

Charity Impact Reflection Report

Reporting period: Up to 31 December 2024

Organisation: HEMMAHGB

Delivery model: Remote, online, phone and website-based services, Library meeting Hub meeting Swindon Live well.

Insha'Allah, God willing

Since 2018, HEMMAHGB has worked remotely to support mental health awareness, reduce stigma, and promote healing through faith, trust, harmony and compassionate listening. Our charity primarily serves individuals and families who experience isolation, emotional distress, or barriers to accessing traditional services. By using phone calls, web platforms, WhatsApp, and social media, we have been able to provide cost-effective, accessible, and dignified support without overburdening limited resources.

During 2024, our work focused strongly on mental health awareness and stigma reduction. Many users reported feeling relieved simply by being listened to in a safe, non-judgemental space. Referrals and recommendations shared through Live Well Swindon Council and other local community projects helped connect individuals experiencing social isolation to appropriate listening services and wellbeing support. Social media messaging groups and shared posts became a lifeline for those who felt alone, particularly during emotionally demanding periods.

A key element of our support was emotional regulation and stress relief through approved digital resources. We shared YouTube playlists curated and approved by internationally recognised British-licensed counsellors, including white noise, nature sounds, and calming audio. Users were encouraged to engage with nasheeds and heartfelt songs at home, supporting mindfulness, gratitude, and emotional expression. These simple tools helped many individuals regulate anxiety and find moments of peace within their daily routines.

The "Smile Project" further encouraged positive mental health by inviting users to write online, leave supportive comments, and offer feedback within existing community groups. This reinforced positive mentorship, particularly highlighting women's contributions, and strengthened connections between charities and their wider networks. Many participants shared that they felt educated, comforted, and emotionally lighter. Several expressed forgiveness toward themselves and a renewed readiness to move forward, leading to noticeable personal progress. Distinguished with semi structured schedules.

Through anonymous online check-ins, some users felt confident enough to begin searching for temporary work, helping lift themselves from financial hardship. In total, we estimate that the mental burden was reduced for at least 31 individuals online. Language accessibility was also a

significant impact: by providing support in English, we assisted users who struggled with Urdu or Arabic documentation, including individuals connecting remotely from Saudi Arabia and Bengali-speaking communities.

Ramadan 2024 was a particularly meaningful period of support. Up to 20 families in the UK reported feeling less isolated during the month. We supported them through shared reflections, resourcing, and social connection. By resharing local cuisine ideas already offered by other services, families felt connected and inspired. We helped individuals organise mental health-friendly schedules to reduce overwhelm from fasting, house chores, worship, and childcare. Fathers especially valued gentle, pastoral conversations with counsellors in the pre-iftar hour, finding comfort, reflection, and spiritual grounding. These moments fostered appreciation of Abrahamic traditions across faiths and strengthened communal peace.

While requests for in-person activities such as picnics could not be met due to limited resources, we continued to offer creative and grounding alternatives. These included candle-metaphor writing, incense and scent reflection, henna art, colouring, knitting, bubble play, walking, reading spiritual books, and guided referrals back to NHS and Live Well services. Online Ramadan posts promoting self-care and positivity provided a safe social outlet and reinforced healthy coping skills.

Financially, the charity was supported by trustee donations totalling approximately £320. Around £280 was spent directly on resources, including books, revision materials, stationery, printing, travel, phone repairs to maintain messaging app contact, power banks and charging cords, and essential items such as water. These modest costs enabled meaningful impact while maintaining accountability and sustainability.

Item

Amount (£)

Vocabulary book

5.99

Letts revision book

12.99

Arabic book

4.95

Bus tickets

15.0

Phone repairs

50.0

Pens

3.0

Paper

10.0

Phone & internet bill

10.0

Other office equipment costs

110.0

Sundries (water, biscuits)

90.0

TOTAL

311.93

All expenses were personally funded and used for charity work raising awareness about mental health, resilience content, and

Overall, HEMMAHGB's remote model proved to be effective, inclusive, and deeply valued. By meeting people where they are emotionally, spiritually, and digitally we cultivated long-term harmony between mental health and faith. Despite limited resources, the charity helped individuals feel seen, supported, and hopeful, demonstrating that compassionate connection, even at a distance, can foster real healing and positive change.