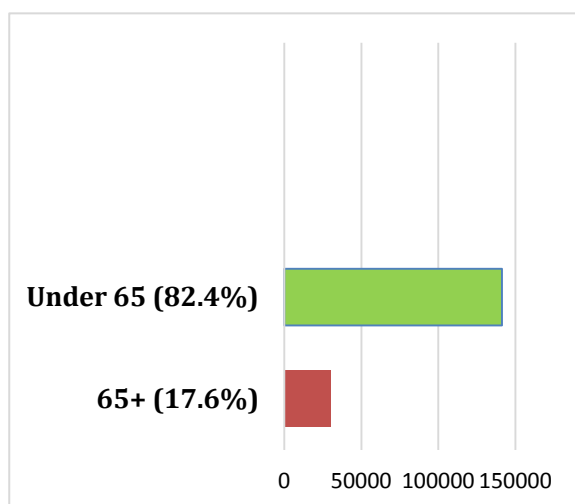
Bedford Borough covers an area of 476 sq. km and is home to an estimated 171,623 people (2018). It is one of the most ethnically diverse authorities in the East of England, with up to 100 different ethnic groups living within its boundaries. The 2011 Census indicated that 28.5% of the Borough's population was from Black and Minority Ethnic (BME) groups (defined as all ethnic groups other than White British). Almost two-thirds of the population (64.2%) live in the urban area of Bedford and Kempston, and 35.8% in the surrounding rural area which comprises 45 parishes.

The proportion of older people is also lower, with 16.8% of the Borough's population aged 65+ in 2013 compared to 17.3% in England and 18.7% in the region. However, between 2001–2013, the population aged 85+ increased by more than 40%, more than four times the rate of overall population growth.

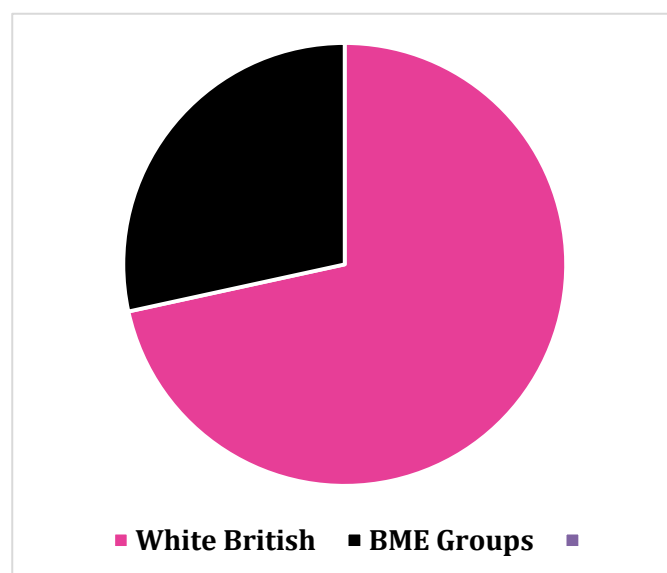
On average across the Borough men in Bedford can expect to live to 79.9 years, and women to 83.2 years, with 63.2 years of healthy life for men and 65 for women. However for those in the deprived areas of Bedford, the life expectancy is 11 years less.

From the period of January 2018-September 2019, there have been a total of 34,383 reported crimes.

Age

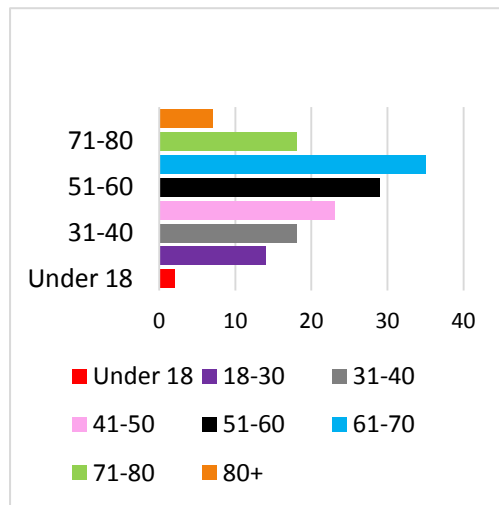


Ethnicity

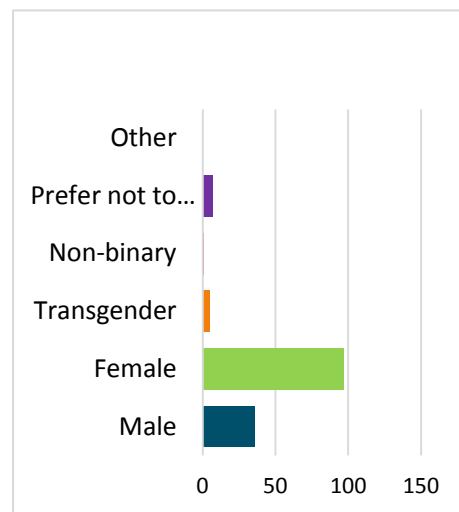


Analysis Data 1

AGE

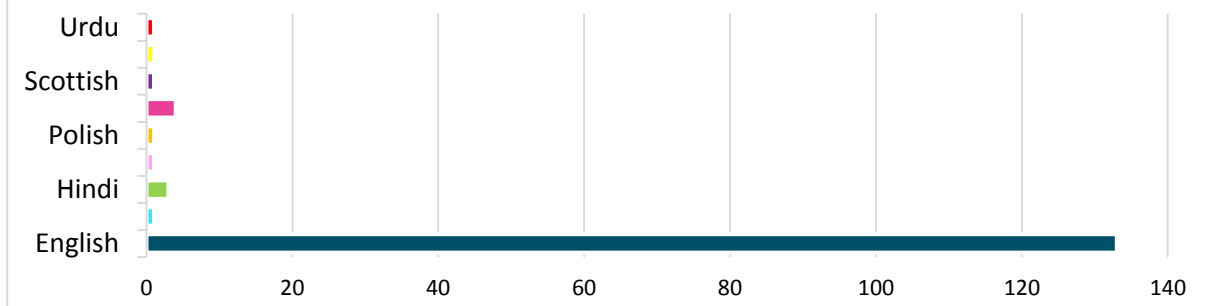


GENDER

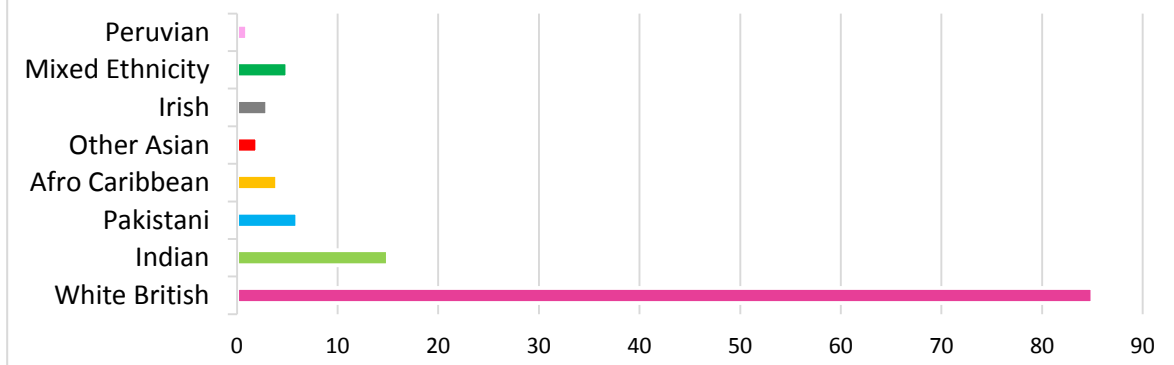


Data Analytics 2

SPOKEN LANGUAGES



ETHNIC ORIGIN

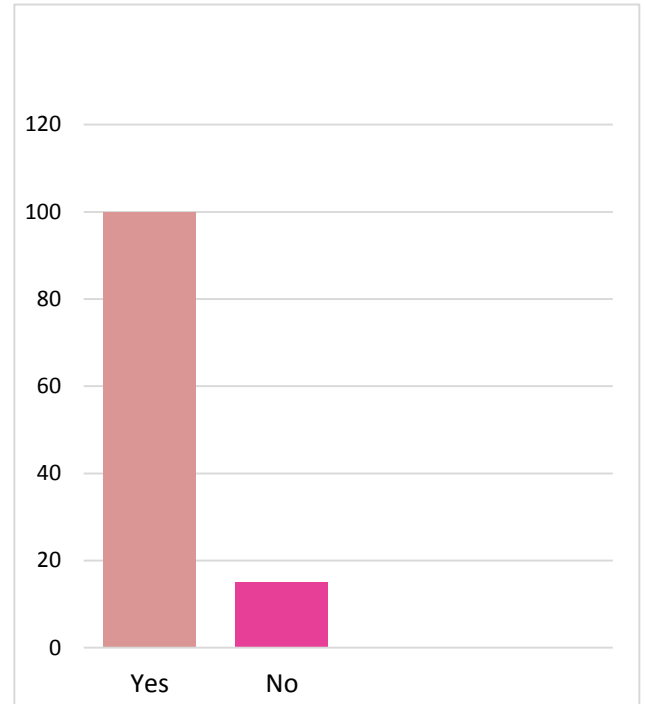


Data Analytics 3

HAVE YOU BEEN MADE AWARE OF ANY NEW SERVICES/INFORMATION?

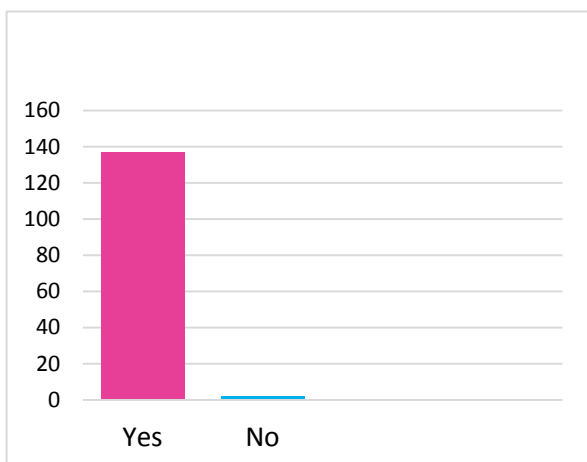


DO YOU FEEL COMFORTABLE ENOUGH TO BE RESPONSIBLE FOR YOUR OWN HEALTH?



Data Analytics 4

WOULD YOU RECOMMEND BEDFORD HEALTH & WELLBEING FAIR TO FRIENDS, FAMILIES OR COLLEAGUES?



WOULD YOU LIKE TO SEE MORE EDUCATION EVENTS LIKE THIS?



Health & Wellbeing Programmes

Tackling Health Inequalities

Organ Donation



This was a new NHS Governance campaign to raise awareness amongst Black, Asian and Ethnic Minority communities in Bedford by inform them about donating their organs and tissue and most importantly about the upcoming change in the law from May 2020

ACCM (UK) is taking on this campaign targeting BAME communities was important as there are deeply entrenched cultural and religious beliefs about death and having their parts of the body removed. We want to help change the mind set and have more BAME people donating to save more BAME people who are mostly on waiting list.



We are also aware that majority of BAME elderly communities may not speak or understand English and will miss out from understanding the campaign about why it is

important to donate organs and also that there

has been a change in the law that makes everyone a donor unless they have opted out. It is also possible that some of the BAME communities may not have access to IT systems to register their wish of whether to donate or not.

Organ and tissue donation is giving your organs or tissues to help save or improve the lives of others when you die.

Tissues are groups of cells that work together to do a job in the body, like corneas in the eye.

One person who donates their organs can save or improve the lives of up to nine people. Tissue transplants can also improve a person's quality of life. For example: a replacement heart valve to treat a heart defect.

Why the law has changed?

Everyday someone dies in the UK because they need an organ but not enough organs are available for transplant.



Most people would like to donate their organs after death but many people do not sign the NHS Organ Donor Register or tell their family. The change in law that came in May 2020 helps this problem and will help save and improve more lives.

From spring 2020, there will be an 'opt out' system for organ donation in England. This means most people who can donate will donate their organs, unless they "opt out" or telling their family.

We would like everybody to decide whether they want to be an organ donor and to share their decision with their family.

ACCM (UK) in 2019 to 2020 organised 4 events, one at Diwali Celebration Festival that attracted nearly 1,000 people at Bunyan Centre that attracted 100 people at Miracle Church with around 40 people. These events were welcomed by attendee as they majority did not even know the law was changing. Over 60% of BAME showed concern and reluctance in wishing to donate their parts of their bodies even in death. The main reasons given for this was always culture – “we don’t do this; when you die you go the way were born - in one piece.” Or that their faith will not allow but challenged about this they often responded that they don’t feel comfortable



Diabetes:

In partnership with Bedford Hospital Diabetes Nurses we ran two diabetes workshops in Punjabi to raise awareness on the causes, prevention and managing diabetes. 41 people attended these workshops. Over 30% said that they lived with someone who had diabetes. All said they are fully aware of the causes and what to do to prevent it not just to themselves but their whole families.



Peer to Peer Self Help Support Group.

This year we continued to support and develop our

Peer led Self Help group - The Healing with Wisdom and Understanding Project made up of over 55 years old users of mainly White British background to have a safe and convenient place to meet every Friday afternoons to share experiences and get support from professionals as part of their healing and recovery pathways. The year 2019 to 2020 continued to show increasing numbers of users, especially men, homeless or living rough, of White British background, with mental health or depression seeking information, help and counselling.

75 attended these sessions with over 56% members attending regularly every Friday afternoons to share experiences and take part in planned activities or talks. This has enabled them to improve their situation or manage it better.

6 of the users have learnt to cope with their long term mental health and are confident enough to take part in our employability course. 100% of attendees now say they are happier with their situation.



Programme has been put on hold due to covid-19 lockdown. We anticipate restarting the programme as soon as Government guidelines advise us that it is safe to run group sessions.

"Arrived from Africa with no skills or English language knowledge and was very much troubled with no trust for anyone. At ACCM (UK) they encouraged me to join the Peer led Group where I have met knew people, improved my English. Most importantly I have had counselling that has enabled me to be confident and start to look forward to a new life."

Mr M

Gardening for Health – Our Allotments

Two allotments occupied by ACCM (UK) continue to serve the community through Gardening for Health Project.

Some users found it hard work and dropped out while others continued. The weather was very good and more harvest was achieved than planned especially spinach, herbs, carrots, pumpkins, zucchini, tomatoes, onions and sweet corn. The crops were shared between staff and users.

Some of the ladies involved say they have benefited from improving their English, they are confident to go out on their own. 2 have secure part time jobs through confidence built while gardening being able to be there alone talking to strangers.



Seeds planted



Healthy Crop – flowers and Irish potatoes



Harvest Time – sweet corn

We have had talks with NHS Bedford that have two allotments to make a difference to our users next year. We intend to team up our efforts so that our users can benefit from both services. The aim is to have a social every month where we can have a chart at the gardens and how to grow your own and having barbeques and share of crops harvested. This will encourage more people to take up gardening and improve health, Social events will improve mental health as users build up friendship through health eating and gardening.

Bedfordshire International Women's Week

Bedford International Women's Week activities took place at our ACCM (UK) offices this year in partnership with our local Community Police and Bedford Borough Council. We organised a day of celebrations with bring and share theme that included activities, yoga, and talks for our users. We feel this approach to celebrating women's international achievement empowers women to work towards accomplishing their goals.



**“You Should Never Let Your Fears
Prevent you From Doing What You
Know is Right”**

Bedford African Community Event held on 23rd June 2019



This year the African Event was as big and colourful as ever with over 1,100 people inside the Harpur Suite and outside. This Event has now become a normal scene in Bedford Town Centre every June since 2017 and majority of people were returning bringing more families and friends with them to enjoy the food, various activities, and shopping for colourful African items.

The event to bring Bedford's African communities to get to know each other, share and support each other continues to grow in its popularity and more colourful each year. Most importantly it was to share 'What is African?' The wider Community get to experience of Africa in Bedford. The young British African Community are delighted to connect with their ancestral roots.

Team behind the planning and organising of the BAC Event were from various diverse African countries including Ruanda, Zimbabwe, Kenya, Nigeria, Zimbabwe and Uganda.

People who benefit from this event are from a much wider diversity.



Community Radio

Due to the difficult time ACCM (UK) has yet to launch its Community Radio set up in partnership with Capital Radio FM. Sadly the technician Volunteer trained to manage it and broadcast passed away before he could start. This is still work in progress.



Volunteer (right) with Community Officer at the Radio Station doing an interview.

Social Skills and Development for people not in employment

Social skill and development project funded by SEMLEP and Awards for All attracted more participants than we planned for.

➤ We recruited 25 learners but some left the course early due to moving out of the area. We continued with 21 unemployed participants from different backgrounds whose job opportunity was a non-starter due to multiple barriers. The objective was to develop their personal, and social skills, confidences, and motivation with the aim of opening opportunities to employment and/or moving forward to further education to obtain relevant qualifications.



➤ The target group were farthest away from the job market and hard to reach – homeless and unemployed – from Black Asian and Minority Ethnic (BAME) communities in Bedford majority of them form most deprived Wards in Bedford.

- Activities delivered: Developing Positive attitude, Confidence and Self-esteem Building, Communication Skills, Team working, Problem Solving, Decision making Skills, Resilience Training, ESOL, Basic Computer Skills, CV Writing, Job searching, Interview Preparation, Introduction to Bedford Collage, Industry visit / prospective employer, confidence building and focus on concentration and integration.
- Lack of knowledge of the English Language and lack of confidence were two main barriers that were identified at the beginning of the project. ESOL lessons delivered by experienced and qualified tutor and one-to-one counselling with a specialist proved valuable. The cultural barriers faced need handling with sensitivity, which we managed well and got all participants to develop and engage with each other comfortably.
- There were some success stories including a young man who arrived in Bedford from Africa, very traumatised due to his terrible experiences and spoke no English and had no previous formal education. He joined ESOL and numeracy classes and he was so delighted to be able to speak some English words and do some basic arithmetic sums. When he joined the Skills and Development Programme was able to improve enormously with the help of professional counselling to help him overcome his past trauma. He has now enrolled in a Luton College to take more formal education.



Taken before Covid-19. Skills and Development Learners with staff and Trainers

Case Study:

M was being supported by Bedfordshire Social Services and when we took him on and helping him with settling in Bedford. We introduced ESOL, Skills and Development Programmes to him. He was extremely interested in joining. The participant had NO formal education or employment history

The participant had mental health issues; lack of confidence, British culture was alien to him. He was motivated to learn to be able to read, write and get a job.

M engaged in ESOL, numeracy, confidence building and motivation sessions. CV writing, job searching, Interview skill. Very quickly he started moving forward, became use to the environment, and improved confidence as he was beginning to enjoy the progress he was making.

Working in a team, Lego building, one-to-one mathematics lessons, ESOL to improve English. Counselling sessions were provided that built his confidence to be able to ask for help when needed, Interview skills, reading and writing. Grasping the principles of simple mathematics was a confidence booster. M enjoyed learning – this was a new experience for him.

He is now enrolled at a Luton College.

All Learners were 100% happy with the Skills and Development sessions as they were able to improve their confidence, self-esteem, made friends and some did gain employment.

All Learners said they enjoyed the learning approach and approach used as they were easy to follow at a pace suited for everyone.

They were all upset when covid-19 lockdown was imposed in mid-March 2020 to end their learning. As 90% were from BAME communities they were reluctant to return even when the scheme was extended.

Coffee Mornings – Community Hub

ACCM (UK) since launching our Community Hub and opening drop in service to encourage people living in isolation to drop in, meet new people, make friends, get advice on issues of concern or interest has seen the Hub expand. The Hub has attracted more Homeless and Unemployed people who were looking for a safe warm place to drop in without appointment, have a coffee, meet and make friends and play games. They were also looking for personal help to improve their position having been let down by various organisations.

We opened for 177 days attracting 970 footfall people with 65% regulars attendees. 80% were White British all homeless though some had a place to sleep but had to leave in the morning and only return after 6.00pm.

Services provided included 20% receiving counselling over the year. 15 helped into housing with application of social benefits and one was helped to secure his birth certificate enabling him to secure a paid job. 5% of the homeless men were victims of domestic abuse.

They did not have confidence at first but when they had familiarised themselves with staff and volunteers they started to open up about their problems. Mark DeGletenik was recruited a specific Volunteers to manage the Free Coffee Mornings for homeless people.

Support worker (Left side) with some of our service users, she does personal assessment and draws up an action for support services as agreed, whether it is housing, legal advice, counselling, social benefits.



Coffee morning with Administrator front left



Volunteer (left), Project Coordinator far (right) with Faith leader to provide spiritual Counselling



Christmas celebrations Dec 2019 with staff



Christmas Day 25 Dec 2019 for Homeless
Director and staff provided a hot meal



New Year - Director (on right)
who with Project Coordinator
provided a hot meal on New
Year's Day for the Homeless to
ensure they had something to
celebrate.

Supporting our Users

One of our users lost his bicycle back in October leaving him immobile. We requested a donation from the community to help with this cause. Simon came forward very kindly donated this nearly new bicycle to Mohammed who was very happy to receive it, as his only way of transport was the bicycle. He continued attending Social Skills and Development training at ACCM (UK).



One to One User Analysis

Over the year we supported 270 users on one to one basis. Majority were women 66% with 34% male.

Majority of them were of Pakistan origin, aged between 26 and 35 and of Muslim Faith. The main reason why people sought support or information was due to domestic violence accounting for 41% of them.

Chart showing users by their Gender

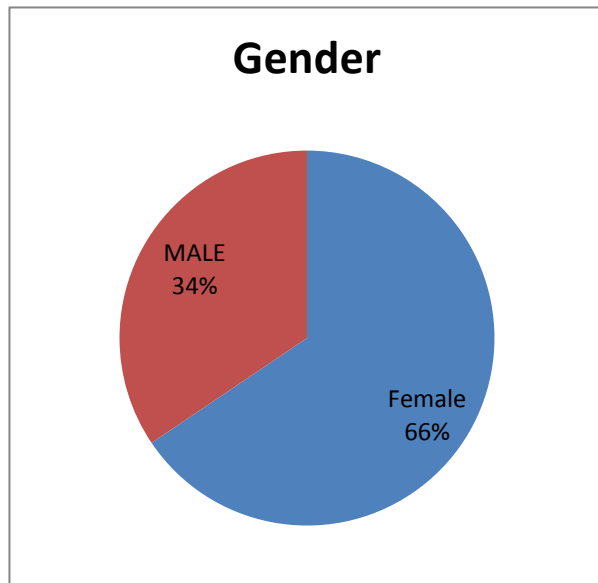


Chart showing One to One Users by Ethnicity

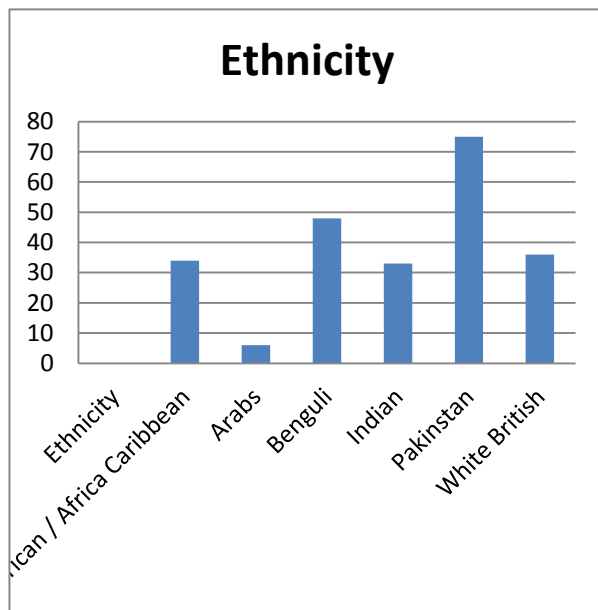


Chart showing One to One users by their Faith

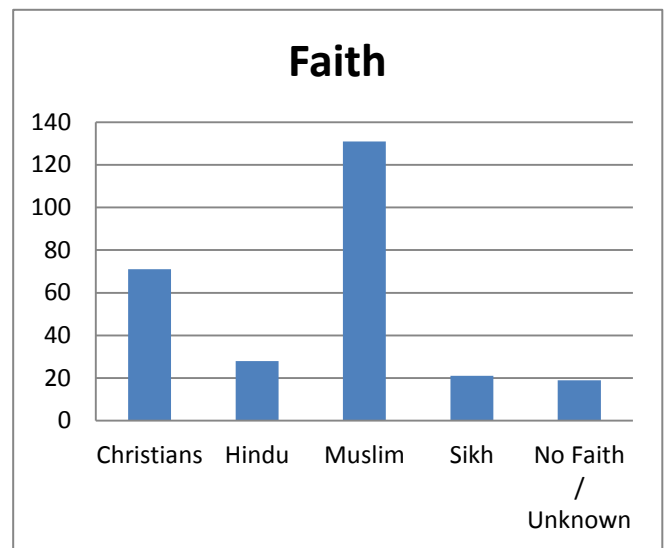


Chart showing Users by Age Group

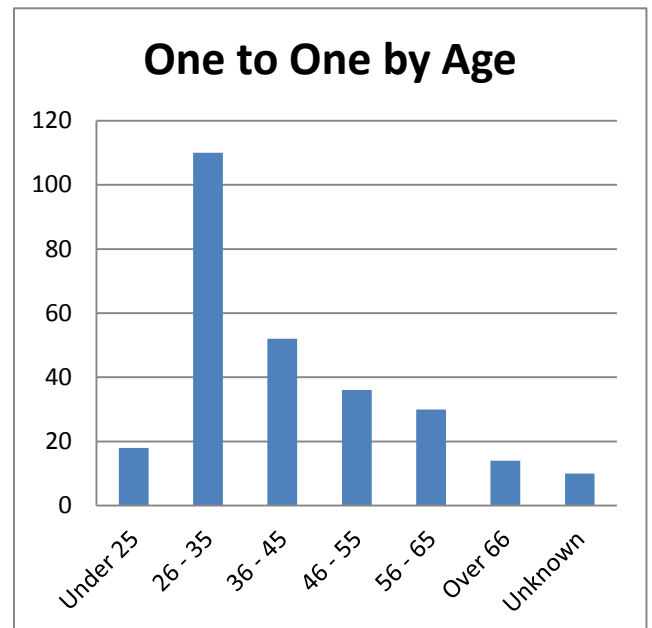
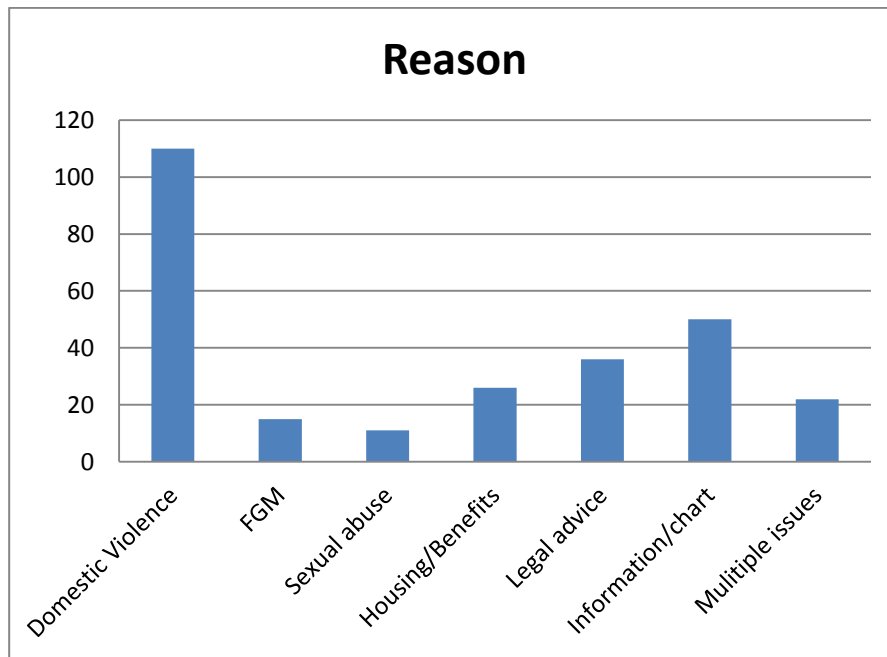


Chart showing One to One Users by Reason for seeking help or support.



Despite Covid-19 lockdown coming in mid-March 2020, ACCM (UK) continued to remain open within the Government and Local Guidelines as we expected numbers of victims still turning up or contacting us for support, advice, information and or fleeing abuse. For the record we received our first victim fleeing domestic violence on 27th March a week after lockdown when she turned up at our offices. This proved our risk assessment that we needed to remain open and available for our users when most in need. The victim is now settled in her own flat and learning English to improve herself.

This work continues under Covid-19 as this is one to one and run with safe distancing and appropriate use of PPE.

We have been able to see and support 28 new victims of all forms of abuse including domestic violence.

All one to one users supported, 100% said they were very happy with the support they received from ACCM (UK). All credit to all staff and volunteers supported by the Police, YMCA, Social Benefits Team, Bedford Borough, Safeguarding Teams, legal Teams and various housing Teams.

ESOL

We continued to deliver ESOL in 2019-2020 due to demand for English, IT and numeracy sessions. This year we ran twenty sessions each for 14 Beginners, 8 Elementary and 15 for pre-Intermediate Learners

Some of the Pre-Intermediate Learners are now requesting lesson in Life In the UK so they can undertake tests to gain UK Citizenship. We have been informed by one Learner that she has passed her oral driving test due to what she learnt at our ESOL sessions. She was waiting for the



Citizenship test as well. She is very confident person and will therefore pass these tests too.

When we started Skills and Development sessions 15 of the ESOL Learners joined the sessions to build their confidence into employment or opportunities into training.

Great outcomes that nearly 25% of the Learners have gone into employment or have secured part time paid employment. This is great for the ladies majority of them of Asian background who had never had formal education nor undertaken any work outside the home for cultural and Faith reasons. There is now a shift in attitude as families of Asian background realise the potential extra income helps improve family status and improves wealth. Word of mouth of the best promotional mode for our ESOL sessions as happy Learners promote the sessions to new friends, family and neighbours.

We continue to work closely with Faith and Community Leaders who continue to support, promote our work as well as providing their facilities for free for our outreach work.

Programme has been put on hold due to covid-19 lockdown. We anticipate restarting the programme as soon as Government guidelines advise us that it is safe to run group sessions.

(Covid – 19) Supporting the Community

Background:

The **COVID-19 pandemic in the United Kingdom** is part of the [worldwide pandemic](#) of [coronavirus disease 2019](#) (COVID-19) caused by [severe acute respiratory syndrome coronavirus 2](#) (SARS-CoV-2). The virus reached the country in late January 2020. It was not until March that the Country was made aware of the seriousness of the pandemic.

Coronavirus (COVID-19) is a new viral disease affecting the lungs and airways which can result in symptoms being mild, moderate, severe or fatal.

Action:

ACCM (UK) has a duty of care to its, staff, volunteers, Trustees and most importantly its users. With this in mind it has been following Government and Local Authority, Bedford Borough Council's Guidelines stringently.



In order to continue servicing our users who we knew would be seriously affected with this new epidemic and Lockdown. Urgent meeting held on 19th March was agreed to adapt our work. All our existing programmes, that involved outreach work and group events, had to be put on hold as they could not continue in their current format.

ACCM (UK) teamed up with three other local community groups, Social Education Voluntary Association (SEVA) Trust UK, Bhagwan Valmik Sabha, Bedford, British Ravidassia Heritage Research Group to set up a Covid-19 joint project to support elderly and other vulnerable people from Black Asian and Minority Ethnic (BAME) and other vulnerable communities who may struggle to survive under lockdown.

The aim of setting up a programme to provide food and essential parcels to BAME communities as BAME communities, especially elderly people, have specific food and diet needs, such as chapatti flour, rice, dry beans, pasta and pasta sauce.

This program started on 29th March 2020 to compliment the Bedford Borough Community Hub, Bedford Food Bank and YMCA and other organization providing food as none provided food items that suits BAME communities. Examples: an Italian elderly couple who complained of receiving the tinned pasta and pasta sauce they felt was repulsive. An Asian Muslim family who receive

tinned foods they did not eat and just wanted rice, chapatti flour that was not available in shops but we managed to get stock from a large supplier in London.

- New staff and volunteer Duties and Responsibilities were drawn up and given to staff.
- Risk Assessment Guidelines drawn out for all staff and volunteers to follow. Reviewed as Covid-19 Government and local Council Policies and Guidelines change
- Appropriate PPE items purchased, reviewed as needed due to Government and local Council Policies and Guidelines changes

Publicity and promotional material drafted and set out. Telephone call made to users on our lists to offer support either food or essential items or other on-going support. Referrals started to come in from our partners to supply parcels as required if they did not meet the need.

ACCM (UK) joined up with the Council's Community Hub as volunteers to support BAME communities that the Council could not cater or support their needs.



From 23rd March to 30th June 2020 we have with our partners achieved the following:

- Delivered food parcels to 380 families
- Food parcels contained a week's supply for each family
- Undertaken Risk Assessment that is reviewed weekly taking into account Government and Local Guidelines on Covid-19
- Purchased all relevant PPE equipment and put them in areas where required. This includes signage on entrances and exits and throughout the building
- Established a general chart record day to day delivery and any issues that may arise



- When delivering parcels we often ask if they need anything else – including picking any medication or specific items of need that are not provided by us or any other providers
- Establish if they are suffering from anxiety and need counselling or want to speak to someone

Those who lost love ones during the pandemic period are referred to relevant Faith Leaders for support. If they were not allowed to undertake usual burial rituals or even bury their loved ones this has caused a lot of stress amongst BAME communities who often observe specific burial rituals as send off for their loved ones.

- We continue to support 6 homeless people with telephone counselling- three of them just need reassurance due to their severe anxiety
- Telephone calls from staff and volunteers to at least 35 vulnerable users including 15 homeless people to check if possible to ensure they are okay and have no needs or concerns.



One particular male user with severe disabilities and dietary needs relies on our service for purchase of specific food and essential items. The Charity purchased for him a small fridge to improve his life as he often had to go down stairs on stair lift to collect his food to cook in his micro-wave that was in his bedroom upstairs. He is now so happy and relieved that he does not need to come downstairs and that he has a space on side of new fridge for his milk! Extremely happy.

Director and Project Coordinator delivering fridge and food parcel to user.

- Supported 18 victims of domestic violence. One turned up at ACCM (UK)'s door just a week after Covid-19 lockdown was announced and another in April 2020. 8 have been referred to ACCM (UK) by Bedfordshire Police whom we have worked together to provide housing, applying for social benefits and legal advice to secure Non Molestation Orders against their partners or Leave to Remain in the UK as three of them are new arrivals into the UK.
- The Government slogan or message of 'Stay at Home, Save NHS and Save Lives' was not clearly understood by the community, causing a lot of confusion and uncertainty.



Some of the Thank Yous

"How are you and everyone? Just want to say thank you to ACCM (UK). When the lockdown started and it was a struggle for me and my kids, ACCM (UK) showed up with food parcels every week. This has really helped me and my family, the foods choices are amazing, everything needed for a week are always in the package from rice to toothpaste. The team is wonderful; they deliver with smiles on their faces, patient and makes you feel loved at all times.

Thank you Sarah, thank you ACCM (UK)".

Mrs. O

Some personal presents and cards:



Working with Other Community Groups:

Ghanaian Family Group

This Family Group continue to grow with members now numbering over 100. We continued to support them with health talks, and information particularly on male health and vaccinations.

Another Ghanaian Group that used to meet elsewhere has now moved to use ACCM (UK)'s offices two days a week and is more Faith related to bring families together, support each other through Faith and celebrating family events.

The two groups now have good working connections.

Cameroon Community Group:

We now have the Cameroon Community using our meeting room for their community meetings and celebrations. This is important as we now support the group providing information on other subjects including parenting, health and safeguarding to enable to be aware of what is going on locally and nationally.

Challenges & Opportunities

Challenges:

Our main challenge is continuing to secure core funding in a difficult and very competitive environment plighted by Covid-19 where charities are struggling and all going for the same grant pots. Trustees and the Director are focusing on securing continued extension for new funding and are in talks with The National Lottery Community Fund. We want to continue addressing mental health, tackling health inequalities especially with covid-19 that is adversely impacting the BAME communities. We have already submitted a proposal but due to covid-19 all TNLCF Reaching Communities programmes are on hold until further notice.

Community Hub opening has been a challenge to those most vulnerable. The covid-19 lockdown was very upsetting for these users as majority had nowhere to go and they would walk outside the office hoping for a chance opening to let them in.

Covid-19 has also seen an increase in victims of domestic abuse as abusers are now staying at home 24/7 putting victims at risk of abuse on a daily basis. The victims have told us it is difficult to flee when the abuser is watching them or taking more interest in their movements or who they are talking to on the phone. We are anticipating an increase in victims fleeing when covid-19 lockdown is eased and victims get the opportunity to get out and seek help. With limited resources it will not be easy to meet these needs. We are grateful to the Office of Police and Crime Commissioner for providing relevant funding to support victims of abuse.

We hope some of our existing main Funders, such as Awards for All, Allen Lane Foundation, Bedfordshire Office of Police and Crime Commissioner, Panacea Foundation, Wixamtree and other Trusts including the Harpur Trust in Bedford will continue to support our work. The current funding environment is very competitive and challenging but we have hope and determination to succeed in the interest of our users.

As many small Charities around Bedfordshire are going through the same problem of finding dynamic and expert Trustees to improve their Governance, ACCM (UK) is going through the same. We need to recruit at least three more Trustees to help take the Charity forward to another 10 ten years especially when we move to our location in Cauldwell.

Opportunities:

The Year 2019/20 as highlighted above was busy reaching out despite the challenges including coronavirus. We continue to work closely with our partnership with Health Watch, Bedford Borough Council Councillors and staff from different departments including housing, properties, safeguarding and public health, Bedfordshire Police, Bedford Hospital, various GP surgeries, CCG and diverse community organisations.

The Year 2019 to 2020 was the year when the Charity decided to review its Governance and recruited two new Trustees as some of the original Trustees had reached their time of retirement and resigned. We are excited to have aboard a vast wealth of knowledge and experience which the new trustees bring to the charity.

We organised and delivered 276 events reaching out to over 5074 users, majority of whom are from the most disadvantaged and disfranchised communities in Bedford's most deprived Wards of Castle, Queens Park, Cauldwell and Harpur and Kempston. Kempston, Cauldwell, Castle and Queens Park continue to be our main target Wards throughout the year though we now expanding our outreach to Kingsbrook, Goldington and Sharnbrook. Our highlight was the running of Bedford Health and Wellbeing Fair 2019 in partnership with Healthwatch that attracted nearly 1,000. We look forward to future such events to reach out to the community.

It was also a good year for our Community Hub as we opened 177 mornings with 970 people dropping in, majority of them White British men with some of them victims of domestic abuse and other forms of abuse. The walk in service made it easier for people to walk in and after several visits users were able to open up after gaining trust of staff and volunteers.

Local Community and Religious Leaders are now familiar with our work supporting and promoting whenever requested through letting us use their venues, use their community Radio facilities to broadcast and promote our events and services more widely. This has been important in reaching out to home bound or users who are not able to attend events on the day, such as taxi drivers who listen on their radios, who gain information and seek help or advice later.

ACCM (UK) as founder continues to be lead partner in planning, organising and running Bedford African Community Events as facilitators and raising funding to events. ACCM (UK) leads the partnership of other group representatives from Uganda, Kenya, Zimbabwe, Rwanda, Cameroon and Nigeria to ensure the event is successful in promoting and bring Bedfordshire diverse communities together to enjoy, learn and share in 'What Is African?.' Our learnings from 2017 event means that the 2019 event was bigger than the previous ones.

Our partnership with Bedford College, SSG, and Polish British Integration Centre continues. ESOL and IT sessions are being provided by qualified and trained Tutors funded by SEMLEP, Wixamtree Trust and Allen Lane Foundation. The Polish British Integration Centre is also supporting our learners with Skills for employment. We continue to work closely with Jobcentre Plus who has now agreed to refer volunteers for work experience.

We will continue to work closely with in partnership with Bedfordshire Police on future community safety and community cohesion/integration programmes and seeking new funding to plan and run these events.

We await the end of Covid-19 lockdown so we can make our office move to Cauldwell Community Centre. Our plans are to better serve the needs of the community and become self-sustaining so we are not dependant on grant fundings. This will need a grant to expand office space and improve the hall to conference standards to be able to generate income out of hiring them. We are working closely with the Council to get some work started during covid-19 lockdown in preparation to moving and reopening the Centre in the New Year.

Move to Cauldwell Community Centre will bring increasing demand for our services. This will including developing new services and programmes targeting new communities in Cauldwell and Kingsbrook, Wards that are most deprived. This is due to high prevalence of loneliness, isolation, unemployment, all forms of abuse, to name but a few will bring their own challenges.

ACCM(UK) Finances & Grants

Financial Statement for the Year Ended 31st May 2020

STATEMENT OF FINANCIAL ACTIVITIES AND INCOME AND EXPENDITURE ACCOUNT

Notes	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	£	£	£	£
Incoming Resources				
Activities in furtherance of the Charity's objects				
Grant Receivable	14,085	52,356	66,431	110,380
Fees and Bank Interest				
Total Incoming Resources	<u>14,085</u>	<u>52,346</u>	<u>66,431</u>	<u>110,380</u>
Resources Expended:				
Cost of activities in furtherance of Charity's Objects				
Direct Charitable Expenditure	19,099	12,112	31,211	15,998
Management and Administration				
Office rent and services	0	13,412	13,412	8938
Salaries	77	18,133	18,210	78337
Training	0	125	125	5042
Accountancy and professional fees	0	1,800	1800	1800
Volunteer Expenses	137	13	150	4141
Travel & subsistence	56	1,153	1,209	1701
Trustee	0	0	0	0
Consultancy	680	350	1,030	7990
Administrative	612	4,784	5,396	7146
Subscriptions	08	5	13	316
Bank Charges	48	140	188	188
Staff Miscellaneous	0	18	18	2243
Depreciation	0	244	244	1059
Total Resource Expended	<u>20,717</u>	<u>52,289</u>	<u>73,006</u>	<u>128,554</u>
Net (Expenditure/Income)				
For the Year	-6,632)	57	-6,575	(18,174)
Total Funds at 1st June 2016	<u>5,802</u>	<u>16,511</u>	<u>22,313</u>	<u>40,487</u>
Total Funds 31st May 2017	<u>-830</u>	<u>16,568</u>	<u>15,738</u>	<u>22,313</u>

Our Future Plans

In the last year our users have informed us that we have done a brilliant job in being there for them especially during Covid-19 lockdown. For the next year June 2020 to May 2021 our priorities will be:

- Securing new core funding and other grants including own fund raising methods to sustain the Charity.
- Working in partnership with Bedford Borough Council to make our move to Cauldwell Community Centre a reality in anticipation of ending of Covid-19 Lockdown for community centres.
- What we have learned from the unexpected Covid-19 pandemic and focus on what to do better in future pandemics.
- More focus on BAME and especially elderly who have fared poorly under covid-19 to improve health and wellbeing awareness and access to statutory health services.
- Prioritise mental health and access to services in particular amongst BAME and hidden elderly people.
- Homelessness – make Community Hub more accessible dependent on Covid-19 lockdown Government and Local Guidelines.
- Domestic violence, sexual abuse and illegal harmful traditional practices.
- Recruitment of volunteers including new Trustees.

Staff & Volunteer Musings

ACCM (UK)'s success during this difficult year of 2019 to 2020 operations have been due to its staff and volunteers commitment and passion for what they do with support of a team of Trustees..

However, 2019 and 2020 was a sad year when the Charity lost one of its volunteers, Chris Golder. Chris was often very bubbly, got on well with every one and had a lovely voice that he was training to launch our Community Radio in January 2020. Chris is missed by all including users he supported.



Chris in white t-shirt with staff at the Organ Donation Event

“Remembering Chris Golder who gave his best to the charity, through commitment, enthusiasm, hard work and enlightening our days”

MAY HE REST IN PEACE

Everyone is important to us!

I would like to say a heartfelt Thank You to all the funders for making it possible for us to be able to reach out to those in need. Thanks to Big lottery, House of Industry, Awards for All, Bedford Borough Council, SEMLEP, NHSBT and OPCC for putting their trust in us and awarded us with a substantial grant which enabled us to help the projects participants. We are grateful this collaboration of all these founders inspirer us to continue on our journey.



Organising all the events we deliver this year, I provided all the required administrative support, from fitting them in the organisation's diary, booking venues, organising stall holders, producing marketing materials to feedback and analysis managing the process from the beginning to conclusion, making sure everything is ready for the day, making sure the performance is the best we can deliver with support from the team. I love to see how people learn, have fun, engage with one another in every event, that the hard work that has been put into each event is rewarded by the smile and good spirits.

Every project brings something new to learn for the next event, excitement as we are helping the community in best possible way we can and I support our dedicated team through initiation, planning, execution, performance/monitoring, right through the project close.

This job is so interesting and I learn so much, it is very enlightening because every day brings new experiences. It is not just about admin but encouraging others to believe in themselves.

Before the pandemic caused so much disruption to normal life, we had secured a long-term lease of the Cauldwell Community Centre. This is really exciting for us, as this will create new opportunities for the charity. We accept there will be new challenges as we engage with new demographics.

Following the guidelines and making our premises COVID-19 secure, we continue to offer services this includes Coffee mornings, ESOL, and victim support.

We are delighted to have New Trustees join ACCM (UK) who bring a wealth of experience, knowledge, new ideas and strengths to support the charity as we are adopting a new way of working, facing new challenges and a way to communicate through online.

Celebrating Christmas with the homeless by providing a cooked meal was indeed humbling. Seeing how happy appreciative they were motivates me to continue supporting our team who are doing a fantastic job.

Being able to help individual clients that come to the office for help and not just behind a desk job, makes every day different and rewarding.

Although it has been challenging to the charity, as a team we have become stronger giving our best to the service users.

I am proud of the charity's work and being part of the team, saying this, I would like to say Thank You to the staff and volunteers for their dedication, time and hard work through this year, working together as a team towards the same aim "To help the community"

We are so proud to work at ACCM (UK)

Sat Paul
Project Co-ordinator

Social skill and development project funded by SEMLEP attracted more participants than we planned for. We enrolled 25 people to this programme with the aim of skilling them towards employment. Project participants were furthest away from the employment market due to the multiple barriers they faced. As the programme progressed it was extremely rewarding to see the positive change spawned through confidence building and up skilling.

Our service user group attending the Healing with Wisdom and Understanding project have continued to provide peer to peer support through informal meetings in a relaxed and friendly setting. Attendees look forward to the sessions and the particularly good feedback received will mean that the programme continues for the foreseeable future. On Christmas Day 2019, Director of ACCM (UK) provided cooked dinner for the group, who may otherwise not have anyone to spend time with. This was a very considerate and charitable gesture on part of our director and was gratefully received.

Representing ACCM (UK) I supported the Bedfordshire Police Recruitment process through interviewing the new recruits. I am happy to have contributed to this procedure and incredibly pleased to see that Bedfordshire Police have been recognised at national level for their successful drive for the police force to be reflective of the shire's community diversity.

Through our Organ Donation project, funded by the NHSBT, we have delivered 'changing mind-set and myth busting' event at the Miracle Church of God. Adjusting to comply with the covid19 related guidelines we managed video recordings at the Bhagwan Valmik Temple, Guru Gobind Singh Gurdwara and Queens Park Mosque for the faith leaders to promote Organ Donation to their communities.

I am privileged to have been part of the planning group of BIC which is in it's 10th year of promoting community cohesion through planning and delivering the Festival of Lights, an annual event which has earned a reputation for engaging the remarkably diverse community in celebrating a shared festival together. In the 2019 event ACCM (UK) lead the promotion of Organ Donation amongst the BAME communities and reached over 800 people and shared information on the forthcoming change in the law.

I had the honour of representing ACCM (UK) at the India Independence Day. The extremely well organised event was attended by many dignitaries including the High Commissioner of India.



Another annual event organised in collaboration with different organisations and led by ACCM (UK) is the Bedford African Event Day. 2019 event was as popular as in previous years. At one point of the day the venue was full to capacity with people still coming in. This very colourful event reflects the rich African people's culture and promotes diversity and community cohesion in Bedford.

The South Asian community is known for disproportionately suffering from type 2 diabetes. Older people who came from North India or Pakistan whose first language is Punjabi were identified for not being able to manage their diabetes due language barriers. Working with the NHS I supported Diabetes Awareness for Punjabi Speakers Programme through translation of information to Punjabi so patients could understand and better manage their condition.

Case study: a 55-year-old male learned that regular walking could help reduce blood sugar levels. Within 3 weeks of taking up daily walking, his need for medication intake reduced considerably, and he reports feeling much better and enjoying life more.

In 2019 Bedford saw the largest Health Fair ever. This was organised by ACCM (UK) in collaboration with Healthwatch, which attracted a wide range of health providing services and attracted nearly 1000 public attendees.

I founded the British Ravidassia Heritage project, which aims to undertake research into the life and times of Guru Ravidass, a 14th century Indian saint. Britain is home to over 300,000 Ravidassia population and Bedford has a very well-established base which has been serving this community for over 50 years. This project has reached and attracted interest from scholars and community living in the UK, Europe, India, and other parts of the world.

Working closely with the Bedford Borough Council we secured a 25-year lease for the Cauldwell Community Centre. When the virus situation allows us to move to the Centre, ACCM (UK) envisages and increase in the variety of community work delivered at present. From this centre we look forward to working with different demographics and establishing new partnerships with deliver partners.

With the pandemic having a sudden and devastating global effect, many people who had travelled abroad were stranded as flights were cancelled. I supported many families who had their relatives in India and unable to return. Through close contacts with the Indian High Commission London and the British High Commission Delhi I managed to support the stranded people to return home via the specially chartered flights by the British Government.

As soon as the pandemic caused restrictions, I organised a collaboration 4 local charity organisation, led by ACCM(UK) to support the community in need by delivering essential food items. We started this support service in March 2020 and will continue for as long as there is a need. We are finding that in some cases the need is due to food poverty and not only as a result of the pandemic. Through delivering food to those in need, other issues have come to light, such as domestic violence, mental health and people needing support in other areas.

Case study: Mr D is a vulnerable 60-year-old with chronic underlying health conditions. He also has limited mobility as a result of which he is almost housebound. Over the years he has lost faith in the state care providers. He feels he is being passed from one department to another and “no-one is listening or cares”. Over a period of time I managed gain his trust and have been speaking to him regularly and delivering personalised food items. I will continue to work with Mr D’s immediate day to day need and support his long-term care plan.

Rehana Kosar
Project Worker

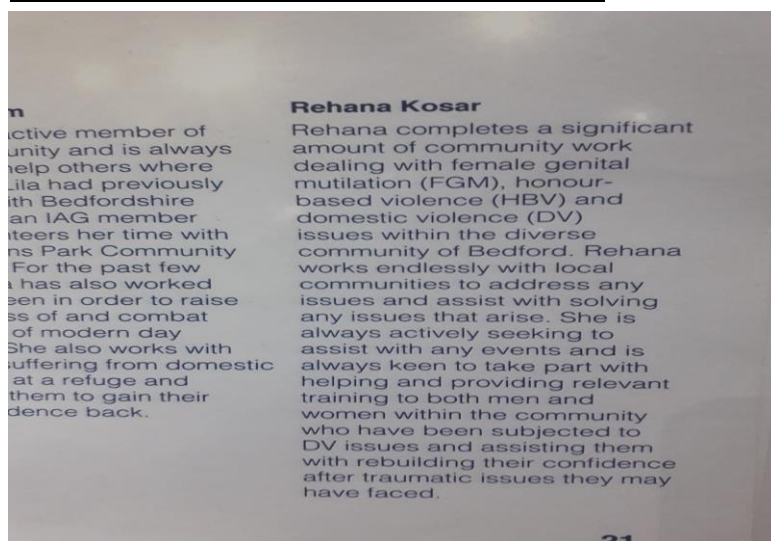
Health and Inequalities Project Worker

Never the less so excited to be writing my journey through 2019/2020.

It has been a very challenging year, however I believe when you do 100% charitable work helping the ones in need God is always with you, I am pleased to have been helping those in need , I have been dealing with victims of DV/H.B.V Modern day slavery, tackling health and inequalities throughout the year.

Awards

Nominated for the Unsung hero award 2019



Nominated for the High sheriff award 2020

I really appreciate everyone that has appreciated my hard work throughout the years helping and building communities and lives

Phew finally passed my level 3!

Feeling proud I got my level 3 certificate in counselling this wasn't easy especially working, studying and also not to forget that what impact this course can have on every individual, I was thankfully fully supported through my journey and had supervision which really helped.

Looking forward to complete my final year soon and be qualified.

It is amazing how all, my training has really helped the victims that I deal with.

Since the pandemic it has been really hectic especially the lockdown and the suffering everyone

went through not knowing the known, however here at ACCM UK we stayed really strong and we continued working throughout the year following the guidelines government provided. I'm really privileged to be able to be in the position I am that I am able to help people in need, no matter what the need was we were there!

There has been a dramatic increase of cases received since covid 19, I am privileged to be able support victims of F.M , D.V, H.B.V, and all other forms of abuse in their difficult times, I provided them with all support that was needed to build their lives back up again with working closely with other partners.

During the pandemic it was really difficult times for everyone especially through the festive time, I supported the Bedfordshire police giving out video message to all the communities in staying safe during the lock down informing them that we are here to help if in need. Another video message was made for Eid greeting to all the Muslims celebrating Eid informing them to stay home and celebrate with loved ones at home, messages were reinforced throughout this period anyone suffering in silence to get in touch with us.

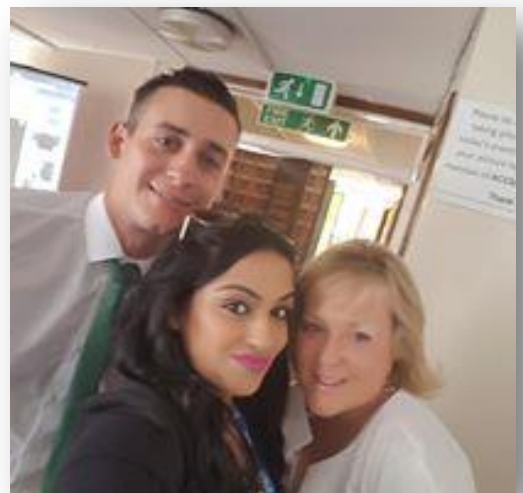
I would like to take this opportunity to thank Bedfordshire police, Ariston Solicitors, Premier Solicitors, victim support, in house counsellors and the other professionals that supported me with the intense sensitive cases.

Huge thank you to our Bedfordshire police crime commissioner for all her support providing us with funding so we could continue working hard supporting victims of abuse.

As everyone is aware this year has been really difficult during covid 19, I would like to thank everyone that has supported us during this difficult period.

Huge thank you to everyone had great feedback which gives even more motivation to do more for all the committees and support victims. Lastly, how can I forget to Thank Sarah, Sat, Jimena, trustees of our organisation for all the support give.

Thank you



Mark de Gietelink.
Volunteer

Since June 2018 until May 2020 I have hosted 2 coffee mornings per week at ACCM (UK).

The clientele are mainly those who have fallen between the cracks in our glossy consumptive society.

As an ex-army medic I recognise the walking wounded.

Often bewildered, lonely and difficult to be with. These conditions can be mollified with tea, coffee, custard cream s and chat, and this is what we do.

I have seen ACCM (UK) connect people who would have stood no chance of making such connection s by themselves with councilors, educators, advocates, medical s, legal and other helpful types.

Were I obliged to summarize the ACCM (UK) effect in one word I would choose Connection. Dispair evidenced by it's absence.

Which, in a binary space of winners and losers can clearly be recognised as antidote

Upstairs, they deal with the heavy stuff. Which is delicate and must be handled sensitively.

Persuading people from all cultures who consider themselves righteous, whilst violating others secretly, unlawfully, traditionally, to consider again.

This can be recognised as sensitive work. Careing and supporting the survivors even more so.

Intertwined within all this are English and Mathematics lessons, life coaching, Tai chi, dancing, guided meditations, lawyer sessions, buffet's for hungry wanderers at Christmas and many other things to numerous to mention here.

I consider ACCM (UK). to be a Warmth within a chilly space. It reaches into the isolated and offers togetherness with acceptance, support, kindness and encouragement.

It also stand's by it's very existence and practice for compassion, fair play, dignity, and therefore against those who do not recognize such virtues.

Eg, people who violate men women and children. All of whom are entitled to protection by law, if only they can ask it clearly to come and help them.

The coffee mornings rest until the pandemic subsides. All the other work continues, and now



includes a food bank.

I consider the staff at ACCM (UK). to be amongst the finest people I have ever met. Which is to be expected in charity's.

I recommend them and their mission to you.

Jimena, with dazzling smiles, nags me about paper work and keeps us all together. Administrating in the manner of one who is good at it. She is the glue that holds us. Strong.

Rehana, field worker, spirited warrior woman with a stance that inspires confident alternatives. Precisely what you need to turn up when things are really horrid. Brave.

Sat. A glacier of will with a warm heart and a cheery smile, advancing relentlessly into the ancient arguments and without offence or disdain facilitating reconsideration, compassion, wisdom, and a perceptible bettering of things. Stubborn.

Sarah. The heart of ACCM (UK). Who years ago recognised a wrongness and found within herself the courage to make a stand and change the future. By making one, without monsters. Heart full. If I was in charge of statue's, she would have one.

Service Users' Comments

I came to ACCM to meet people over coffee, and have a laugh. The people are warm, and entertaining. The services provided for us have been of high standard, advice and information is very valuable. I was glad I came as I have learnt how to use computers and when the libraries open I can use computers there as well. Oh the Director providing us with Christmas and New Year's lunch shows how much ACCM cares about the homeless.

We have missed our meetings during covid lockdown and are happy that it has reopened for some of us to return as long as we behave ourselves and we will do just to have somewhere to come to.

My friends who do not write think the same too.

Thank you very much for being there for us.

Homeless user – now rehoused

Christmas 2019 at ACCM (UK) as good, enjoyable and very worthwhile as we were treated to hot meal cooked by the Director and her staff. The staff did very well; they do look after the clients with passion. The ACCM (UK) centre is very useful for those who are lonely, live in isolation and homeless. It is good to meet and chat to people from all walks of life. We can learn things by chatting and listening to one another with support of staff and volunteers, as long as people respect each other's differences of opinions. Also having a hot drink can create a good, relaxed atmosphere.

It was helpful to have this centre open Monday to Friday when we had somewhere to go whether sunny or rain to be listened to and given help and friendly unbiased information. May be they could open Saturday and Sunday too. Every day is made different with different activities as people are different, as long as people respect other people beliefs and cultures that is important. When they closed for Covid we were devastated as we had nowhere to go and I was walking up and down the street hoping they will open. They are open now and I am happy to return and meet my fellow users again and have someone to chat to again as long as we behave and respect each other and follow the rules staff and volunteers are telling us.

Also having staff and volunteers with good listening ear and have the time to listen to your problems can be helpful and useful. I know that the staff do their best as long as there is a good atmosphere that is very important. This centre is very much needed for us with nowhere to go for advice or the important help or information we get here especially trying to give us skills to get back into work has helped some.

Homeless User – rehoused

I would just like to say a big thank you to you and your volunteers. This gratitude is for the kind support your organisation has provided to the 3 elderly people mentioned below.

I arrived in the UK end of January for arranged marriage and by end of March I had been dumped at ACCM (UK)'s door. Thank you for your support I am now safe in a refuge.

"Each and every one of them have been touched by your kindness and compassion in these troubled times. I have reached out to many food banks in our local area and you outshine them all! Going over and above to ensure that everyone receives the food they need. A very big heartfelt thank you!"

*I am a victim of DV I was in need and ACCM UK helped and supported me
Thank you*

Karan said a big thank you as I am particularly sighted and cannot get to the shops

I would like to thank you and your team for such fantastic support for our mutual clients. Each and every one of them have been touched by your kindness and compassion in these troubled times. I have reached out to many foodbanks in our local area and you outshine them all! Going over and above to ensure that everyone receives the food they need. A very big heartfelt thank you!!

"I am very grateful with your help and support with the food parcels"

ACCM (UK) Thank you very much for your support, I feel more confident now and my English is much better

"Thank you ACCM (UK) for your kindness and understanding"

My father-in-law is an old fashioned Italian and very proud but he has been moved by the support he has received from ACCM (UK) especially for not giving pasta with shop made pasta sauce but with tomato sauce instead. Brilliant and very well thought out to meet his needs.

Quotes from Health and Wellbeing Fair

"Thank Very much hope that you run the Fair again next year as you allow so many excellent charities to showcase their work alongside the professionals."

"Thank you for the connections made possible by you and your team. Some say recruiting is the most difficult part of research - but surround yourself with the right people and immerse yourself in the process and recruiting becomes the best part."

"I feel that all areas have been covered very well."

"Very well organised event and plenty of information on various subjects."

"Good turnout. Lots of people."

"Excellent day. Plenty of stalls."

"An amazing day. We have made lots of good contacts. We feel we have made a difference to members of the public to help them improve their health and reduce risk factors for diabetes."

"It was a privilege to be part of such a fantastic event."

"The event has been a great success promoting local service providers. Very informative."

"Very informative and well organised. Food and drink an unexpected bonus. Many thanks."

Album

1. Allotments

ACCM (UK) owns two Council allotments rented since 2017 when it was found that these helped users with anxiety, mental health, living in controlling home environment to have a get out, meet other people at the allotments, make new friends, share seeds, crops and most important gossip.

When we started getting homeless users attending our coffee mornings, this year we introduced them to growing your own or working on the allotments. Three of them joined initially though two have continued to attend. They prefer this to walking up and down the street or just sitting in town centre. Sharing of what has been grown such as onions, potatoes, Spinach, cabbage, tomatoes, beetroots or sweet corn has been a revelation and satisfaction to all.



Covid – 19 Essential and food items delivery:



Specific Asian and African food items



Some Partner suppliers who also donated food and essential items



Some Partner suppliers who also donated food and essential items



Staff and Trustee viewing items



Trustee – sorting out items for delivery



Bedfordshire university Student receiving parcels



Volunteers collecting parcels to deliver



Elderly recipient of the parcel



Administrator checking stock



Trustee and one of the Volunteer Drivers



Organ Donation Project



Social Skills and Development for people not in employment





African Event



Bedford Health and Wellbeing Fair



Stalls and Acknowledgements – Bedford Health Fair

+ Access Bedford	+ Dave Hodgson, Mayor	Unit, Bedfordshire
+ ACCM (UK)	– Bedford Borough	Hospital Trust)
+ Active Travel (Bedford	Council	+ Mind BLMK
Borough Council)	+ Diabetes Education	+ Oral Health Improve-
+ Age UK Bedfordshire	Team (Bedfordshire	ments – BCHS
+ Art of Living & Sri Tat-	Hospital Trust)	+ Organ Donation
tya UK	+ DKMS Beds Hub	+
+ Barre Yoga	+ EEAST	+ Our Minds Matter
+ Bedford Borough	+ ELFT – Recovery Col-	(OMM)
Council Sports Devel-	lege, Diverse Cultures	+ Park Run & 5k Your
opment Team	Community Support	Way
+ Bedfordshire Clinical	Team & People	+ Parkinsons UK Bedford
Commissioning Group	+ ELFT Body Image Pro-	& District Branch/ Mul-
(BCCG)	ject (Eating Disorders)	tiiple Sclerosis Society
+ Bedford Borough Par-	+ ELFT Crisis Services	+ Pathway to Recovery
ent Carer Forum	(Twinwoods)	(P2R)
(BBPCF)	+ Ember Therapies	+ Podiatry Services –
+ Bedford Open Door	+ Fitter Me	BCHS
+ Bedford Samaritans	+ Food First & the Hy-	+ Public Health/ Health
+ Bedfordshire Doulas	dration Project (Nutri-	Protection
+ Bedfordshire Fire &	tation & Dietetics, Bed-	+ Redstone Therapies
Rescue Service	fordshire Hospital	+ Royal British Legion
+ Bedfordshire Older	Trust)	Bedfordshire
Peoples Community	+ Heartie Bites	+ SEND Local Offer (Bed-
Mental Health Teams	+ Home Births & Mid-	ford Borough Council)
& Dementia Intensive	wifery Led Birthing	+ Sight Concern Bed-
Support Service (DISS)	Unit (Maternity, Bed-	fordshire
+ Bedfordshire Police	fordshire Hospital	+ Specsavers Bedford
+ Bedfordshire Rural	Trust)	+ SRCM Heartfulness
Communities Charity	+ Institute for Sport and	+ Sukyo Mahikari & Crys-
(BRCC)	Physical Activity Re-	tal Healing
+ Bedfordshire Wellbe-	search (ISPAR, Univer-	+ Terrence Higgins Trust
ing Service (IAPT)	sity of Bedfordshire)	+ iCash Bedfordshire
+ Beds Prostate Cancer	+ Jai Ma Yoga	+ The Lifestyle Hub (Bed-
Support Group	+ Janssen Pharmacy	fordshire Hospital
+ BLMK ICS	+ Karma Nurture	Trust)
+ CAMHS Bedfordshire	+ Lauren Aimee Yoga &	+ Tibbs Dementia Foun-
+ Carers in Bedfordshire	Dance	dation
+ Circle Integrated	+ Lindleys Pharmacy	+ Tissue Viability
Health (MSK)	+ Macmillan Cancer	
	Support (Primrose	

More information and photos can be found on our website www.accmuk.com or can be requested by contacting us at info@accmuk.com or 01234 356910.

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St Andrews Church, Cauldwell

Castle Ward Councillors

Kempston Town Council

Wixamtree Trust

HealthWatch

TESCO

GREGGS

The High Sheriff of Bedford

AND MANY MORE