

Supporting communities, enterprising minds and active citizens

ANNUAL REPORT

JUNE 2017 to MAY 2018

CELEBRATING TEN YEARS WORKING AND SERVING THE COMMUNITY

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HIGHLIGHTS FROM THE CHAIR

The success of ACCM (UK) this year continues to show increase in demand for its work and services due to the hard work and compassion from my fellow Team of Trustees, staff and volunteers who put so much effort into engaging and reaching out to hard to reach communities, professionals and service providers. Our easy to access central and discrete location especially ground floor space launched as a Community Hub on 5th May 2018 has expanded our office and meeting rooms space that continue to be the focal point of meeting for existing and new groups and individuals seeking help, getting involved or participating in our activities or just dropping in to meet others and share experiences over a free coffee.

As Chair, 2017 – 2018 was a great year as ACCM (UK) celebrated its 10th Year Anniversary serving our communities and making a difference to their lives. As Chair I am proud of ACCM (UK) reaching this milestone during this period of funding challenges. 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. As a member of the Board of Directors / Trustees, I have seen our duties and responsibilities expand as users request more services in new areas, such prostate cancer, mental health self-help groups and young people. Our partnership with Premier Solicitors in Bedford providing free initial legal consultation, advice and support continues to expand as more users hear about the service.

The Director can also be commended for spending and committing her time with the support of staff and Trustees in 2017/2018 in completing new funding applications and securing new grants from Awards for All, Bedford Borough Council and The Panacea Trust. We are also grateful to The Office of Police and Crime Commissioner, The Allen Lane Foundation, St Andrews Church and Wixamtree Trust for continued support with new grants.

We are pleased to be joined by the British Association of Physicians of Indian Origin (BAPIO) representative who is supporting our project to develop long term sustainable programmes that will help secure new grants through such programmes as Social Prescribing to make use of our new Community Hub/Safe Place on ground floor.

This year we had our second Quality Management Certification review on 24 July 2018 which was very challenging and tough but we were successful in gaining the BS EN ISO 9001: 2008 Certification accreditations valid until March 2020. The review gave us some recommendations to improve our strategies and policies and these have been taken on board as we progress to next year and beyond.

The next year of 2018 to 2019 will be challenging as the onus will be on Trustees and the Director to raise new funding to ensure we sustain our work beyond March 2019 when current main grant from Big Lottery Fund ends. As Board members we will ensure that we continue to be proactive and provide support to staff and volunteers to develop new services and secure new sustainable long term funding to meet the increasing needs of our beneficiaries.

On behalf of my fellow Board members, I would like to thank the Director, staff, volunteers, users and supporters and most importantly our funders especially Big Lottery Fund, Allen Lane Foundation, Wixamtree Trust, Awards for All, Panacea Trust, The Office of Police and Crime Commissioner, St Andrews Church 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 2018/19.

Pamela Gomez
Chair

REFLECTIONS FROM THE DIRECTOR

A successful year

The 2017 to 2018 year was a very exciting and successful for ACCM (UK). As Founder and Director 2017 to 2018 was spent planning, organising and running our 10 Year Anniversary Celebrations held on 5th May 2018. Looking at the diverse groups from all over the world who performed at the Anniversary including from Colombia, West Indies, China, African and Asian proved that we reach out to people from all walks and backgrounds. We also continue to win awards from the Police for our work on diversity and community cohesion through our other project Bedford as One.



Director – 10 Year celebrations

Our partnership working continues as it enables us to reach out to other communities, sharing good practice, running joint events and information in the best interest of our users. We continued working with our existing partners including trusted grassroots organisations, The Polish British Integration Centre, Italian Senior Citizens Group, Victim Support and local Religious groups in Queens Park, Cauldwell, Kempston and Castle. We were supported by Castle and Kempston Councillors in running events in their Wards. Our next action will be in Kingsbrook and Kimbolton Wards. We now also have new groups of African background in Luton, Milton Keynes and Northampton that we are supporting or delivering joint work to communities. One such work was having the initial idea of organising the first Bedford African Community Event held 24th June 2017 in the Harpur Suite in the Town centre attracting over 500 people from diverse backgrounds including the Mayor, the Bedfordshire High Sherriff and local politicians. The event was a success as it brought some positive feeling about ‘What is African?’, its colourful costumes made young people appreciate their heritage. Everyone is looking forward to the next years’ event.

Our work in 2017 to 2018 continued to build on our successful existing programmes including ESOL, IT, Health and wellbeing, coffee morning, counselling, youth groups, homework clubs and elderly services, legal advice and creative therapy sessions, while introducing new areas of need such as Self Help – Peer Led Mental health and Post Traumatic Syndrome Disorder (PTSD) Groups. As Director and trainer, I attended over 80 meetings locally and nationally to promote ACCM (UK), learning and sharing information and good practice or training professionals and supporting communities.

This was an exciting, interesting but challenging year with regards to staff and volunteer capacity due to increasing demands and needs from our users and the launch of the our new Community Hub/Safe Place. With new funding from Allen Lane Foundation, Awards for All, Wixamtree

Trust, The Panacea Trust and Office of the Police and Crime Commissioner we have been able to meet most of the new needs and able to celebrate our 10 Year Anniversary in May 2018. Volunteers have been important part of our organisation however good volunteers do not stay long as they get into paid work elsewhere or go on to University to advance themselves, which is great opportunity for them but a loss for ACCM (UK).

Our success in the community is also due to excellent partnership working and sharing of resources with other agencies including Public Health Team, Healthwatch, British Association of Physicians of Indian Origin, Bedford Police, Job Centre Plus, One Housing, Bedford YMCA, WEA, PBIC, DEVELOP for Youth, MIND, Bedford as One and Capital Radio to name some.

Our partnership work with the Italian Senior Citizens Group, African Caribbean Senior Citizens Group, and The Ghanaian Family Group continues to grow. We now also have new local groups some working with people with disabilities now joining ACCM (UK) or using our Community Hub meeting rooms for their work. This is bringing in more vulnerable people to make use of our Hub facilities to make a difference to the wellbeing of our users.

In our Progress Evaluation Report May 2017 one of the concerns that came up was that some members in the community have never heard of our services. Our response to this is the setting of ACCM (UK) Digital Radio Station supported by Capital FM to help improve publicity to reach those stay at home, men who may be listening from their taxis or homes or small businesses and young people who are keen on media. The Station will be run by people, people from the community promoting various issues in different languages to reach the diverse communities of Bedford where 110 languages are spoken. Our Youth Groups continue to grow through support from DEVELOP that runs youth programmes at the Hub and joined by YMCA young people as well.

This year General Data Protection Regulation (GDPR) was the new Government Policy that required us to overhaul most of how we keep our records that contain personal details of Trustees, staff, volunteers and our users. The Law also involves the way we organise meetings or events and taking and keeping of any images of third party. As this was mandatory policy that all had to work with all staff have had training and relevant procedures and processes have now been put into place.

Our work with Bedfordshire Police with various Police Teams, especially Domestic Violence, Hate Crime, Community Safety, Victims Hub and OPCC to name a few, has grown from strength to strength. We had more joint partnership working this year with Road Shows in the Midland Road and Tavistock areas, organising and running conferences including the launch of Hate Crime. One of our staff members supported the OPCC on work to celebrate 100 years of Women's Suffrage.

As one reads through the report it will become clear, that as a project, 2017 to 2018 was a busy year, active and celebrating year with over 3,000 attending or using our, Celebrating our 10th Year Anniversary and providing services to meet the needs of our users in particular free in-house legal advice with a prominent Legal Firm of Premier Solicitors. Supporting the setting up of two self-help peer led mental health groups by offering a convenient comfortable Safe Place to meet as part of their healing journey.

Looking to the future

Our research and evaluation from feedback undertaken in May 2018 identified new areas of need such as that we were not reaching more hard to reach users and mental health was established as a major problems especially amongst young, elderly and men who have the highest suicide in Bedfordshire. This is also backed by the Bedford Borough Council's Joint Health and Wellbeing Strategy 20018 to 2023 Report.

There are still challenging unmet needs, especially in mental health and loneliness amongst elderly people and we hope that with the new submission of grant application to extend our Big Lottery Fund Grant after March 2019 will be sympathetically viewed to continue our work. The extension of BLF will enable us to develop the Community Hub / Safe to attract new contracts to deliver new services as Social Prescribing to support people in need will sustain our project beyond 2022.

We anticipate Bedford as One to return to the fold of ACCM (UK) and a branch project but supported by Bedford Health Watch, Bedford Council of Faith and Bedford Borough Council.

ACCM (UK) working with various African communities to continue delivering the best Bedfordshire African Community Event annually.

Continue being supported by the OPCC to enable us to support the Bedfordshire Police work locally to make Bedford a safe place to live especially eliminating domestic and all other forms of abuse.

The new Gardening for health project is an exciting programme supported by TESCO and GREGGS will enable our users, staff, and volunteers to improve their knowledge of protecting the environment while growing health fruit, vegetable and herbs for themselves and their families while improving their mental health. We look forward to shearing tips of growing own food.

We are proud of Rehana Kosar and Sat Paul our Staff who continue to win Awards from Bedford Police for their work with local on Community Cohesion.

Looking forward to 2018 to 2019 and beyond with thanks to all our supporters, users and beneficiaries who still value and appreciate our services and work and Funders who have faith in our project to continue funding us.

Sarah McCulloch
Director

THE PROJECT SO FAR

What we did

The Trustees / Directors continue to oversee the whole project, managing of finances by monitoring, authorising payments, checking all payments are in order, signing cheques and responding to communication relating to the project. The Board met 4 times a year at our Bedford offices.

10 Year Anniversary Celebration:

ACCM (UK) founded on 5 May 2008 Celebrated its 10 years Anniversary on 5th May 2018. The celebration took over six months to plan and run. After so much rain and cloudy cold weather Saturday 5th May 2018 turned out brilliant sunny warm day. We had stage installed in our car park and bouncy castle on the green for young people. We had stalls from our Stake holders including Bedford Healthwatch, Public Health Team and Police, various food stall holders including real British Tea and Cake in the car park.

Our guest speakers included the Bedfordshire High Sherriff, Local MP and Councillors, including Cllrs. Richard Fletcher and Sue Atkins. The Chair, Pam Gomez, led the afternoon's celebration events.

The day celebrations were well attended as we had a full afternoon of vibrant and colourful activities from divorce nationalities including young Indian drummer, African drummers, African Caribbean Story teller, Chinese dancers, Colombian dancers and Morris Dancers who all captured the and entertained the equally diverse people who attended. The bouncy castle was very popular as it attracted children from the neighbouring streets and the caravan servicing real English Tea and Cake brought old English nostalgia back as people enjoyed a cuppa with cake in real English Bone china.

This was also the day we launched our Community Hub/Safe Place after four months of opening it to the general public for free coffee mornings and drop in to

attend various sessions including free legal advice and health and wellbeing workshops.



Other Work with Users, Stakeholders / Partners:

The year 2017 to 2018 saw us undertaking more activities in collaboration with our other organisations enabling us to reach more diverse and varied beneficiaries with around 2,350 attending activities or workshops held at ACCM (UK) and around Bedfordshire. 23% WERE women only, 13% men only while 64% mixed gender events or workshops with 100% saying that the whole family participating in events enabled them to make joint decisions that improved their whole family's health and lives in general.

In addition, 690 individuals received One to One support or help, 65% were women and 33% men. Over all nearly 70% of them suffered from depression or mental health especially victims of all forms of abuse. Our work with Italian Senior Citizens Group, The Ghanaian Family Group, The Ghanaian Victory Life International group and women's groups around Bedford continues. Our free 20 min legal advice consultation sessions run by Premier Solicitors continue to grow as word goes around with majority seeking advice or information on immigration and domestic violence. Our in-house counselling service is a godsend for our clients who do not have to go on NHS referral waiting list and our easily accessible offices mean that beneficiaries can drop in without fear of being seen. For the first time many of our users were able to complete counselling sessions leading to full assessment on their progress and benefit. Users now say they have gained confidence in talking about their experiences and confident in sharing their experiences with others in a group, and many now encourage others through word of mouth to seek help. This recommendation has increased numbers seeking counselling especially men from all backgrounds.

As part of the group therapy around 35 users and their children were taken to Hunstanton Beach. This was also part of the Citizenship learning for majority of our users who have never seen or been to the country side. Some of the ladies and the children were excited as they had never been to a British beach before. The sun shorn and everyone had a great time though some took the plunge to swim; it was too cold for many due to cold winds. They want to do it again as one parent commented that this trip was like their first holiday since she came to Britain ten years ago.

Bedford as One – little sister project

Our Bedford as One project has grown and become one of the most successful new projects in Bedford. Bedford as One won an award from Bedfordshire Police and OPCC for its Community Cohesion work in December 2017.

Sat Paul and Rehana with their Awards

ESOL – English and IT sessions

We continue to provide ESOL for non-English speaking migrant communities and IT for beginners as these classes have become popular. The numbers have grown from under 60 a year ago to 75 with Learners now coming from diverse backgrounds

including Polish, Portuguese, Brazilian, Italian and Siberian. We now run three classes two days a week instead of one. There is a demand for learners to take their Citizenship tests but we have to refer them on to Bedford College for advanced and

Citizenship course where over 10 are said to have achieved certificates. This work continues to be delivered in partnership with Bedford College though we also now have fully qualified ESOL Trainers running two of the classes funded by Wixamtree Trust. As majority of our learners are women of Asian background who are housebound with no formal education and not accessing statutory services due to language barrier, learning to speak and read English and use of IT is empowering them with confidence and knowledge leading to better career, training or volunteering opportunities outside the home, and becoming independent of their husbands and families. This year 4 ladies have set up home business, 6 are in volunteering and 3 have secured paid work. This programme needs to continue as long as ACCM (UK) still operates in Bedford. This year we had Community Police Officer hand our Certificates to those who completed their Year Training. WEA are in talks to start

delivering English and Maths to those who want to take up Citizenship or driving tests as well taking up work and training opportunities.



Bedfordshire High Sheriff with staff and ESOL Tutor - Centre

Bedfordshire Police Partnership

This year saw our work with Bedfordshire Police increase due to the excellent work partnership we have established with the OPCC and Bedfordshire Police who now appreciate our work and easier access to minority communities through our outreach activities. This year saw Bedfordshire and ACCM (UK) plan, organise and run two Road shows in Midland Road and Tavistock Road areas of high crime. ACCM (UK) helped launch the Bedfordshire Hate Crime Promotion by organising the launch at our offices.

Work around other issues organised last year on PREVENT, Religious Extremism or Trafficking continue as part of our Health and Safety activities. The Police continue to attend our outreach events, holding stalls or giving talks on various subjects.

The Police Commissioner, Kathryn Holloway and her Team are the first in the UK Police Force to specifically fund goys and male victims of all forms of violence. ACCM (UK) is lucky to be one of the beneficiaries of this grant as there has been increasing numbers of male victims

of abuse seeking support, counselling and information.

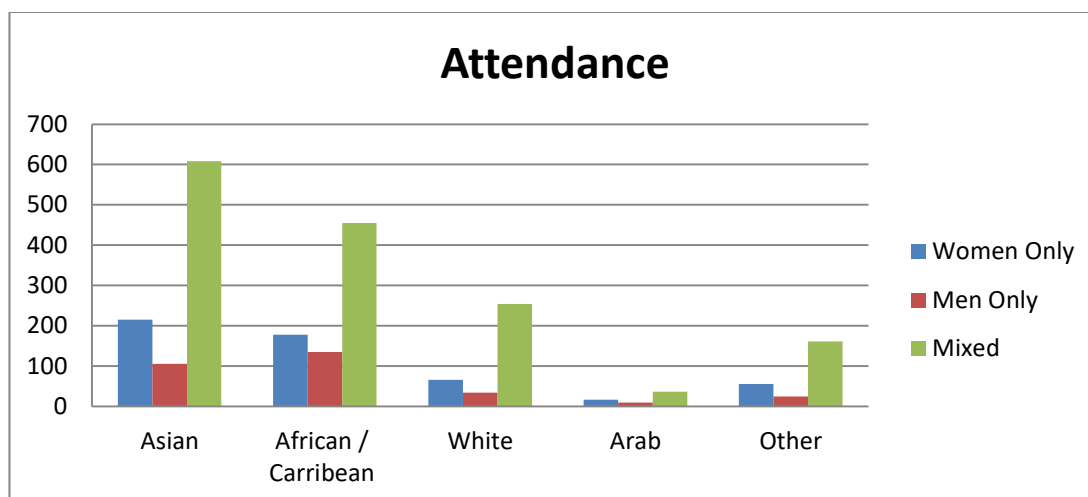


Police Officers at ACCM (UK)'s stall in town centre

Working with Beneficiaries and Professionals:

In total the whole year 3,077 attended activities, used ACCM (UK)'s services, sought information or counselling or just dropped in for a coffee with - 33% were women only, 18% men only with 49% mixed gender. 100% of those who gave feedback said that the whole family participating in events enabled them to make joint healthier decisions.

Chart showing beneficiaries by Race and Gender for the year

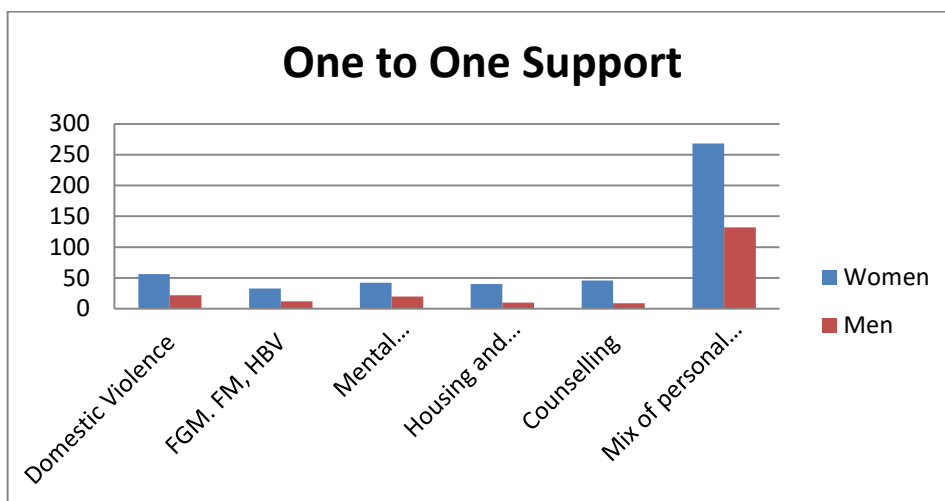


Although majority of our beneficiaries in 2017 to 2018 were women we had more beneficiaries attending mixed events that included health and wellbeing activities, workshops and talks on diabetes, high blood pressure, all forms of cancers especially prostate and bowel cancers, all forms of abuse and Hate Crime. This year saw increasing numbers of men seeking one to one information, legal advice and counselling as victims from all forms of abuse. Majority of those who received one to one support were for a mix of various problems, such that one person a victim of domestic violence, was also a victim of honour based violence, sexual abuse and suffering from mental health and requiring support from multiple service providers. Domestic violence had the highest number seeking one to one support with 11% with 8% of the 690 beneficiaries receiving counselling. There is still a stigma attached to how minorities view counselling. This is an area we need to do more to change attitudes so minority people especially men can view counselling as part of their recovery journey. We are having talks with the counsellors to review how we promote this service by changing the terminology we use, such as naming the Counsellor as someone 'you have a chat with about personal problems'

This year also saw us undertaking more outreach work in Religious centres due to increasing support and collaboration with Religious Leaders who continue to promote our events and services, especially targeting men. Majority of our male beneficiaries were of Pakistan or Indian background said they came because they were encouraged or heard from the Religious Radio about the support, services offered or event. In our previous events we had targeted men of Indian background however this year we have seen an increase in men of White British background seeking information, support and advice mostly on mental health, domestic violence or homelessness.

Table showing Numbers of beneficiaries who received One to One support.

Subject	Women	Men	Total	%
Domestic Violence	56	22	78	11
FGM. FM, HBV	33	12	45	7
Mental health/depression	42	20	62	9
Housing and benefits	40	10	50	7
Counselling	46	9	55	8
Mix of personal issues	268	132	400	58
Total One to one	485	205	690	100
% of users	70	30		



Our capacity to listen, provide positive support and safe, friendly working environment in collaboration with other service providers such as Independent Domestic Violence Association (IDVA), Police, Safeguarding Teams and Bedford Borough Council Housing Teams to improve the lives of victims of all forms of abuse, means we are trusted to deliver positive outcomes to make a difference to their lives. This has seen increasing numbers of victims of domestic violence, illegal traditional practices and sexual abuse coming forward to talk to us.

New Self – Help Peer led Mental Health Groups.

Since 2016 we have seen increasing numbers of users, especially men and people of White British background, with mental health or depression seeking information, help and counselling. This year we have supported the setting up of two Self-Help and Peer led groups - 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 other group is The Survivors Hub for adults who suffer from Post-Traumatic Stress Disorder due to the abuse suffered in their childhood. They meet every Thursdays after 5pm. We are pleased that these Self-Help peer led groups have chosen to use ACCM (UK) as their venue where they can meet listen, speak freely. Listen to others, share experiences as part of their healing journey facilitated by ACCM (UK) staff.

The two groups facilitated by ACCM (UK)'s staff member are open to new users to join anyone interested should contact info@accmuk.com or call 01234356910 for further information.

Kempston and other Outreach events:

Our most successful outreach work this year was in Kempston, Cauldwell, Castle and Queens Park. In Kempston Ward we were fully supported by Cllr Nawaz who made Kempston Council hall available for our events. In Castle Cllr Fletcher supported our work with financial contribution to our Anniversary Celebrations. The events included talks on flu jab, diabetes, heart disease and mental health with over 400 people attending in total. At one of the events Kempston Mayor, Local MP and other Cllrs attended as seen in photo on the left.



Staff, with Kempston Mayor, Local MP and Kempston Councillors

IT Cafe

We were honoured to have had excellent work relationship with the April 2017 to March 2018 Bedfordshire High Sherriff, Mr Vinod Taylor, who helped secure ten computers donated by Great Ormond Street Hospital. We have to set up an IT Café that will soon start delivering training sessions to our users and local people to enable them to use computers to improve themselves, including paying bills, shopping, searching for information on housing, schools, health or employment or volunteering or use of social media to communicate with friends and family overseas through WhatsApp, Skype or email to communicate. We already have a waiting list of over 20 people.



Some of the IT equipment

Gardening for Health – ownership of Council Allotments

The new project of ownership of tow Council allotments and developing them as part of our health and wellbeing programme has taken off brilliantly. It will enable our users to be practical in growing own fresh fruit, vegetables and flowers and most importantly meet others from diverse backgrounds and make friends. We look

forward to shearing tips of growing own food and flowers to share. Although, some of those who originally showed interest have dropped out, those left have had a great year especially as the weather was hot. Various vegetables including carrots, onions, sweet corn, tomatoes, potatoes, spinach and fruit and strawberries have

been planted and are growing well. We are hoping to plant apples and cherry trees as our neighbours have similar trees to pick some fruit next year. The Director is a keen gardener who has helped guide and motivate others with the support of the other allotment owners who often share their seedlings especially herbs and spinach that are early growers, advice and watering in our absence.

Bedford Hospital also has several allotments and this year they have concentrated on improving Iron intake for their patients by growing a lot of spinach

that we shared seedlings and early fresh crop as well.



Allotment in March 2017 on allocation

Bedfordshire International Women's Week

We continued to run Bedford International Women's Week activities at our ACCM (UK) offices this year in partnership with our local Community Police Officers and supported by Bedford Health Watch and Bedford Borough Council. We organised a day's celebration with bring and share theme that included activities, yoga, and talks for our users with

124 people attending including men this year attended to support the women celebrating. We feel this is a more successful approach to celebrating women's international achievement than the costly all Bedford events of previous years.

Bedfordshire African Community Event – 25 June 2017

Bedford African Community Event was ACCM (UK)'s idea of bringing Bedford African communities to get to know each other, share and support each other. Most importantly it was to share 'What is African?' with diverse Bedfordshire communities as there is always a lot of misconceptions about Africa, its people and culture, often portrayed in Western Media as corrupt, hungry, sick or ill, civil wars leading to refugees or immigrants. This negative view of Africa has had negative impact on young Africans growing up in the UK with little connection to their country of origin losing their heritage as they do not want to associate themselves with their country of origin.



Staff in colourful costumes with Community Police Officers

ACCM (UK)'s Director who is of African origin was proud to bring other African group representatives in Bedford, including Uganda, Kenya, Zimbabwe, Ghana and Nigeria to plan, organise and run the first Bedford African Community Event. The event held 24th June 2017 was a huge success with over 500 people attending led by the Mayor of Bedford, Bedfordshire High Sheriff, Dignitaries from Zambian and Kenyan High Commissions and various local Councillors and MP attending. The day was colourful with a variety of activities including drummers, singers, marriage play, children activities, and fashion parade from different countries. The Event had Awards for different categories but the fashion parade and the children were the winners.

Italian Senior Citizens Group

The Italian Senior Citizens Group has grown and become established with varied numbers of attending weekly lunch, yoga and dancing sessions. The group continues to meet as a Lunch Club in Tuesdays with little input from ACCM (UK) however whenever they require certain activities or talks they contact us to deliver them.

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. Some of them now join the Family groups.

Bedford Borough Healthwatch and Public health Teams

The Teams have been more proactive with ACCM (UK) in planning, organising and running health and wellbeing events, activities including mental health – 3 events in the year in partnership with Bedford As One. Prostate and bowel cancer delivered by UK Cancer Trust, Live Well in Winter, Vaccinations, immunisation programmes have all been supported by Healthwatch and Public health teams. Healthwatch are excellent in promoting our events through social media that we then link in to our own Twitter and Facebook sites.

What we achieved with beneficiaries

1. 3,077 used or accessed our services throughout the year -33% attended women only sessions, 18% men only, 49% attended mixed activities with 11 sessions run for a total of 673 professionals from around England.
2. 100% of parents continue to appreciate their Positive parenting sessions as they say they are calmer, good listeners, do more to protect their children and speak more to their

3. children including offering healthier meals. One parent said she never allowed sleep overs but she has now accepted the idea after getting to know parents of her children's friends.
4. Over 6 Prostate cancer talks were given this year and more men and their partners are now comfortable speaking about this matter and visiting their GPs for checks. Minority men who often never examine themselves for cultural and religious sensitivities now say they do so.
5. 80% who attended other workshops including diabetes, stroke, heart disease said they are more careful about their diets and are exercising more often especially gentle yoga or dancing to music or going for short walks
6. 679 individuals sought One to One support, advice or information with 400 received information and legal advice or referred to other partner agencies or did not require any further support. 60 (68% women and 32% men) sought help for severe depression and mental health with 55% receiving counselling - 80% now saying they are coping well. 20% are still receiving continued support
7. 123 victims sought legal advice for domestic violence, forced marriage and female genital mutilation with 16% of them being rehoused
8. Our network working partnership with other service providers and other charities continues to grow and the Council, Healthwatch, Bedford Hospital and GPs now use our services to reach out to communities. Queens Park GP surgery now refers users with mental health and those victims of domestic violence to us.
9. ESOL Learners numbers has risen to 75 with three classes running a week. 16% of 265 learners from 2013 have so far have gained paid or volunteering work, 6% gone to Bedford College, 2% started small business.
10. Our collaboration with the Polish British Integration Centre, Job Centre Plus and WEA to provide more sessions in IT, English, maths and skills in securing paid or volunteering opportunities continues
11. 26% of the women now want training in finance, opening and owning a bank account and managing money in their new businesses and existing family businesses where they are excluded because of their illiteracy in money and finance.
12. Supporting 5 young people to gain work skills by offering them Internships at the project.
13. Helped establish 2 Self-help peers led Mental Health Forums a) The Survivors Hub – meets every Thursday evenings and The Healing with Wisdom and Understanding Project – meet every Friday afternoons have been established for our users to meet, share experiences and support each other. Numbers growing as word goes around about the groups.
14. Although some users dropped out from working the allotment 4 who have stayed are enjoying growing a variety of vegetables, fruit and herbs that are doing well due to the hot weather and looking forward to a bumper crop later in the year.
15. 6 Religious Leaders are now firm supporters and collaborators of ACCM (UK)'s work and are discretely referring victims of abuse to ACCM (UK) as victims trust their Leaders. They also help promote our work through their Religious Radio stations that reach out to those who are house bound.
16. Staffs, Volunteers and Trustees continue to take training to build up their Capabilities to enable us to deliver our services efficiently and effectively. We will by end of 2018 have a qualified in-house Counsellor after the staff member completes her Level 3 counselling training.
17. Securing ten computers to set up IT Café – to open soon with 20 users on waiting list

18. ACCM (UK) is also setting up Digital Radio Station with the help of Capital FM Radio. This facility will be important in promoting our events, running talks on various topics of interest such as diabetes, parenting, mental health, health eating, young people's domestic violence and more to reach more people who may be unable to get out of their homes or are not sure where to go for help. The station will be manned by young people, professionals and ACCM (UK) staff who will be trained by Capital Radio FM staff.

How our information and good practice is shared

- The results from our work and good practice are being shared at all levels, with the community, professionals, service providers and policy makers through:
- Training and giving out information at meetings, training and events organised either by ACCM (UK) or other agencies.
- Continue to support our developed community groups such as the Italian Senior Citizens and Ghanaian Family Groups enables us to raise awareness and share information about our work and other agencies.
- Ensuring the youth groups get established with peers as leaders supported by ACCM (UK).
- Free Coffee mornings at our new Community Hub have become a way of giving and sharing information
- Attending meetings and sharing information and good practice especially at cross Government Forums.
- We share our information with Bedford Borough Council, Central Bedfordshire Council and any other Local Authorities; NHS Commissioners, service providers, local Councillors and MPs who are interested in our work.
- 6 Religious Leaders are sharing information about our events and services through their Religious sermons and use of their Radio services.
- Our new ACCM (UK) Digital Radio will complement the Religious Leaders services. We have participated in National and Local Consultations or Policy reviews on violence against girls and women, health and social care during the year.
- We now make great use of Social Media especially Twitter and Facebook
- Majority of our work and services are promoted and shared amongst our existing users/beneficiaries with their families, friends or neighbours through Word of Mouth leading to more people coming to us as they trust their own community
- Other organisations such as Healthwatch promote our work extensively through Social Media
- Our updated website now has most of the information about our work. We are still reviewing the information and updating it as it becomes necessary. The Annual Report will be put on our new website and will be made available at request as well as at events where we have a stall.

What we have learned

1. Collaborating with previously 2 GP's surgeries has enabled us to connect with more GP's surgeries increasing the number to six.
2. Continued support for Ghanaian Family Group has led to setting up of Youth Group supported by ACCM (UK) that meets every Wednesday evenings.
3. Working and reaching out to professionals has enabled ACCM (UK) to be appreciated for what it does by the British Association of Physicians of Indian Origin (BAPIO) that is now working closely with ACCM (UK) to provide professionals, expertise on how we should move forward and undertaking public health prevention that succeed. We are hopeful that this partnership will lead to help in raising contracts or funding to deliver Social Prescribing services at one new Community Hub.
4. Word of mouth has led to increase in BAME men seeking support for all forms of abuse especially domestic violence that rose to 11%.
5. Our 2018 Evaluation report shown that some people had not heard of our services. We are now setting up ACCM (UK)'s Digital Radio station supported by SABA Charity that uses Your Digital Network as a platform to raise awareness about local issues that will enable us to reach out to individuals or families who are house bound. The Radio will be staffed by staff, volunteers including young people, professionals and members of the community offering talks on issues of interest or concern and playing music from local talent.
6. After making mistakes, ACCM (UK) provided training and awareness on culturally sensitive issues such as FGM. Police and Safeguarding Teams now consult with ACCM (UK) before they act on a case relating to harmful traditional practices improving cohesion and diversity relationship
7. Targeting men on specific subjects such as prostate cancer has saved as more men and their families are now requesting training, information or seeking advice from their GPs.
8. Working closely with Religious Leaders has opened up new promotional and delivering information channels such as Local Religious Radio Stations. We will continue to use Religious radio Stations as well as users put a lot of Trust and respond to their leaders' messages. 6 Religious Leaders are now firm supporters of our work with discreet referrals to us. They are willing to be offered training on various subjects to empowering them with information to promote and inform their users.
9. Gently and sensitively raising awareness and highlighting the impact of mental health on our users, providing in-house counselling that is discrete has made ACCM (UK) a Trustworthy organisation that we now increasing number of people seeking support especially men. We have supported the setting up of two Self-help Peer led mental health groups using our new Community Hub/Safe Place as a meeting venue.
10. Providing in house counselling and legal advice on domestic violence and other issues of concern has meant that more people especially men and those with little knowledge of English seeking help. At some of our group sessions two of our users met and have since got married and expecting their next baby. Very positive outcome.
11. Continued provision of ESOL has empowered and improved opportunities for all our Learners some of them have set up home business, gone into training or secure paid and volunteering employment. Some of our learners have said that they are now better

12. parents as they communicate with their children in English, go shopping with their children, use social media to communicate or do shopping making their lives much easier and happier.
13. Continued raising awareness on diabetes, stroke, health eating, cholesterol has enabled families to improve their lives as some of our users have said they have lost weight and are more active, cooking without oil and no or little fizzy drinks for children.
14. Mental health is still a stigma with only 8% of people agreeing to have counselling and we have established that use of terminology, such as mental health or counselling may be putting off users from taking up counselling. To increase take up numbers we are reviewing how we refer to mental health and other terminology related to it to increase take up.
15. Updating our Project Management and completing all relevant forms to meet high standards will enabled us to secure BEN EN ISO 9001:2008 Quality Management Systems information for a new certificate the review to be held in July 2018.

Opportunities and challenges

Opportunities:

The Year 2017 to 2018 was very exciting year as we celebrated our 10 Year Anniversary working with the community to make a difference to their lives. It was also a good year in delivering work, as we reached out to over 3,000 beneficiaries who used or accessed our services. We also gained new partners including BAPIO that has serious interest in our work. The year was financially stable due to continuation of Big Lottery Fund and securing new funding from OPCC, Allen Lane Foundation, Wixamtree Trust and other small grants.

Local Community and Religious Leaders are now familiar with our work supporting and promoting whenever requested through letting us use their venues use their 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.

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. We have maintained great work relationship with various Bedford Borough Councillors including Cllr. Fletcher for Castle Ward and Cllr. Mohammed Nawaz for Kempston who support our work either through partnership working or providing funding.

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?'

The success of the June 2017 event means that we are planning for the 2nd Event in June 2018 and want it to be even bigger. Looking forward to next year's event.

ACCM (UK) is blessed with a team of staff and volunteers who are now established in their jobs, trained and passionate about their work and continue in their posts. Our volunteer / seasonal male worker is now in a Part Time Male Support Worker whose duties include supporting and reaching out to male victims of all forms of abuse, organising and running health and wellbeing events targeting men and their families. As a male worker, he is more respected by Religious and Community Leaders helping to improve our partnership and relationship with them.

Our new launched Community Hub / Safe Place is giving us the opportunities in expanding our work into drop in services such as free Coffee Mornings five days a week, users get the opportunity to speak to someone and participating in a day to day activities taking place such as board games, group counselling, legal advice or joining two of our self-help mental groups. The challenges these bring will be the capacity to support the increasing needs of new users who may drop in with various problems such as loneliness, housing and mental health. The Community Hub as a Safe Place for vulnerable people may open other opportunities such as the two Self-help peers led Mental Health Groups which currently use the facility. The success of these two groups and setting up of new ones may support our application to expand our services to deliver Social Prescribing services for local GPs and Bedford hospital.

The IT Café once up and running will provide an opportunity for our users to learn to use social media for free. It may enable ACCM (UK) to apply for Accreditation to be a training provider to include ESOL as well.

Our partnership with The Association of British Physicians of Indian Origin (BAPIO) is an opportunity that will benefit ACCM (UK) enormously through advice, support on future health prevention programmes, how to raise new funding from Health Providers and expertise available to give talks or support to our users.

Our partnership with Bedford College continues, though most of the ESOL and IT sessions are being provided by qualified and trained Tutors (funded by Wixamtree Trust). We anticipate future challenges in securing continuation of funding to continue providing the service for our increasing need as part of government policy for everyone to speak English. WEA is also providing English and Maths sessions, an extra opportunity for our Learners to improve their employment opportunities and how to manage money. 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.

Our work relationship with service providers and statutory bodies such as the Clinical Commissioners, Public Health teams, Bedford Healthwatch, Local Authorities, Bedford Hospital, Terence Higgins Trust and GPs continues to grow as demand for health services grows. Concerns in securing early appointments for GP services has led to more people complaining about ill health as they are not able to see their GP. This has led to our teaming up with Public Health Healthwatch Team and local Pharmacists to provide health checks and advice on how to reduce ill-health by first visiting their pharmacist who also provide consultants advise and medication. Bedford Hospital now promotes our organisation through the Hospital Magazine and is now talking about making referrals of mental health patients being discharged to ACCM (UK).

Our partnership with Bedfordshire Police has grown this year and continues, working on joint events, including Road Shows as these give us the opportunity to secure new future funding from the OPCC's office.

Working on the allotments became popular that we have now secured another allotment to own two. This coming year will be very exciting as we will have the opportunity to grow our own food, fruit and flowers to share. We are going to encourage more people to get out and about especially elderly or people living in isolation as this will get them out to keep fit through gardening or just sitting at the shed, having a cup of tea and chatting to other allotment owners and enjoying fresh air.

Our work and partnership with other Charities, such as MIND, Polish and British Integration Centre, Terrence Higgins Trust and Citizens Advice Bureau, who run services for targeting BAME communities but find it a challenge to engage with them due to cultural or language barriers continues to grow.

We continue to have the opportunity to be supported by our Local Councillors, new High Sheriff and local MP. We hope to engage them in our future in organising and running our events and funding support.

Challenges:

Our main challenge is continuing to secure funding in a difficult and very competitive environment. Trustees and Directors, now focusing on identifying potential partners to start planning for contracts to deliver public services for the local authorities or the government as we now have an excellent track record. The Director is also constantly looking out for new funding sources and this takes most of her time and challenging to complete numerous applications at the same time most of which are not successful. Although we secured a three year Big Lottery Fund – Reaching Communities in April 2016, it will end in March 2019. We have made a resubmission to Big Lottery to continue addressing mental health issues that are now very big Policy concern for the Council and Government, it is a challenge but our only opportunity to secure funding especially for staff salaries and venue costs.. We anticipate securing new funding from such sources as Allen Lane Foundation, the OPCC or Awards for All to continue our work but they will not be sufficient to cover staff salaries. The current funding environment is so competitive and challenging but we have hope and determination to succeed in the interest of our users.

Increasing demand for our services, support and information continues to increase with demands highlighted in our May 2018 evaluation report and feedback from our users with mental health as the main concern. This is due to many factors including loneliness, isolation, unemployment, social media, all forms of abuse, to name but a few bring their own challenges. There is still a challenge in finding qualified counsellors who speak minority languages, especially Asian languages, or with expertise in supporting male victims of childhood sexual abuse. The increasing need for elderly people from all backgrounds using our Coffee mornings who need extra support due to being lonely require care services that we do not currently provide.

It is very challenging to mobile and organise activities for young people as young people want more high powered sessions or activities such as swimming, kickboxing and outdoor activities all of which require staff and extra funds to make them worthwhile. There is also difficulty in engaging with young African and Asian girls, whose lives and outside the home activities are controlled by their families for cultural and religious reasons in a mistaken belief they are protecting them from outside unacceptable behaviours when they are restricting their access to support, learning and gaining lifelong skills and experiences.

The challenge is to change people's mind set into visiting the pharmacy first for minor ----- before going to the GPs.

ACCM (UK)'S FINANCES AND GRANTS

Financial Statement for the Year Ended 31st May 2018

STATEMENT OF FINANCIAL ACTIVITIES AND INCOME AND EXPENDITURE ACCOUNT

Notes	Unrestricted Funds	Restricted Funds	Total Funds 2017	Total Funds 2016
	£	£	£	£
Incoming Resources				
Activities in furtherance of the Charity's objects				
Grant Receivable	2450	110812	113262	139356
Fees and Bank Interest				
Total Incoming Resources	2450	110812	113262	139356
Resources Expended:				
Cost of activities in furtherance of Charity's Objects				
Direct Charitable Expenditure	95	10709	10804	9630
Management and Administration				
Office rent and services	1828	7110	8938	3534
Salaries	0	78337	78337	73942
Training	0	5042	5042	5058
Accountancy and professional fees	0	1800	1800	1800
Volunteer Expenses	0	4141	4141	1887
Travel & subsistence	338	1363	1701	2129
Trustee	0	0	0	294
Consultancy	0	7990	7990	6635
Administrative	151	6995	7146	10306
Subscriptions	24	292	316	211
Bank Charges	0	188	188	247
Staff Miscellaneous	14	2229	2243	275
Depreciation	0	1059	1059	1059
Total Resource Expended	2450	127255	129705	117007
Net (Expenditure/Income)				
For the Year	(0)	(16443)	(16443)	22349
Total Funds at 1st June 2016	3027	53903	56930	34581
Total Funds 31st May 2017	3027	37460	40487	56930

Future plans and work in progress

Hopes and aspirations

1. We will continue fund raising until we have satisfactory reserves for long term sustainability of our work programmes and to expand our staff and volunteer resources to achieve our goals and objects.
2. Our long term ambition of developing our Community Hub/Safe Place is now in progress to become Bedford's first One Stop Shop providing services under one roof for Bedford diverse communities, especially the elderly and men or people with long term mental health issues. The Hub will also provide somewhere safe for victims of all forms of abuse or fearing abuse to seek help, talk to someone in confidence and gain valuable information. Encourage more service providers to run surgeries at the HUB for the benefit our users.
3. We will continue to provide training, information, keep up the campaign in the UK and overseas on tackling harmful traditional practices until young people and women are safe and free from all forms of harm.
4. According to local Councillors, Local MP, the Police and local communities that there is a strong need to develop specific services, including evening or weekend drop in services, for young people as there is no such service in Bedford in particular in the Midland Road area that serious crime, drugs and homelessness problems. New specific funding is needed to employ a Youth Project Worker to develop this work. This is an area we hope we could secure funding support from BBC Children in Need or from other Government sources including the Police.
5. Increase our delivery of health and wellbeing programmes to target young people, elderly and others suffering from mental health in line with Local and Central Government policies.
6. Improve how we communicate counselling services to increase take up of in house counselling. To support our Project Worker, who also speaks various Asian languages, to complete her Counselling Level 3 to be a professional Assessor and counsellor to increase in-house counselling availability.
7. Continue running ESOL and IT, introducing Advanced levels of English and Maths delivered by Polish British Integration Centre and WEA to provide opportunities for our learners to take Citizenship and driving Tests. Offer more job and skills training including business start-up and financial management in partnership with JobCentre Plus, WEA and PBIC.
8. Recruit new Trustees to join existing Board to bring new skills and expertise.
9. Increase number of GP surgeries referring users to our project. Capitalise on our new BAPIO relationship as majority of their members are GPs or Consultants.
10. Ensure staff, volunteers are trained quickly so we can start using our new local Radio to promote our work and access those hard to reach vulnerable people especially as winter closes in people start to stay indoors more.
11. Continue running parenting, health and wellbeing events to tackle and reduce health, social and economic inequalities in Bedford especially mental health in collaboration with our partners and develop new ones. ACCM (UK) believes that communities or individuals who are healthy and empowered with correct information will improve their social and economic status through training or employment or volunteering.

12. Continue lobbying and supporting the Government and Local Authorities to improve facilities and services for victims of illegal harmful traditional practices and all forms of violence so victims can live a healthy, safe and economically active lives.
13. Build on existing and creating new partnerships for better working partnerships to improve the position of those who are most vulnerable in the community, especially girls and women.
14. Continue to seek funding to develop our area of work with men as there is a definite need relating to child sexual abuse, mental health, substance abuse and prostate cancer problems.
15. Continue building on our good established partnership working existing and gain new ones in Kempston, Sharnbrook, Kingsbrook to make use of their Religious and Community Centres and local Religious Radio stations.

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Musings from staff and volunteers - Reflection Reports

Jimena Galeno - Administrative Officer

Everyone is important to us!

This year was a very good year for us as we are so proud to celebrate 10 Years working with the community and to the community. I was so delighted to see the support from our service users, service providers and important people from Bedford and the surroundings, supporting us on such special and important day. Ultimately this makes me proud of what we do and what we have achieved.

Ten years helping, supporting, meeting clients and service users see life with another perspective and proud to make a difference. Though it has not been easy we have gained the trust among people in the community working close and reaching out to those in desperation and in need.

Our hard work made us possible to Launch the Community Hub a focal point where we offer facilities, different activities and events allowing us to host a much wider range of services within greater dynamic to improve the health and wellbeing of the community such as Coffee Mornings, IT lessons, Radio Station, Youth Club, ESOL, Legal Advice, Sewing lessons, The Survivors Hub, Psychotherapy group, Health and Wellbeing sessions and Health Awareness Talks.

We have increased our potential with the years of experience working with the community and different cultures.

We have created a welcoming space where everyone can come, meet and make new friends where we can contribute to the community and improve their lives.

I am so proud to see how ACCM (UK) has gone from strength to strength year upon year, by gaining trust from the community we work within and having good partnership with other service providers.

I would like to say thank you to our volunteers for their hard work and help that they have given through the year. I like to take this opportunity to show our gratitude for their dedication and support.

I am so pleased to work with such a professional team, working for the same goal “Supporting the Community”

As a team we are growing professionally and personally, giving the best of us to those in need.

We are so proud to work at ACCM (UK).

Jimena Galeno
Administrative Officer

Rehana Kosar - Project Worker

I Have completed another year Successfully , feeling really proud and honoured to be a part of ACCM (UK) and its achievements. It has been a very rewarding year. We have completed a decade (10 years) and celebrated with everyone our success. We were privileged to launch our NEW COMMUNITY HUB this year in May. It was great to see a Diverse community attend and celebrate, very joyful moment it was for me.

I am extremely proud of the work I have successfully delivered from 2017-2018, I have reached out to so many more hidden victims in need for support. Recently I have started approaching Youngsters as I have seen a huge problem arising in homelessness, mental health, isolation, parenting, and relationship issues etc. I have now set up a youth council for the youngsters to come in and speak about various issues and get the support they require to move forward and build a new future for themselves and with their we will help reach out to more in need.

This year has been great working with Bedfordshire Police and Crime Commissioner Kathryn Holloway closely and other partners to tackle illegal harmful traditional practices such as Domestic violence, Honour based violence, Female genital mutilation and all other forms of abuse. I have successfully helped Women, young girls, boys, men that were victims of abuse. Great feedback was given in how they were helped; It makes me feel so good that I was able to successfully help the victims from start of the process till the end , I will continue to reach out more and help those that are in need.

I was privileged to help Bedfordshire Police and Crime Commissioner Kathryn Holloway and with twenty five local organisations to host an event for women who make Bedfordshire safer. The ambition of the day was to celebrate and commemorate publicly nominated women throughout Bedfordshire who have or are making it a safer county. It was an absolute amazing event; it was a moment of feeling proud of all the women around the world and in Bedfordshire that have made a huge difference in people's lives. I was honoured to be presenting the young person's educational award.



Rehana receiving flowers from OPCC for her support

I am really thankful to the Bedfordshire Police cohesion team for presenting me with a Thank you award for all the hard work we have delivered working with police making a difference raising awareness the communities.

I am really enjoying working with Health watch, Public health and other Partners to tackle health and inequalities in all the areas in Bedford. It's been rewarding like previous years delivering Health and wellbeing sessions. ACCM UK delivered awareness on bowel cancer, Organ donations which were shown on BBC News. We have had much successful Health awareness session that had great outcomes. Families that attended our health and inequalities

programme are more aware of the health implications now they are reaching out to many more in the family and community raising awareness on the subject.

We successfully delivered Hate crime conference inviting all; it was a great turn, great presenting given on hate crime to the all those who attended many are willing to go online and report hate crime after the knowledge gained on what Hate crime is!.

We have great now have even better attendance in our health and inequalities programme – some feel it's so much easy for them to attend our free exercises classes as not being able to afford gym memberships and being able to meet health professionals from NHS discussing various concerns. I am pleased that now those who attended have built their confidence and are passing the important key messages on to others. We have seen an increase of public coming to use our services, they feel that ACCM UK is like a family feel it is a very friendly environment treating everyone equal and providing great services.

Working closely with the Doctors and other health services has been great they are now sending more of their patient to us to use our services for help in all areas such as counselling, various activities and educational workshops, The Healing in Wisdom and Understanding project - Mental Health Group etc.

I am very excited that I have finally started my counselling course I have gained so much more skills and Knowledge that help me working better with our service users.

I am really grateful to all the organisations, partners, Staff of ACCM (UK) Volunteers my Director Sarah McCulloch, Trustees, and everyone that has given me all the support in my work. We are an amazing team and I really would like to say a HUGE thank you to Big Lottery Fund for their support and all our Funders. We hope to see us grow and continue to make a difference in all lives and in all communities.

Rehana Kosar
Project Worker – Tackling Health Inequalities

Sat Paul – Male Support Worker / Seasonal Worker

2017/18 has been an exciting and fruitful year, when the ACCM (UK) team has taken on challenges and turned them into opportunities. I feel privileged to be part of a dedicated team working passionately at developing a Healthier, Safer, and more Sustainable Community.

Public Health Promotion

With full support from Rehana and working closely with Bedford Borough Public Health Department and Healthwatch Bedford Borough, I have been able to raise public awareness on health topics which otherwise may not be discussed for religious or cultural reasons, but adversely affect the minority communities. My efforts of outreach work have been very rewarding with community organisations and faith establishment welcoming the delivery of planned events and encouraging their members to attend and participate. For this I am grateful

to Bhagwan Valmik Sabha Temple, Queen's Park Community Centre, Seventh Day Pentecostal Church, BVS Community Development Centre, Miracle Church of God, Guru Nanak Gurdwara, Ramgharia Sikh Society, and the Mosques on Ford End Road, Westbourne Road and Brereton Road.

During these events we have taken the opportunity of gaining a deeper insight and understanding of the needs of the communities we serve, which will form the basis of future delivery plans.

Personal Development Training

I took steps to undertake the following trainings: Quality Control Management systems, Fit for Funding, Finance Made Easy; which has enabled me to support our director Sarah with searching funding opportunities and drafting applications. Further afield I have also utilised my skills to secure a substantial grant for BIC's Festival of Lights 2018 project.

I have also taken further training delivered by Bedfordshire Police and Public Policy Exchange- London to cover: Safeguarding our Community from Harm, What is Hate Crime, Take action against Hate Crime – Public Policy Exchange – London, Hate Causes Harm, Putting Victims First and Restorative Justice; and I have been able to provide better support for victims who use our services. Additionally, I have delivered events jointly in partnership with Bedfordshire Police to promote community safety and raising awareness of Hate crime. This has served as a two-way process between the community and police learning from each other and developing better connections for the future.

Promoting and empowering Under recognised Communities

I became aware of the fact that some of the community and faith organisations I work with are without any safeguarding policies in place. To support these organisations with this legal requirement I managed to introduce an experienced 'Safeguarding Advisor' to BVS, BRSS and BIC for support.

As the new police recruits were to resume active duties, I organised a visit to the Valmiki Temple for them to meet the community and leaders and to gain an insight to the British Valmiki Community. The feedback from the police was very positive. I received a very pleasant letter of thanks for organising this visit which was a "hugely beneficial experience" said the Bedfordshire Police.

ACCM(UK) Community HUB

The launch of the Community Hub has been an exciting addition to ACCM (UK)'s facilities. Although this has considerably increased the work load for the staff and volunteers, we are all prepared to 'go the extra mile' to deliver benefit to our service users.

Legal Advice Surgery - I have managed to secure the attendance of a qualified solicitor to our Wednesday afternoon Legal Advice Surgery. This facility is well used and appreciated by the minority communities seeking advice from our multilingual solicitors. Community members have come to take guidance on various matters, ranging from Social Housing, Property Matter to Domestic Abuse, Immigration. We are grateful to the staff from Premier Solicitors for giving ACCM (UK) their time FREE.

Survivors Hub – meets on Thursday and provides a safe place to chat and feel emotionally supported for adults affected by trauma in childhood, who may be experiencing Emotional Flashbacks, Triggers, feeling dissociated, disconnected, self-blaming, shame, self-harm.

‘There’s no need to battle through this alone’- The group shares knowledge on coping strategies and skills and find strength in solidarity and social connections.

The Healing with Wisdom and Understanding Project – is a peer to peer support group for people who are looking to overcome mental health challenges. The group is dedicated to listening with empathy and without passing judgment. Through active listening and sharing experiences the group hopes to develop ‘self-exploration’ of one’s problems and develop the ability to view problems from a new angle.

Invitations and recognition

ACCM (UK)’s activities covering many fields of community work have produced valuable outputs which have been recognised widely.



Towards the end of 2017, I was once again invited to speak at the Houses of Parliament on the topic of life and teachings of Bhagwan Valmik, promoting the British Valmiki Community. This day became a very humbling experience for me as I was presented an award of appreciation by Mr Yasin MP and the community leaders “for many years of dedicated service to the diverse communities of Bedford”

It was an honour to be invited by HM High Sheriff of Bedfordshire Mr. Vinod Taylor to his Garden Party

Reception in Luton. I had the opportunity to promote ACCM (UK) to many Police officials, Councillors and local Council Mayors.



My colleague Rehana Kosar and I had the pleasure of representing ACCM(UK) at a reception held at the Ghana Embassy London, in honour of His Worship, Councillor David Agbley becoming the first Ghanaian deputy Mayor of Luton. The reception was hosted by the Ghana High Commission UK, who personally welcomed us and acknowledged our attendance from the stage.

I was delighted to represent ACCM(UK) at the invite of H M Lord-Lieutenant of Bedfordshire, Helen Nellis, at this year’s Annual Service of Thanksgiving and Rededication of Voluntary Organisations in Bedfordshire. It was interesting to meet and learn about some of the valuable work other charities organisations are doing in Bedfordshire

For the second year running, BAO project was again recognised for its great work in bringing diverse communities of Bedford together and was presented a prestigious award ‘Working in Partnership’ at the Bedfordshire Police Annual Community Cohesion Awards 2018, and highly commended in the category of ‘Promoting Diversity’

Summary

This year ACCM (UK) team has worked hard in developing sound working relationships with the Bedfordshire Police, Bedford Borough Council, local community and faith groups, Healthwatch Bedford Borough, BAPIO and other service providers. I see the wide-ranging work in the future as delivering great outcomes that truly make our community **‘Healthier, Safer and Sustainable’**

Sat Paul
Male Support Worker / Seasonal Worker

Reflections on a year of working at ACCM UK-

Debra Hartwell – In-house Counsellor

It has been a privilege to meet and work with clients at ACCM UK as a counsellor. The team- Sarah, Jimena and Rehana -provide good support for my role and the clients I help. Each member of this team bring different skills and knowledge to the clients at ACCM UK but what unites them is a passion to help anyone with whom they come into contact. As one individual it is tempting to think that what you can do is so small that it is of little use, however being part of such a team means that what you can bring can be part of what it takes to affect change for the good in someone's life.

I have worked with a range of clients: men and women, of different ages and needs, from different cultures and backgrounds. This provides a challenge but also means that my work is varied and interesting. I believe that life is a journey of constant learning and I value the opportunities I am given to learn from each and every one of my clients. My life is richer for the time I have spent exploring ways to come alongside people who are experiencing struggles or difficult circumstances. It has been satisfying to know that the work I do has been of some benefit. I hope that what I provide as a counsellor adds value to the range of services offered by this community based agency and that the coming year will be as fruitful as the last.

Debra Hartwell
In-house Counsellor

Thomas Rainbow - Volunteer

My experience of volunteering with ACCM (UK) has been overwhelmingly positive. Since contacting the organisation about my interest in human rights, I have been warmly welcomed by the team, and my interests have been cultivated. Through an organised weekly schedule of both public and office work, I have been exposed to the many facets of ACCM (UK)'s work, as well as the great benefits the community reaps from their efforts. With events such as the 10 Year Celebration and the Bedford African Community Event, I have been exposed to a diverse

local community that I had not previously encountered. I very much look forward to engaging and working with this community further in the years to come.

Thomas Rainbow
Volunteer

Some quotes from Feedback from users:

- *I am a white British lady but when I met Rehana I felt very much like we are one, ACCM (UK) treats everyone like family- I was provided counselling since then I feel like myself again and I have found my answers through therapy provided. Thank you.*

E. T

- *I was a victim of H.B.V – I was disowned by my family –when I had no one ACCM (UK) gave me that support that no other services gave. It has been one year now I have come a long way now I have passed my driving and I am a solicitor. I am today where I am because of ACCM (UK) thank you Sarah and Rehana for all your support.*

A.B

- *“They are very happy they have a place to meet” and “They have found it is very relaxing.”*

- *I was referred by Mental health services to ACCM (UK) I was supported throughout till date, I was a victim of D/V Rehana and Sarah gave me the hope- I am now a new me- I am no longer with the mental health services and I have started to live again. I am now working and I would like to say a huge thank you to ACCM (UK).*

S Teji

- *“ACCM(UK) has been part of my journey, I met Rehana when I was at my breaking point, ACCM (UK) gave me hope and supported me through out, I have overcome all the sufferings and hardship all thanks to ACCM (UK) I would have not been where I am today without their support. Thank you so much I have a life I feel like a bird with wings and can fly, it is an amazing feeling thank you”.*

Mrs LM

- *“ACCM (UK)’s solicitor is great as she understands our culture and how the courts work. She has saved my life and given my children a chance away from their abusive father. Thank you.”*

Mrs TA

- *ACCM (UK) worked with Bedfordshire Police Community Cohesion Team and held a **Hate Crime** Workshop and sessions on how to keep safe. Attendees said there were; “Excellent speakers.” and “Good debates.” One participant thought afterwards that “I have more awareness of hate crime and how to report this sort of hate offenders.”*

•

- *“I was living in the dark ACCM (UK) showed me the bright side to life and gave me the courage and hope to do something in my life after getting counselling and then legal advice”.*

Ms N

- *“Thank you for your legal support that gave me confidence to change my life”.*

- *Bedford Borough Councillor Luigi Reale posted on his twitter feed he was; “Today at the Bedford African Community”.*

- *“Parenting has taught me what to be as a parent and my family now benefit from a calm home with everyone now listening and our conversations are now better.”*

AA

- *“I am now a calmer parent and my children have noticed and they are now better behaved.”*

Mrs. BH

- *"Fantastic to have info for community involvement/empowerment and looking after each other all in one place." Ms K*
- *"Good to know about safety in the home." Mr Sh*
- *"I came here through referral. I am so glad I came here as potentially theses Angels have saved my life and helped me in every way possible mentally and spiritually. I am ever so grateful for your help. Thank you is easy said. God bless you guys. You're the best."*
- *As a white male victims of domestic violence abuse as a child, I also abused my partner thinking it was normal. I went to prison and returning had nowhere to go for support until I met ACCM (UK) at a Wellbeing Centre. They invited me to their offices and have helped with counselling and I now appreciate violence against anyone is not acceptable. Thank you Rehana and ACCM (UK). We need more services like ACCM (UK) to help men victims as well.*

Feedback form ESOL & IT sessions:

- *"Speaking English has given me freedom as I go shopping or visit my doctor without a family member."*
- *"I am planning to go into further training as my English is improving."*
- *"I am now working part time because I speak English better."*
- *"I am learning more for my Driving Theory."*
- *"I am so confident I don't need an interpreter."*
- *"Understanding English means I can now use computer especially Skype, shopping and paying bills."*
- *"The Tutors are great and ACCM (UK) staff are brilliant."*
- *"I can read books to my children and encourage them at school."*

Photos from some of our activities, events and conferences - 2017 / 18

Photos from June 2017 to May 2018 Activities, Events and Workshops Only photos with consent are taken to be shared

All our photos comply with General Data Protection Regulations (GDPR) as all participants were informed and consent sought.

10 Year Celebration Anniversary



Bedfordshire High Sherriff



Dancers from Colombia



Staff, volunteers, Local MP, High Sherriff, Local Councillors and community Leaders

Some of our users introduced to the Public Library



Staff member second from left with users at the public Library

ESOL



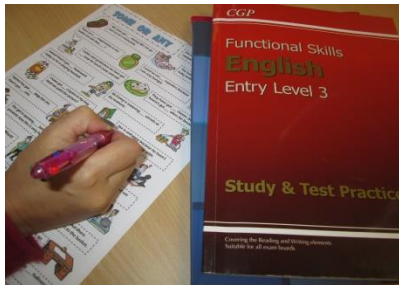
In the class



Bring and share during a break



Open discussion



Some of material used in class



Showing off their creation



Tutor holding new addition to the class

Hate Crime Launch at ACCM (UK)



Launch of Hate Crime event



Community and Religious Leaders



Staff, Police and participants

Health and wellbeing –talks and exercises



Talk on diabetes



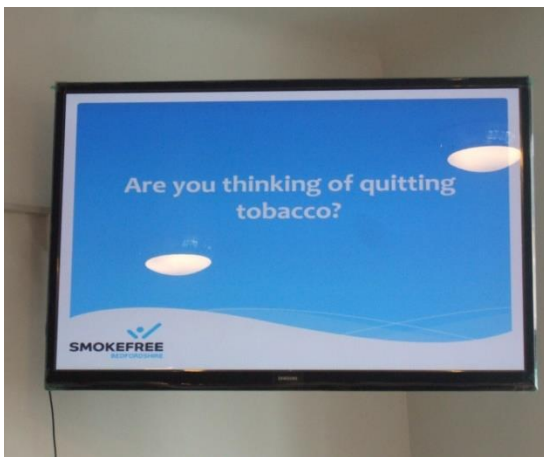
Exercise – Zumba



Bowel cancer awareness



Men and families at a Bowel Cancer Awareness event



Smoke cessation - April 2018



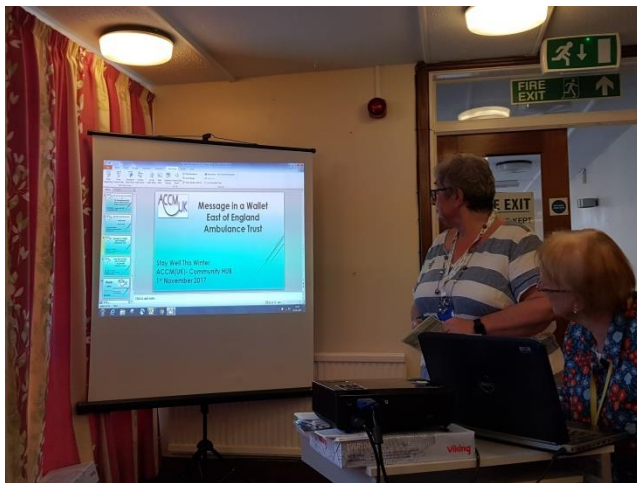
Cervical Cancer awareness - Sept 2017



Mental health conference – Queens Park



Stay Well This Winter – ACCM (UK)



Message in a Bottle by East of England Ambulance

International Women's day



Music chairs game



Talk on Women Empowerment



Celebrating with cake

Our gardens and allotments



Front of office garden



Front of office garden



Building shade on allotment



From bush



Planted allotments – vegetables and herbs



Hunstanton Day Trip



Arriving at Hunstaton Beach - Norfolk



Hunstaton Beach



Staff and some of ladies

Bedfordshire High Sherriff's visit to ACCM (UK) – 27 June 2017



High Sherriff with staff



High Sherriff meeting some ESOL Learners

Trustees, staff and volunteers – A weekend Away – October 2017



Trustees, staff and volunteers – lunch meeting



Rehana and Trustee



Staff

Ghanaian High Commission – staff



Bedford African Community Event – 24th June 2017



Kenyan Group – play



Attendees – diverse



Young group – singers



Best Female Costume- Angola
African dance



Mayor and High Sheriff being tested on an

Other Events that ACCM (UK) attended



Bedford as One - Local MP and staff



Dementia Event



Event organised by DEVELOP – Youth Group supported by ACCM (UK) - July 2017

High Sherriff's Gala



Staff joined by supporters attending High Sherriff's Gala in Luton 19th September 2017



Bedford Multi Cultural Event - 17 July 2017



Bedford Multi Cultural Event 17 July 2017



Bedfordshire Police Road Show in Bedford Town Centre

YMCA Youth – supported by ACCM (UK) at Certificate presentation



Bedfordshire High Sherriff far left with young people at YMCA

More information and photos on our website www.accmuk.com

FUNDED AND SUPPORTED BY:



The High Sheriff of Bedford

St Andrews Church, Cauldwell

Castle Ward Councillors

GREGGS

TESCO

Kempston Town Council

HealthWatch

AND MANY MORE

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