

NAFSIYAT

England & Wales · Charity number 287819

Details

Status Registered

Legal form Charitable company

Company number [01710669](#)

Registered 1983-11-22

Register [View on the Charity Commission register](#)

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Activities

Objects: THE RELIEF OF SICKNESS AND THE ADVANCEMENT OF PSYCHOTHERAPEUTIC KNOWLEDGE FOR THE PUBLIC BENEFIT BY THE PROMOTION OF THE STUDY AND PRACTICE BENEFIT BY THE PROMOTION OF THE STUDY AND PRACTICE OF THE ART AND SCIENCE OF PSYCHOTHERAPY AND IN PARTICULAR AMONGST PERSONS BELONGING TO TO ONE OR MORE RELIGIOUS, RACIAL, NATIONAL OR OTHER SIMILAR GROUPS IN ENGLAND AND ELSEWHERE.

Activities: Nafsiyat provides intercultural psychotherapy and counselling to diverse cultural, ethnic and linguistic communities. Therapeutic help is offered to those experiencing emotional and psychological problems. Clinical supervision and training relating to intercultural therapy are also delivered. Nafsiyat works in partnership with therapeutic and community organisations.

Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Other Defined Groups

Geography

- **Area of benefit:** ENGLAND AND ELSEWHERE
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£718,775	£739,245	£84,337	22
2024-03-31	£638,281	£726,967	£104,807	22
2023-03-31	£639,017	£677,762	£193,493	13
2022-03-31	£618,136	£586,492	£232,238	10
2021-03-31	£547,210	£463,440	£200,594	6

Trustees

Name	Role	Appointed
Jane Cook	Chair	2015-10-16
Gita Patel		2018-01-30
Hady Kamar		2023-07-26
Hena Jawaid		2021-05-25
John Bacigalupo		2023-04-03
Mehvish Shaffi-Ajibola		2025-06-04
Ruel Lawrence		2021-05-25
Yvonne Wright		2017-07-19

Linked charities

- JAFAR KAREEM MEMORIAL FUND (287819-1)

NAFSIYAT

England & Wales - Charity number 287819

Accounts



Company Number: 01710669

Charity Number: 287819

Trustee Report and Financial Statements
For the year ending 31 March 2025

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MESSAGE FROM THE CHAIR

Chair's report 1st April 2024 –31st March 2025

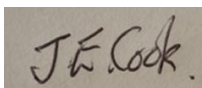
At Nafsiyat we continue to look strategically at regional, national and international issues and the impact that they may have on the continuing work of Nafsiyat. These issues remain as relevant as they did when Nafsiyat was founded as we continue to witness local, regional, national and international issues that impact on the lives of people, particularly from black and ethnic groups who continue to experience racism and inequalities.

Crises often occur at the same time in the lives of individuals, families and communities and can be referred to as polycrises where several crises will impact on lives immediately and in the longer term. These crises may relate to war and conflict, the effect of climate change, the cost-of-living crisis which force people to move across borders, countries and towns. We also see a rise in unemployment and homelessness.

In the U.K. we also continue to see racism and inequalities in society and in institutions including mental health, health, housing and maternity services. Since the pandemic the conversation re inequalities and racism has become louder as the pandemic exposed both issues. The crises that Nafsiyat witnesses is impacting on the mental health and wellbeing of individuals, families and communities yet accessing appropriate and equitable services remains a challenge. Life expectancy is stalling, and wide health inequalities remain which impact on those seeking the services at Nafsiyat. Research and reports have identified that the quality of mental health services and patient experience has declined. The threshold of some services is also a barrier for people when seeking a service to address their mental health issues such as talking therapies where their issues are deemed too complex, but they do not meet the threshold for specialist mental health support. There are people who have been discharged from secondary care but still require a range of ongoing support

Racism continues to be seen in the workforce and in service delivery which places people's lives at risk. Structural racism affects the health and wellbeing of people from black and ethnic groups who often have experienced, and continue to experience, the impact of health inequalities. The evidence is stark and is seen in poverty, housing, unemployment, pay and career progression and across life courses.

Nafsiyat Intercultural Therapy Centre continues to play key roles in advocacy, both for individuals, regions and communities, by highlighting the experiences of people from black and ethnic communities and to highlight gaps and where change is needed to address issues such as racism and inequalities Nafsiyat also delivers training which supports change, in both behaviours, and in developing leaders. The work that Nafsiyat delivers is vital in seeing change for both individuals, families, communities and across organisations and change is required to tackle racism and inequalities and ensure services are equitable, appropriate and accessible. Nafsiyat Intercultural Therapy Centre remains relevant in the services it delivers and in developing a centre of excellence.



J.E. Cook (Chair)

9th August 2025

Jane Cook, Chair of the Board of Trustees

TRUSTEES' REPORT

The Trustees who are also directors of the charity for the purposes of the Companies Act, present their report and the financial statements for the year ended 31 March 2025 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (second edition - October 2019) - (Charity SORP (FRS 102) Revised).

OBJECTIVES & ACTIVITIES

During April 2024 to March 2025, Nafsiyat's Vision, Mission, Core Values and objectives remained the same as previous years. We are seeking to update these during an away Day in Autumn 2025.

Vision

All mental health services should be professionally delivered and sensitive to the needs of diverse cultural and ethnic populations, with every therapist culturally competent.

Mission

Nafsiyat provides an Intercultural Psychoanalytic Psychotherapy and counselling service, develops and advances knowledge in this area, and champions good practice.

Public benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives of the charity.

Core values

In all its actions, Nafsiyat will:

- Put its clients first, seeking so far as possible to be accessible to anyone with mental health problems irrespective of their cultural background, perceived ethnic origin, religion or linguistic competence
- Value diversity, making it central to the practice of counselling and psychotherapy, and ensuring that our organisation reflects this value
- Be open, accessible and inclusive, responsive to the social realities lived by clients seeking therapy and their unique experiences
- Act with integrity and transparency, while safeguarding client confidentiality
- To benefit clients and the wider community, contributing to a more functional society
- Promote an awareness of the multi layered identities and positions of clients and how these positions interact in complex ways that must be acknowledged and addressed

Strategic objectives

- Be central to the delivery of quality Intercultural Therapy
- Evidence and research the benefits of intercultural Therapy
- Be the authority on Intercultural Therapy, take the practice and concept into mainstream practice, and advance the dialogue on intercultural issues in the therapeutic setting
- Increase the number of minority-ethnic and culturally aware people trained and working in therapeutic roles

- Continue as an independent, well managed, financially and environmentally sustainable, Nafsiyat

Objectives for the year

- Maintain the highest standards in our clinical work
- Make Intercultural Therapy available to more people
- Increase the prevalence of culturally accessible counselling services
- Maintain existing contracts, and develop new projects and partnerships
- Improve staffing structures and support
- Highlight the need for widely available, culturally accessible mental health support

ACHIEVEMENTS AND PERFORMANCE

Clinical Work

Introduction

Our intercultural therapy clinical work continues to grow in both depth and breadth. Intercultural therapy holds/explores the tensions between the inner and outer realities of the clinical work. At Nafsiyat, intercultural therapy means recognising that culture, race and history are central to people's lives and relationships, not secondary to them.

From the beginning, our founder, Jafar Kareem and his colleagues, shaped a distinctive approach: one that combines psychoanalytic understanding with attention to migration, racism, gender, class, language and faith. This approach starts from the insight that both client and therapist bring conscious and unconscious assumptions about difference and belonging into the room. Therapy — and supervision — become spaces where experiences of displacement, inequality and racialisation can be spoken about, felt, and thought about in the relationship itself. Nafsiyat's way of working has, from the outset, been shaped by an embedded and collective spirit. It is carried by therapists and supervisors from a wide range of cultural and linguistic backgrounds, making possible a way of listening across difference, including in the languages that hold a person's emotional world. Intercultural therapy at Nafsiyat is not a fixed set of techniques. It is a living practice that continues to evolve with the communities with whom we work.

As a service we have, over the decades of our existence, felt the reverberations of external world events, through our global majority clients, and flexibly responded to them. This year, through our clients, we are noticing the real and lived experiential impact of the race riots which took place during August 2024, the wars in Sudan, Ukraine and the Middle East, and a continued general hostility towards migrants and refugees reported in the media.

Our individual therapy provision is mainly funded through NHS Talking Therapies contracts in Islington, Haringey, Camden and Enfield Boroughs. Nafsiyat also provides individual intercultural 1:1 therapy through an innovative outreach project funded by the National Lottery Communities Fund.

At the very end of March 2024 and for the April 2024/25 year, we were also successful in achieving funding from City Bridge Foundation, Compass wellbeing and the Department for Health & Social Care for group work.

During the final quarter of 2024/25 we were successful in achieving a continuation of our Arabic, Amharic and Tigrinya speaking women's group with funding for a further three years from The Mercers Company. This funding also included an expansion of provision by enabling Nafsiyat to follow this model and set up a Turkish Speaking Women's group from September 2025. The above areas of work will now be expanded on below:

Talking Therapies contracts

During 2024/25, Nafsiyat successfully delivered on all its statutory NHS Talking Therapies contracts in the four boroughs of Islington, Camden, Haringey, and Enfield.

- Nafsiyat is the Lead Provider in the Accept Consortium, which is an Islington based partnership between Nafsiyat, The Maya Centre and Camden City Islington & Westminster Bereavement Service. During the year this contractual relationship moved from the London Borough of Islington to North Central London Integrated Care Board (NCL ICB).
- Nafsiyat is a member of the Camden Psychological Therapies Partnership, which deliver the Improving Access to Psychological Therapies (IAPT) programme in the borough. Other partners are iCope, Women & Health, Age UK Camden, and the Camden City Islington & Westminster Bereavement Service.
- In Haringey, during the early part of 2024/25, we were directly contracted by Whittington Health NHS Trust to see clients under their Let's Talk Haringey service. During the year this relationship moved from Whittington NHS to NCL ICB.
- Along with several other voluntary sector organisations, Enfield Saheli, Alpha Care Specialists, and Precious Moments and Health, Nafsiyat continues to be sub-contracted by Mind in Enfield to provide Talking Therapies services for Enfield residents.

Demand for our NHS funded services has remained consistently high. Nafsiyat entered the 2024/25 year with the privilege of continuing our short-term therapy offer, commissioned by the NHS. A total of 268 clients across Camden, Islington, Haringey, and Enfield accessed our short-term counselling service through approximately 4000 sessions of therapy. Referrals are categorised according to the GP, or depending on contract stipulations, the client's home address. We continue to provide counselling in over 20 languages, with the top five requested languages across these contracts being:

- English (43%)
- Turkish (30%)
- Farsi (12%)
- Arabic (10%)
- Bengali (5%)

Nafsiyat continuously receives referrals from individuals and professionals.

- Over 38% of the referrals we received were self-referrals, submitted directly by individuals, and these are received on our website, by email, or occasionally by post.
- 28% of referrals came from North London-based NHS Talking Therapies services. The largest proportion of Talking Therapies referrals per borough comes from our partners at Camden Talking Therapies, with around 60% of referrals received by our service each year.
- 16% of referrals came via GPs, including doctors, social prescribers, and other in-house staff.

Most of our clients identified as female (78%), with over 21% identifying as male. This reflects the typical demographic makeup of our clients and has informed our recent group initiatives specifically targeting men. At Nafsiyat, our NHS-commissioned counselling offer is available for individuals, couples, and families. Out of 268 clients:

Nafsiyat Trustees' Report and Financial Statements for year ended 31 March 2025

- 266 clients were referred for individual counselling
- This equates to approximately 4000 sessions of therapy
- 1 couple was referred for couples counselling
- 1 family was referred for family intervention

Talking Therapies Outcome Measurements

Nafsiyat achieved an average reliable improvement rate across our Talking Therapies contracts of 58%, measured using the PHQ9 and GAD7 questionnaires, which assess levels of depression and anxiety in clients. This figure mirrors the achievements of the 2023/24 year and demonstrates our ongoing commitment to providing short but focused therapy to the community.

Client Feedback

Nafsiyat continues to receive positive feedback from our clients about our services. Many clients highlight the value of connecting with someone who shares their cultural background and language, allowing them to communicate naturally without needing to explain everyday cultural nuances. Comments from clients include:

- *"I feel relieved after speaking to someone in my own language about my issues."*
- *"The service was very good, and I highly recommend this service to others in my community."*
- *"After completing my sessions, I feel less stressed. These sessions were the only place I feel comfortable enough to explore my thoughts and emotions."*
- *"I feel I've made real progress in my sessions. Having a therapist who listens without judgment has allowed me to talk about things I usually keep to myself. Through the process, I've been able to uncover and better understand emotions I hadn't recognised before, which has left me feeling lighter and more hopeful. I've really valued the professionalism and support I've received."*
- *"Counselling has supported me in making important decisions and has helped me become more aware of my feelings. It has also given me tools to start building my confidence."*
- *"Before starting therapy, I often felt withdrawn and unable to connect with others. I struggled to listen, to talk, or to share what I was going through, as I felt very shut down. Through counselling, I've been able to open up and talk about my challenges, which I've found helpful. Having a safe space for myself has allowed me to express feelings I had kept inside for a long time, and it has given me the chance to begin healing and moving forward."*

Please note, certain details have been anonymised to avoid service users from identifying their own stories.

National Lottery Intercultural Therapy and Outreach Project

This project is funded by the National Lottery Reaching Communities Fund and has been set up with Islington Bangladeshi Association, Hopscotch Women's Centre, Elizabeth House and the Kurdish Advice Centre. The period April 2024/25 saw this project in its year two of three and we reached our target of 60 clients, each receiving 12 – 24 sessions of therapy. The ethos of the project stems from combining Nafsiyat's expertise and the community connections linked to these voluntary community-based organisations, so that we can access groups that would otherwise be isolated from mental health support due to various reasons, including stigma, distrust of institutions, lack of psychological awareness, lack of culturally accessible and culturally appropriate services. Many clients from these communities are reserved or reluctant to speak about or share their issues, particularly in relation to mental health. Our two outreach workers find innovative ways of working with people, through voluntary sector partners, to encourage them to feel safe, share lived experience, develop trust and take advantage of intercultural therapy

Mersey Care NHS Trust

Our 2023/2024 contract to provide 1-1 intercultural therapy support, intercultural awareness training workshops, and consultancy support to Mersey care NHS Trust carried on into 2024/2025, in their campaign to become an anti-racist organisation.

Nafsiyat continue to provide black, Asian and minority ethnic staff of Mersey Care NHS Trust with a bespoke culturally diverse wellbeing and rehabilitation programme. This included facilitating reflective sessions and offering our intercultural therapy service to individual staff members. The Integrated Care Board (ICB) approved funds, and we are working with Mersey Care to continue our programme, building on the success of the previous years. In this year we saw 6 Mersey care clients providing up to 12 sessions of therapy to each of them.

University College London

Nafsiyat's continued its agreement with the University College London (UCL) student counselling service, whereby they can refer clients to us that they feel would benefit from culturally appropriate and accessible therapy. By working collaboratively with their Student Support and Wellbeing Centre, students can be referred to our service for culturally appropriate counselling during the academic year. In the year 2024/25, four students actively engaged in counselling sessions.

Arabic, Amharic and Tigrinya speaking women's group

Nafsiyat has been running this weekly psycho-social group for over 10 years. For the past three year, this group has been funded by The Mercers Company. The group enables around 30-50 women from Arabic, Amharic and Tigrinya speaking communities to gather in safe, shared space every other week to participate in professionally led group therapy sessions and 1:1 therapy. This sensitive and innovative intercultural therapy supports women who have experienced often unimaginable and sometimes ongoing hardship and trauma, including domestic violence. The women share the experience of living in a country that is foreign to them, separated from family, and experiencing a range of challenges including poverty, isolation, and language barriers.

The group, brings these women together to discuss their experiences with others who can understand and empathise, receive professional support and guidance, develop coping strategies, and create friendships that help them to feel less isolated. Sessions focus on managing psychological challenges, as well as practical support in areas such as English language learning, computer literacy, physical and mental health awareness, creative activities and general chat and socialising.

We are delighted that at the end of 2024/25, The Mercers Company awarded Nafsiyat further and additional funds to continue the work with Arabic, Amharic and Tigrinya speaking women and to form a new group for Turkish Speaking women.

Group therapy

During the final quarter of 2024, Nafsiyat was successful in achieving funding for group therapy work which was implemented during the 2024/2025 year to which this report relates. This funding enabled growth in our portfolio of group therapy work. We are grateful to the following funders for enabling us to progress Group Therapy Work for our clients:

- Compass Wellbeing (2024/25)
- Department of Health & Social Care Suicide Prevention Fund (2024 -2025), and
- City Bridge Foundation (2024 – 2029)

Family intervention, Couple work

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We continue to provide therapy for couples and families. In the past, this has mainly come through either direct referral or through local authorities that recognise and appreciate the need for their residents to receive intercultural therapy and be able to address their wider needs.

Likewise with Couples work, we receive either direct referrals from couples themselves or through other voluntary sector partners.

We will continue to promote family and couple therapy as a viable option for Nafsiyat clients and collaborate with partner organisations to maximise the visibility of this important offer.

Training – Intercultural Awareness

We continue to develop and promote our now comprehensive Training offer which reflects our Intercultural Awareness workshops and training. During 2024/25, we have continued to increase our clients and training numbers and worked with the following organisations:

- Merseycare
- Hampshire council
- NHS Hampshire and isle of wight ICB
- University of Exeter
- Canterbury Christ Church University
- Open Door
- University of Reading
- University of Cambridge
- London Pathways Partnership
- UCL Disability, Mental Health and Wellbeing
- The Woman's Trust
- Women + Health

Support and Supervision

Supervision is a crucial ethical clinical activity within Nafsiyat as it supports, guides, holds, contains, teaches, and safeguards the therapeutic process. Nafsiyat is recognised for its quality high level professional supervision of its own clinicians and trainees. An increase from 16 reported previously, Nafsiyat now provides supervision for up to 20 trainees.

Qualified staff are supported within group and peer supervision spaces. The systemic/group work is supervised by our Clinical Director. Nafsiyat supports colleagues with their supervision training through placement offers and supervision.

Over the past year, more of our qualified therapists who did their placements at Nafsiyat have attained accreditation with BACP and UKCP and were supported through their accreditation process by Nafsiyat.

We have extended intercultural supervision to partners, stakeholders, and external organisations. Intercultural supervision is gaining shape and definition as an important clinical ethical activity that facilitates and supports intercultural therapy.

Choice

Our paid for therapy service, Choice, has developed further this year. We have spent a lot of time as a team honing the service and seeking to ensure it is as streamlined as possible, that it makes sense to us, is meaningful to the client, adds value but does not take us away from our core objectives. To these ends we now have a clear pricing structure for both clients and independent therapists undertaking the offer and an effective system of self-

Professional Members

Nafsiyat is accredited as a membership listing organisation within the Council for Psychoanalysis and Jungian Analysis (CPJA), College of the UK Council for Psychotherapy (UKCP). Our professional members include those who completed a Master's-level training in intercultural psychoanalytic therapy developed and delivered by Nafsiyat staff and psychotherapists through University College London. Nafsiyat continues to accredit these members annually, with a re-accreditation process every five years. Quarterly online meetings provide an alumni and reflective space for discussing intercultural clinical developments and, where possible, supporting Nafsiyat's strategic aims.

In the Autumn of 2024, the UKCP carried out its quinquennial review of Nafsiyat. The visiting team recognised the dedication and passion of staff and trustees and affirmed the integrity and distinctiveness of our former Master's-level training. They encouraged us to consider new ways of engaging professional members and to explore the expansion of training in intercultural psychoanalytic therapy, supervision, and CPD. In time, such developments could lead towards a UKCP-accredited clinical training, opening membership to already-qualified UKCP therapists wishing to deepen their work in this field. These reflections are consistent with Nafsiyat's commitment to sustaining and transmitting its distinctive legacy, and we look forward to continuing dialogue with UKCP on these opportunities.

Communications and Engagement

This year has seen a significant increase in our communications reach and engagement as we strengthened our presence across digital platforms and continued to showcase our work through events and partnerships.

Social Media

We made a conscious effort to build a stronger online presence, with the goal of producing at least one engaging post per week. By monitoring trends and refining the timing of our posts, we have successfully increased visibility and engagement, through a 'less is more' approach, we have concentrated our social media to LinkedIn as a professional platform to get our message across.

LinkedIn 2024/25

Impressions: 9,969 (↑111.3%)

Reactions: 327 (↑16.4%)

Comments: 37 (↑84.2%)

Reposts: (↑21.3%)

Followers: 1,554 (↑81.4%)

Clicks: 278 (↑4.7%)

Engagement Rate: 26.9% (up from 11.7%)

These results highlight not only the growing interest in our work but also the effectiveness of our more strategic approach to digital communications.

Website

Our website continues to be a key platform for information, resources, and client access. Over the past year, it received a total of 9,409 visits, representing a 29% year-on-year increase.

Newsletter

Our regular newsletter continues to expand its readership. As of this year, we reached 573 subscribers, reflecting a 72.6% growth in sign-ups compared with the previous year.

Events & Engagement Highlights

In addition to digital communications, we strengthened our profile through events and engagement with key partners and supporters:

- April 2024: Our CEO, met with Kaya Comer-Schwartz, Leader of Islington Council and our patron.
- April 2024: Our CEO presented our Equity Pledge to Health Watch Islington and other VCS organisations
- July 2024: We presented our Building Resilience: Suicide Prevention Project at the Islington Refugee and Migrant Support Network.
- July 2024: We presented Nafsiyat at the VAI Advisory Group Workshop with Sheffield Hallam University re: Measuring VCFSE Impact and Social Value and at VAI's Voice of the People? Democracy, Representation, and Involvement Conference
- October 2024: We welcomed Baroness Merron to Nafsiyat on Suicide Prevention Day to learn more about our work and celebrate our contribution to mental health support.
- Dec 2024: We hosted our first Annual Jafar Kareem Lecture, bringing together over 100 practitioners, academics, and community members.
- Dec 2024: We attended the Islington Public Health Partnership event
- January 2025: We held our Annual Staff Dinner, celebrating our team's hard work and achievements over the year.
- February 2025: We attended and contributed to the North Central & East London (NCEL) CAMHS Provider Collaborative Partnership Event
- February 2025: We attended and contributed to the London Borough of Camden Expert Insight Group workshop on domestic abuse and mental health
- March 2025: We attended and contributed to Islington's VCFSE conference, focusing on Evidence, Impact, and Social Value. Partners include VAI's VCFSE Advisory Group (of which we are a member), Islington Council, London Metropolitan, Sheffield Hallam, and Nottingham Trent Universities.

Staffing

To meet some demand in 2021/2022 Nafsiyat recruited clinical staff, workshop leaders and additional administrative support. Nafsiyat also added several employee benefits including, a personal development budget, subsidised counselling, free eye tests, a cycle-to-work scheme, and increased pension contributions during this period too. However, as reported in 2022/2023, later in the year, when less work than we had anticipated eventuated, there was a need to temporarily reduce staff hours. The staff hours were later replaced.

In 2024 – 2025, staff costs continue to be a challenge for Nafsiyat, and, whilst the additional funding for group therapy is welcomed, there is a policy underway of not replacing salaried staff that leave, reducing or eliminating our use of independent contractor clinicians and cutting unwanted subscriptions and services. For staff that do leave, we will review these roles and seek to assimilate these functions into current staffing arrangements and structures where possible, with an eye on overall staffing costs and towards a positively balanced budget.

During 2024/25 we have enabled some of our current operational staff into management positions, most of these roles are held by women and internally recruited, with the encouragement that they should grow their areas of work into self-developing and sustaining departments in line with the strategic plan. These include:

- Project Manager
- Community Links & Social Justice Team Manager
- Finance Manager
- Business Development Manager
- in 2025/26 we will be recruiting for a Data & Insight Manager

We recognise that, if we are to be a champion of diversity and addressing inequalities, then these measures are important. Similar measures around succession have and will also take place within the clinical team. During 2024/25, we have increased hours from within the team and increased supervisor hours where necessary.

We are also increasing our number of trainees to 20 and enabling more trainees to become Assessors and Honorary clinical staff members.

Practical support

Between April 2024 and March 2025, the Community Links & Social Justice Team (CLSJ) supported a total of 104 clients. The outcomes issues that were addressed were as follows:

- Welfare Benefits: 40.6%
- Housing: 24.2%
- Immigration: 13.3%
- Employment: 8.6%
- Domestic Violence: 6.3%
- Other: 7.0%

Many of our clients are experiencing significant challenges related to welfare benefits (40.6%) and housing (24.2%), reflecting the ongoing pressures of the cost-of-living crisis, rising rents, and welfare system complexities. The presence of immigration (13.3%), employment (8.6%), and domestic violence (6.3%) cases highlights the multiple and intersecting barriers many clients face in securing stability and safety. Overall, the data demonstrates that our clients continue to navigate a combination of financial hardship, housing insecurity, and legal vulnerabilities, underscoring the importance of accessible, holistic, and timely support.

Service Improvements: This year has been marked by significant steps to strengthen the efficiency, accessibility, and quality of our service delivery. Key developments include:

Streamlined Referral Process

We introduced a more structured referral system, with referrals now being clinician-led and submitted via a newly designed referral form. Each referral is assessed by a dedicated Caseworker, ensuring suitability and identifying the most appropriate interventions from the outset.

As a result:

- The average waiting time from referral to initial appointment has reduced to 2–4 weeks, allowing clients to access support more quickly.
- Clients receive more focused and effective engagement, tailored to their needs from the beginning.

Enhanced Data Systems

We have improved our data collection and reporting systems, enabling us to generate more accurate, timely, and meaningful data. This has strengthened service planning and evaluation, supporting our commitment to being both client-centred and evidence-driven.

Client Feedback

We expanded our use of client feedback forms to better understand the client experience and inform service improvements. This feedback has been invaluable in shaping ongoing developments and ensuring that client voices are at the heart of our work.

Partnership Working

Our collaborations with partner organisations continue to add value for clients:

- The monthly in-house family law advice clinic, delivered in partnership with Duncan Lewis Solicitors, has provided several clients with ongoing legal support, with suitable cases being taken forward by the firm.
- Clients have been referred to the WorkWell Trust for tailored employment and training support, creating

Case Studies

Case Study 1

Sophie was living with her husband, who subjected her to coercive control and verbal abuse. The toxic environment deeply affected both her and her two daughters, aged 7 and 14.

Her therapist at Nafsiyat referred her to our Community Links & Social Justice (CLSJ) team. Overwhelmed and unsure of her rights, Sophie received emotional support and practical guidance from the CLSJ team.

We listened, offered support, and connected her with a trusted women's aid charity to ensure she wasn't alone in this process. Together, we worked to remove the perpetrator from the home. Thanks to Nafsiyat's Family Law Legal Clinic, in partnership with Duncan Lewis Solicitors, Sophie was supported in securing an Occupational Order, a legal measure that required the perpetrator to leave the property. With the order granted, Sophie and her daughters were able to remain safely in their home.

Now safe at home with her daughters, Sophie described the change as "life-changing." With ongoing therapy at Nafsiyat and practical support from CLSJ, she is regaining confidence and building a new life for herself and her children.

This case shows the power of intercultural, trauma-informed support in responding to domestic abuse. Nafsiyat provided both therapeutic and practical help, offering Sophie and her daughters safety, stability, and the tools to heal. This comprehensive approach is what sets Nafsiyat apart. It's not just about addressing the immediate crisis, but also about empowering survivors to rebuild their lives.

Case Study 2

A mother from the Middle East sought refuge in the UK after facing persecution in her home country due to her ethnicity. Separated from her children, she arrived alone and began the long process of rebuilding her life in safety.

When she came to CLSJ, our team provided both practical and emotional support. We connected her with an experienced immigration lawyer and guided her through the family reunion process, which can be lengthy, complex, and emotionally draining.

After four long years of waiting, her perseverance and resilience have finally been rewarded. By linking her with legal services and providing practical support, her application has been successful, and her children are due to arrive in the UK next month.

This case not only highlights the importance of specialist legal support and advocacy but also demonstrates the life-changing impact that timely, compassionate intervention can have for families who have been torn apart by conflict and persecution.

Case Study 3

An elderly woman living alone and struggling with multiple long-term health conditions approached CLSJ in a state of severe financial hardship. She was unaware of her full entitlements and had been surviving without adequate income or support.

Our team carried out a welfare benefits assessment and helped her apply for Universal Credit and Attendance Allowance, ensuring she could access the financial assistance she was entitled to. We also supported her in obtaining a Freedom Bus Pass, which has enabled her to travel independently and reconnect with her community.

The impact has been profound. With her increased income, she can now afford basic necessities, while also enjoying the freedom to leave her home more regularly. She told us she feels happier, more secure, and less isolated as a result of the support.

This case demonstrates how specialist advice and advocacy can make a tangible difference in alleviating poverty, reducing isolation, and improving quality of life for vulnerable clients.

FINANCIAL REVIEW

Nafsiyat's income increased to £718,775 from £638,281 and the expenditure for the year stood at £739,245 resulting in a deficit of £20,470. This of course impacted on the reserves balance that Nafsiyat is attempting to build and maintain.

As with other charitable organisations, Nafsiyat experiences considerable competition in securing funding. While present circumstances are demanding, the organisation maintains a positive outlook for the future.

RESERVES POLICY

Nafsiyat's reserve policy is to have free reserves to ensure that all costs are covered for a minimum of three months. The target range remains the same from £167k to £278k to cover three to five months' worth of costs. This would allow Nafsiyat to continue its crucial therapeutic work if a crisis was to occur.

Nafsiyat continues to try and build and maintain the free reserves so that there is an appropriate level of funds to cover the above situation and any of the following were to happen:

1. Temporary loss in income.
2. Unforeseen costs that were unexpected and not covered by existing funds.
3. To provide a buffer to cover other risks/contingencies and allow time for Nafsiyat to adjust to these unexpected cases.
4. In the highly unlikely event that Nafsiyat becomes insolvent, it will be able to safely meet its existing contractual agreements with organisations and individuals, including staff.

General reserves also allow us to implement new strategic priorities, invest in technology and retain members of the strong team to achieve the strategic aims of the charity. Any funds received that can only be lawfully used for a specific charitable purpose will be held as restricted funds.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance

Nafsiyat is registered as a company limited by guarantee (without share capital) and as a charity. Its governing instrument is its Memorandum and Articles of Association, last revised on 27th September 2017 (and is currently being updated). All Trustees are also Directors of the Charitable Company for the purposes of the Companies Act.

Trustees' appointment recruitment and induction

All Trustees are unremunerated and are voluntary. Trustees are appointed by resolution of the Trustees. At each Annual General Meeting one-third of the Trustees are subject to retirement by rotation but may offer themselves for re-election. Trustees may serve a maximum of three consecutive terms of three years. The Trustees may at any time co-opt any person duly qualified to be a Trustee.

Trustee vacancies are advertised online through appropriate recruitment sites following the identification of gaps in the trustee board in terms of skills, knowledge, etc. Short-listed applicants are interviewed by the Chair, the Chief Executive, and another Trustee where possible. All existing Trustees are consulted on the final selection before appointment and references are checked. There is a defined procedure for the induction of Trustees, which includes the provision of an information pack upon each appointment. This includes an introduction to fellow Trustees and senior staff through biographies and an organisation chart; Memorandum and Articles of Association; the history of the organisation, its objectives and policies; the latest audited Trustees Report and Financial Statements; information on the role and responsibilities of a Trustee. All Trustees are offered the opportunity to complete a 'duties of a Trustee' training course. Trustees must follow the Nafsiyat Code of Conduct for Trustees.

Organisation structure and decision making

Trustees meet for Quarterly meetings. They also gather for away-days when required. The Chair has monthly meetings with the Chief Executive. These meetings are reported back to the Trustees. The Clinical Subcommittee meets quarterly. These meetings are reported back to the Trustees.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. 01710669

Charity No. 287819

Registered office

Unit 4 Lysander Mews

Lysander Grove

London

N19 3QP

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law. The following Directors and Trustees served during the year and since year end:

J. Cook (Chair)

Y. Wright

G. Patel

J. Calabrese

H. Jawaid

R. Lawrence

J. Bacigalupo

H. Kamar

Y. Ahmed

M. Butterworth (resigned 4th April 2024)

M. Shaffi-Ajibola (appointed 4th June 2025)

Company Secretary

Y. Ahmed

Independent Examiner

Chanter, Browne & Curry

1 Plato Place

72-74 St Dionis Road

London

SW6 4TU

Bankers

Nat West Bank Plc

490 Holloway Road

London

N7 6HN

Solicitors

Russell Cooke LLP

2 Putney Hill

London

SW15 6AB

Trustees' responsibilities

Company and charity law require the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- 1) Select suitable accounting policies and then apply them consistently.
- 2) Make judgements and estimates that are reasonable and prudent.
- 3) Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company exemptions

This report has been prepared and delivered in accordance with the provisions in Part 15 of Companies Act 2006 applicable to companies subject to the small companies' regime.

This report was approved by the board and signed on their behalf.



Y. Ahmed, Company Secretary

1st September 2025

Independent Examiner's Report to the trustees of Nafsiyat

I report to the charity trustees on my examination of the financial statements of Nafsiyat for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act).

Having satisfied myself that the financial statements of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of , which is one of the listed bodies.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

P.G. Browne FCA CTA
Chanter, Browne & Curry
Chartered Accountants
1 Plato Place
71-74 St. Dionis Road
London SW6 4TU
30th November 2025

Nafsiyat
Statement of Financial Activities
for the year ended 31 March 2025

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
	Notes				
Income and endowments from:					
Donations and legacies	4	2,293	-	2,293	2,203
Charitable activities	5	250,915	399,100	650,015	581,769
Investments	6	750	-	750	1,715
Other	7	65,717	-	65,717	52,594
Total		319,675	399,100	718,775	638,281
Expenditure on:					
Raising funds	8	8,603	-	8,603	11,307
Charitable activities	9	317,514	412,960	730,474	715,492
Other	10	168	-	168	168
Total		326,285	412,960	739,245	726,967
Net gains on investments		-	-	-	-
Net expenditure		(6,610)	(13,860)	(20,470)	(88,686)
Transfers between funds		(14,971)	14,971	-	-
Net expenditure before other gains/(losses)		(21,581)	1,111	(20,470)	(88,686)
Other gains and losses					
Net movement in funds		(21,581)	1,111	(20,470)	(88,686)
Reconciliation of funds:					
Total funds brought forward		75,605	29,202	104,807	193,493
Total funds carried forward		54,024	30,313	84,337	104,807

Nafsiyat
Balance Sheet
at 31 March 2025

Company No.	01710669	Notes	2025	2024
			£	£
Fixed assets				
	Tangible assets	13	168	336
			<u>168</u>	<u>336</u>
Current assets				
	Debtors	14	76,540	105,064
	Cash at bank and in hand		92,782	109,651
			<u>169,322</u>	<u>214,715</u>
	Creditors: Amount falling due within one year	15	(80,910)	(102,768)
	Net current assets		<u>88,412</u>	<u>111,947</u>
	Total assets less current liabilities		<u>88,580</u>	<u>112,283</u>
	Creditors: Amounts falling due after more than one year	16	(4,243)	(7,476)
	Net assets excluding pension asset or liability		<u>84,337</u>	<u>104,807</u>
	Total net assets		<u><u>84,337</u></u>	<u><u>104,807</u></u>
The funds of the charity				
Restricted funds				
	Restricted income funds	17	30,313	29,202
			<u>30,313</u>	<u>29,202</u>
Unrestricted funds				
	General funds	17	54,024	75,605
			<u>54,024</u>	<u>75,605</u>
Reserves				
		17		
	Total funds		<u><u>84,337</u></u>	<u><u>104,807</u></u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 31 March 2025 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 31 March 2025

And signed on its behalf by:



John Bacigalupo
 Trustee
 30th November 2025

Nafsiyat**Statement of Cash flows**

for the year ended 31 March 2025

	2025	2024
	£	£
Cash flows from operating activities		
Net expenditure per Statement of Financial Activities	(20,470)	(88,686)
Adjustments for:		
Depreciation of property, plant and equipment	168	168
Dividends, interest and rents from investments	(750)	(1,715)
Decrease/(Increase) in trade and other receivables	28,524	(11,682)
(Decrease)/Increase in trade and other payables	(25,091)	15,551
Net cash used in operating activities	<u>(17,619)</u>	<u>(86,364)</u>
Cash flows from investing activities		
Dividends, interest and rents from investments	750	1,715
Net cash from investing activities	<u>750</u>	<u>1,715</u>
Net cash from financing activities	<u>-</u>	<u>-</u>
Net decrease in cash and cash equivalents	(16,869)	(84,649)
Cash and cash equivalents at the beginning of the year	109,651	194,300
Cash and cash equivalents at the end of the year	<u>92,782</u>	<u>109,651</u>
Components of cash and cash equivalents		
Cash and bank balances	92,782	109,651
	<u>92,782</u>	<u>109,651</u>

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.
Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.

Nafsiyat

Notes to the Accounts

Expenditure

Recognition of expenditure

Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on raising funds

These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.

Expenditure on charitable activities

These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.

Grants payable

All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.

Governance costs

These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.

Other expenditure

These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Freehold investment property

Investment properties are measured initially at cost and subsequently at fair value at each balance sheet date and are not depreciated. All gains or losses are taken to the Statement of Financial Activities as they arise.

Stocks

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Notes to the Accounts

Research and development

Expenditure on research and development is written off in the year in which it is incurred.

Foreign currencies

Monetary assets and liabilities denominated in currencies other than the functional currency of the charity are translated at the rates of exchange prevailing at the end of the reporting period.

Transactions in currencies other than the functional currency of the charity are recorded at the rate of exchange on the date that the transaction occurred.

All exchange differences are taken into account in arriving at net income/expenditure.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.

Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.

Assets held under finance leases are initially recognised as assets of the charity at their fair value at the inception of the lease or, if lower, at the present value of the minimum lease payments. The corresponding liability to the lessor is included in the balance sheet date as a finance lease obligation.

Lease payments are apportioned between finance expenses and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability. Finance expenses are recognised immediately, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with the charity's policy on borrowing costs.

Assets held under finance leases are depreciated in the same way as owned assets.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.

In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

Receipt of donated goods, facilities and services

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Income and endowments from:			
Donations and legacies	2,203	-	2,203
Charitable activities	310,645	271,124	581,769
Investments	1,715	-	1,715
Other	52,594	-	52,594
Total	<u>367,157</u>	<u>271,124</u>	<u>638,281</u>
Expenditure on:			
Raising funds	11,307	-	11,307
Charitable activities	468,159	247,333	715,492
Other	168	-	168
Total	<u>479,634</u>	<u>247,333</u>	<u>726,967</u>
Net income	<u>(112,477)</u>	<u>23,791</u>	<u>(88,686)</u>
Transfers between funds	(589)	589	-
Net income before other gains/(losses)	<u>(113,066)</u>	<u>24,380</u>	<u>(88,686)</u>
Other gains and losses:			
Net movement in funds	<u>(113,066)</u>	<u>24,380</u>	<u>(88,686)</u>
Reconciliation of funds:			
Total funds brought forward	188,671	4,822	193,493
Total funds carried forward	<u><u>75,605</u></u>	<u><u>29,202</u></u>	<u><u>104,807</u></u>

4 Income from donations and legacies

	Unrestricted £	Total 2025 £	Total 2024 £
Donations	1,613	1,613	843
Membership fees	680	680	1,360
	<u>2,293</u>	<u>2,293</u>	<u>2,203</u>

5 Income from charitable activities

	Unrestricted	Restricted	Total 2025	Total 2024
	£	£	£	£
Contract Income	217,478	399,100	616,578	497,993
Nafsiyat Choice	3,977	-	3,977	-
Bespoke Contract Income	29,460	-	29,460	83,776
	<u>250,915</u>	<u>399,100</u>	<u>650,015</u>	<u>581,769</u>

6 Income from investments

	Unrestricted	Total 2025	Total 2024
	£	£	£
Bank interest receivable	750	750	1,715
	<u>750</u>	<u>750</u>	<u>1,715</u>

7 Other income

	Unrestricted	Total 2025	Total 2024
	£	£	£
Training Income	47,128	47,128	46,073
Supervision Fees	4,280	4,280	2,340
Room Hire	3,892	3,892	3,290
Misc Income	10,417	10,417	891
	<u>65,717</u>	<u>65,717</u>	<u>52,594</u>

8 Expenditure on raising funds

	Unrestricted	Total 2025	Total 2024
	£	£	£
<i>Costs of generating voluntary income</i>			
Fundraising	8,603	8,603	11,307
	<u>8,603</u>	<u>8,603</u>	<u>11,307</u>

9 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2025	Total 2024
	£	£	£	£
<i>Expenditure on charitable activities</i>				
Salaries and other costs	192,071	211,900	403,971	393,821
Office costs	95,233	-	95,233	111,272
Professional and Legal fees	25,747	9,985	35,732	30,916
Subscriptions	2,574	-	2,574	2,071
Grants made	-	190,575	190,575	156,147
<i>Governance costs</i>				
Trustee expenses	56	-	56	18,330
Trustee refreshments	-	-	-	239
IE fees and other costs	1,820	500	2,320	1,815
Legal and Professional fees	13	-	13	881
	<u>317,514</u>	<u>412,960</u>	<u>730,474</u>	<u>715,492</u>

10 Other expenditure

	Unrestricted	Total 2025	Total 2024
	£	£	£
Depreciation	168	168	168
	<u>168</u>	<u>168</u>	<u>168</u>

11 Trustee remuneration and expenses

One or more of the trustees has been paid remuneration in the current or prior periods.

	2025 Number	2024 Number
Number of trustees paid expenses	-	2
The nature of the reimbursed expenses	Consultancy payments in lieu of work in between Chief Executives.	

12 Staff costs

No employee received emoluments in excess of £60,000.

The average monthly number of full time equivalent employees during the year was as follows:

2025 Number	2024 Number
22	22
<u>22</u>	<u>22</u>

13 Tangible fixed assets

	Plant & Machinery	Leasehold Improvements	Fixtures & Equipment	Total
	£	£	£	£
Cost or revaluation				
At 1 April 2024	39,660	54,143	9,327	103,130
At 31 March 2025	<u>39,660</u>	<u>54,143</u>	<u>9,327</u>	<u>103,130</u>
Depreciation and impairment				
At 1 April 2024	39,324	54,143	9,327	102,794
Depreciation charge for the year	168	-	-	168
At 31 March 2025	<u>39,492</u>	<u>54,143</u>	<u>9,327</u>	<u>102,962</u>
Net book values				
At 31 March 2025	<u>168</u>	-	-	168
At 31 March 2024	<u>336</u>	-	-	336

14 Debtors

	2025	2024
	£	£
Trade debtors	38,614	61,399
Other debtors	34,653	40,223
Prepayments and accrued income	3,273	3,442
	<u>76,540</u>	<u>105,064</u>

15 Creditors:

amounts falling due within one year

	2025	2024
	£	£
Trade creditors	38,291	21,894
Other creditors	30,172	53,603
Accruals	12,447	27,271
	<u>80,910</u>	<u>102,768</u>

16 Creditors:

amounts falling due after more than one year

	2025	2024
	£	£
Other creditors	4,243	7,476
	<u>4,243</u>	<u>7,476</u>

17 Movement in funds

	At 1 April 2024	Incoming resources (including other gains/losses) £	Resources expended £	Gross transfers £	At 31 March 2025 £
Restricted funds:					
Restricted income funds:					
NHS Islington - Accept	-	130,821	(130,821)	-	-
The Charity of Sir Richard Whittington	-	10,000	(15,358)	3,000	(2,358)
The National Lottery Community Fund:					
Development Grant	29,202	143,343	(145,332)	-	27,213
Suicide Prevention Fund	-	79,068	(79,068)	-	-
Warm Spaces	-	2,190	(2,246)	-	(56)
City Bridge Foundation	-	33,678	(32,038)	-	1,640
Compass Wellbeing Fund	-	-	(8,097)	11,971	3,874
<i>Total</i>	<u>29,202</u>	<u>399,100</u>	<u>(412,960)</u>	<u>14,971</u>	<u>30,313</u>
Unrestricted funds:					
General funds					
	75,605	319,675	(326,285)	(14,971)	54,024
Total funds	<u><u>104,807</u></u>	<u><u>718,775</u></u>	<u><u>(739,245)</u></u>	<u><u>-</u></u>	<u><u>84,337</u></u>

Purposes and restrictions in relation to the funds:

Restricted funds:

NHS Islington - Accept	As Lead Provider, we restrict the funds that are used to subcontract our partners in the Accept Consortium
The Charity of Sir Richard Whittington	Funds the weekly support group for female Amharic, Arabic and Tigrinya-speaking refugees
The National Lottery Community Fund: Development Grant	For project partnering with Islington Bangladeshi Association to support the Bengali community with their mental health
Suicide Prevention Fund	As a lead provider, funds are restricted to subcontract Islington MIND and CCIWBS to deliver therapeutic counselling to men by building resilience to the prevent suicide
Warm Spaces	A small grants scheme for groups who can provide an out of hours warm spaces
City Bridge Foundation	Funds to provide psychosocial groups for marginalised and racialised communities in North London, offering accessible and inclusive mental health support

Nafsiyat

Notes to the Accounts

Compass Wellbeing Fund Providing therapeutic group sessions for individuals aged 18-25 from Afghan refugee backgrounds

18 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	168	-	168
Net current assets	58,099	30,313	88,412
Creditors due in more than one year and provisions	(4,243)	-	(4,243)
	<u>54,024</u>	<u>30,313</u>	<u>84,337</u>

19 Reconciliation of net debt

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash and cash equivalents	109,651	(16,869)	92,782
	<u>109,651</u>	<u>(16,869)</u>	<u>92,782</u>
Net debt	<u>109,651</u>	<u>(16,869)</u>	<u>92,782</u>

20 Commitments

Operating lease commitments

Annual commitments under non-cancellable operating leases are as follows:

	2025	2025	2024	2024
	Land and buildings	Other	Land and buildings	Other
	£	£	£	£
Operating leases with expiry date:				
Within one year	44,000	-	44,000	-
In the second to fifth years inclusive	-	-	44,000	-
	<u>44,000</u>	<u>-</u>	<u>88,000</u>	<u>-</u>

21 Related party disclosures

Controlling party

The company is Limited by Guarantee and has no share capital; thus no single party controls the company. The Liability of members is limited. Every member promises that if the Company is dissolved while they are a member or within twelve months of ceasing to be a member, they will contribute such sum, not exceeding £10, that may be demanded, towards payments of the debts and liability of the Company incurred before they ceased to be a member.

NAFSIYAT

England & Wales - Charity number 287819

Accounts



Company Number: 01710669

Charity Number: 287819

Trustee Report and Financial Statements
For the year ending 31 March 2024

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MESSAGE FROM THE CHAIR

At Nafsiyat, late 2023 brought a new Chief Executive who has a clear vision and co-created plan for Nafsiyat to become a Centre of Excellence in Intercultural Therapy over the next five years. This focus and commitment is needed more than ever as we continue to see inequalities in our society and the wider world, especially for those who experience mental health issues. Statutorily provided mental health services are often inadequate, do not cater for cultural needs and differences, and do not promote equity or equality for those most affected who are left with experiencing barriers to services and institutions. We continue to witness poor outcomes for people from global majorities within statutory organisations such as a recently published report from a confidential enquiry, MBACE, which focused on the experiences of women from Black and Asian experiences of stillbirth and neonatal death in comparison to their white counterparts. It raised concerning disparities in neonatal health outcomes based on ethnicity.

A recent report by Draper et al (2023) reviews the stark contrasts in stillbirth and neonatal mortality rates, with Black infants experiencing a 124% increased risk of stillbirth and a 43% heightened risk of neonatal mortality compared to their white counterparts. Similarly, Asian infants a 57% increased risk of stillbirth and a 59% elevated risk of neonatal mortality. These findings highlight the urgent need to address ethnic inequalities in neonatal health, particularly in England and Wales.

These outcomes are not new as there have been previous reports that highlighted disparities within different racial groups in relation to maternity services. The Casey Review highlighted where change was needed within the Metropolitan Police where institutionalised racism was identified. Nafsiyat continues to advocate for individuals, families and communities in tackling issues that remain in our society that need to be tackled so as to promote equity and justice:

- Racism which remains in the UK including within national institutions such as the NHS and police forces which the pandemic and recent reports have highlighted.
- Health care inequalities which continue to be evident within our societies with those from global majorities disproportionately affected by health disparities. Equity is needed to tackle discrimination, health inequalities and poor health outcomes.

Nafsiyat can and does promote equity and personalised care through the services it provides, with a focus on taking in to account a person's identity, culture and the journey many have encountered which may have affected their mental wellbeing, such as:

- Individualised therapy
- Group therapy
- Training in intercultural awareness and cultural competency
- Supporting organisations in the promotion of equitable service delivery for both service users and staff with a focus on what it means to have culturally competent services and staff by training, mentoring, coaching and empowerment.
- Advocating for equitable, appropriate and rights-based services with a focus on transcultural, trauma focused services which have a focus on mental health and wellbeing within a transcultural framework
- A focus on mental health services that support social inclusion that is person centred and strength based.
- Challenging and advocating when we witness poor outcomes and those issues that disproportionately affect individuals from global majorities especially mental health services.
- Being part of networks that empower and advocate for individuals, communities and organisations.

Underpinning all that Nafsiyat delivers are the principles of equity, fairness, respect, accountability, transparency, dignity, social justice, openness, kindness, compassion and inclusion recognising the value of each person and community. Nafsiyat continues to play its part in challenging the inequalities and inequities we see nationally and globally thus promoting a fairer and more of equitable society with Nafsiyat being part of the narrative that influences cohesion and positive change.

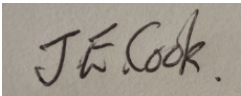
Continued good governance is key for the success of high-quality service delivery and strategic influencing and trustees are key to this as each one brings knowledge, skills and expertise to support the work of Nafsiyat, to support its growth and in influencing sustainable change. The partnership working between trustees and staff is very important with trustees getting to know staff and volunteers better by visiting Nafsiyat and attending events such as book launches, meals and training. Away days with both staff and trustees has been important in getting to know one another and in influencing the development of service delivery and the strategy. Trustees have been very visible especially during the time of transition with trustees being available to support staff and volunteers and in the recruitment of the new Chief Executive It is also important to recognise and celebrate the achievements of Nafsiyat with trustees, staff and volunteers.

The strategy for Nafsiyat needs to take in to account the governance role that trustees have that ensures the service delivery and influence of Nafsiyat Intercultural Therapy centre internally and externally.

The 5-year strategy will be reviewed annually with both staff and trustees having key roles in planning to ensure that the purpose of Nafsiyat remains in providing intercultural therapy to people from the global majority and in influencing service delivery and strategies that are equitable nationally and within organisations. The board can set the context alongside the new Chief Executive identifying longer goals that need to be achieved but management is responsible for implementing the plan.

Nafsiyat has a key role to play in making strategic relationships to promote intercultural therapy and to influence system change nationally and within organisations.

Jane Cook, Chair of the Board of Trustees

A rectangular box containing a handwritten signature in black ink that reads "J.F. Cook".

TRUSTEES' REPORT

The Trustees who are also directors of the charity for the purposes of the Companies Act, present their report and the financial statements for the year ended 31 March 2024 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (second edition - October 2019) - (Charity SORP (FRS 102) Revised).

OBJECTIVES & ACTIVITIES

Vision

All mental health services should be professionally delivered and sensitive to the needs of diverse cultural and ethnic populations, with every therapist culturally competent.

Mission

Nafsiyat provides an Intercultural Psychoanalytic Psychotherapy and counselling service, develops and advances knowledge in this area, and champions good practice.

Public benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives of the charity.

Core values

In all its actions, Nafsiyat will:

- Put its clients first, seeking so far as possible to be accessible to anyone with mental health problems irrespective of their cultural background, perceived ethnic origin, religion or linguistic competence
- Value diversity, making it central to the practice of counselling and psychotherapy, and ensuring that our organisation reflects this value
- Be open, accessible and inclusive, responsive to the social realities lived by clients seeking therapy and their unique experiences
- Act with integrity and transparency, while safeguarding client confidentiality
- To benefit clients and the wider community, contributing to a more functional society
- Promote an awareness of the multi layered identities and positions of clients and how these positions interact in complex ways that must be acknowledged and addressed

Strategic objectives

- Be central to the delivery of quality Intercultural Therapy
- Evidence and research the benefits of intercultural Therapy
- Be the authority on Intercultural Therapy, take the practice and concept into mainstream practice, and advance the dialogue on intercultural issues in the therapeutic setting
- Increase the number of minority-ethnic and culturally-aware people trained and working in therapeutic roles
- Continue as an independent, well managed, financially and environmentally sustainable, Nafsiyat

Objectives for the year

- Maintain the highest standards in our clinical work
- Make Intercultural Therapy available to more people
- Increase the prevalence of culturally accessible counselling services
- Maintain existing contracts, and develop new projects and partnerships
- Improve staffing structures and support
- Highlight the need for widely available, culturally accessible mental health support

ACHIEVEMENTS AND PERFORMANCE

Beneficiaries

The number of direct beneficiaries Nafsiyat supported during 2023/2024 has changed due to a reduction in the number of contracts being assigned and delivered through Nafsiyat post Covid. However, Nafsiyat has continued its NHS funded Talking Therapies work and was successful in achieving new funds for group therapy work. The total number of beneficiaries during 2023/2024 being 998 against 992 in 2022/23, less than 1207 the year before, but still more than the 860 the previous year, which was more than double 415 from the year before that, 356 in 2019/20, 326 in 2017/18 and 242 in 2016/17.

Of the 998, 450, received short to medium term individual intercultural therapy. This number is consistent with the previous years' 461.

The demand for our training has grown thanks to our reinvigorated Intercultural Awareness Training Brochure and associated communication and engagement work. The number of people who received training from us, mostly in the form of a one-day and half day Cultural Awareness workshops, was 548 compared with 361 2022/23 compared with 545 in 2021/22, and 300 in 2020/21. Training clients included universities, NHS Trusts such as Mersy Care and local authorities.

- Total direct beneficiaries: 998
- Beneficiaries who received therapy: 450
- Beneficiaries who received training: 548
- Other beneficiaries (group members, reflective sessions, clinical supervision): 125

Clinical Work

Our intercultural therapy clinical work continues to grow in both depth and breadth. Intercultural therapy holds/explores the tensions between the inner and outer realities of the clinical work. As a service we have, over the decades of our existence, felt the reverberations of external world events, though our global majority clients, and flexibly responded to them. This year, through our clients, we are noticing the real and lived experiential impact of the war in Ukraine, the uncertainties provided by the Rwanda policy and hostility towards migrants and refugees as well as the impact of the wars in Africa and the Middle East.

Our individual therapy provision is mainly funded through NHS Talking Therapies contracts in Islington, Haringey, Camden and Enfield Boroughs. Nafsiyat also provides individual intercultural therapy through an innovative outreach project funded by the National Lottery Communities Fund which will be detailed below.

Family intervention, Couple work

We continue to provide therapy for couples and families. This has mainly come through either direct referral or through local authorities such as Southwark Council that recognise and appreciate the need for their residents to receive intercultural therapy in this context.

Likewise with Couple work. We receive either direct referrals from couples themselves or through other voluntary sector partners. We will continue to promote couple therapy as a viable option for Nafsiyat clients and collaborate with partner organisations to maximise the visibility of this important offer.

Group therapy

During 2023/2024 Nafsiyat has been successful in achieving funding for group therapy work. This was agreed in March 2024 and will be implemented in 2024/2025 growing our portfolio of group therapy work. We are grateful

to Compass Wellbeing and to the Department of Health & Social Care Suicide Prevention Fund and City Bridge Foundation for funding this group therapy work.

Support and Supervision

Supervision is a crucial ethical clinical activity within Nafsiyat as it supports, guides, holds, contains, teaches, and safeguards. Nafsiyat is recognised for its quality high level professional supervision of its own clinicians and trainees. Nafsiyat provides 4 groups of supervision for trainees with a capacity for up to sixteen trainees.

Qualified staff are supported within group and peer supervision spaces. The systemic/group work is supervised by our Clinical Director, Baffour Ababio. Nafsiyat supports colleagues with their supervision training through placement offers and supervision of supervision.

Over the past year, a few of our qualified therapists who did their placements at Nafsiyat have attained accreditation with BACP and UKCP and were supported through their accreditation process by Nafsiyat.

We have extended intercultural supervision to partners, stakeholders, and external organisations. Intercultural supervision is gaining shape and definition as an important clinical ethical activity that facilitates and supports intercultural therapy.

Statutory contracts

Nafsiyat successfully delivered on all its statutory NHS Talking Therapies contracts in the four boroughs of Islington, Camden, Haringey, and Enfield.

- Nafsiyat is the Lead Provider in the Accept Consortium, which is an Islington based partnership between Nafsiyat, The Maya Centre and Camden City Islington & Westminster Bereavement Service.
- Nafsiyat is a member of the Camden Psychological Therapies Partnership, which deliver the Improving Access to Psychological Therapies (IAPT) programme in the borough. Other partners are iCope, Women & Health, Age UK Camden, and the Camden City Islington & Westminster Bereavement Service.
- In Haringey, we are directly contracted by Whittington Health NHS Trust to see clients under their Let's Talk Haringey service.
- Along with several other voluntary sector organisations, Enfield Saheli, Alpha Care Specialists, and Precious Moments and Health, Nafsiyat is sub-contracted by Mind in Enfield to provide Talking Therapies services.

Intercultural therapy and outreach project

After an initial project with Islington Bangladeshi Association funded in 2021, the National Lottery Community Fund awarded Nafsiyat a grant to provide a community outreach and mental health support programme, working in the London borough of Islington, for vulnerable men and women who face acute mental distress. This supported the community in addressing challenges affecting their mental well-being and day-to-day lives and enabled people to access Nafsiyat's intercultural therapy service.

This project has been set up with Islington Bangladeshi Association, Hopscotch Women's Centre, Elizabeth House and the Kurdish Advice Centre. We found that by combining Nafsiyat's expertise and the community connections linked to these voluntary community-based organisations, we could access groups that would otherwise be isolated from mental health support due to various reasons, including stigma, distrust of institutions, lack of psychological awareness, lack of culturally accessible and culturally appropriate services. Many clients from these communities

are reserved in how they speak and share their issues, particularly in relation to mental health. Our two outreach workers find innovative ways of working with people, through these partners, to encourage them to feel safe, share lived experience, develop trust and take advantage of intercultural therapy through Nafsiyat.

Mersey Care NHS Trust

During 2023/2024 Nafsiyat is contracted to provide a significant amount of 1-1 intercultural therapy support, intercultural awareness training workshops, and consultancy support to Mersey care NHS Trust in their campaign to become an anti-racist organisation.

Nafsiyat provided black, Asian and minority ethnic staff of Mersey Care NHS Trust with a bespoke culturally diverse wellbeing and rehabilitation programme. This included facilitating reflective sessions and offering our intercultural therapy service to individual staff members. The Integrated Care Board (ICB) has approved funds and we are working with Mersey care to formulate an extended programme for 2025/2026 building on the success of the 2023/2024 programme.

Training workshops and reflective sessions

During the year we enhanced our Training Brochure which reflects our Intercultural Awareness workshops and training. We ran 32 Cultural Competence training workshops, 2 Intercultural Awareness workshops, 17 reflective sessions, and made 2 formal presentations.

Arabic, Amharic and Tigrinya speaking women's group

Nafsiyat has been running this weekly psycho-social group (including online/ via phone during the pandemic) for over 10 years. The group enables around 30-50 women from these communities to gather in safe, shared space each week to participate in professionally led group therapy sessions. This sensitive and innovative intercultural therapy supports women who have experienced often unimaginable and sometimes ongoing hardship and trauma, including domestic violence. All share the experience of living in a country that is foreign to them, separated from family, and experiencing a range of challenges including poverty, isolation, and language barriers.

The group, currently funded through The Mercers' Company, brings these women together to discuss their experiences with others who can understand and empathise, receive professional support and guidance, develop coping strategies, and create friendships that help them to feel less isolated. Sessions focus on managing psychological challenges, as well as practical support in areas such as English language learning, computer literacy, physical and mental health awareness, creative activities and general chat and socialising.

University College London

Nafsiyat's continued its agreement with the University College London (UCL) student counselling service, whereby they can refer clients to us that they feel would benefit from culturally appropriate and accessible therapy.

Grants

The National Lottery Communities Fund, Compass Wellbeing, the Department for Health & Social Care Suicide Prevention Fund, The Mercers' Company, supported our work during the year, for which we are most grateful.

Choice

After a pause during 2022/2023 our Choice or 'paid for' therapy service has started to develop again this year. We have spent a lot of time with the new CEO and the team in honing the service and seeking to ensure it is as streamlined as possible, that it adds value but does not take us away from our core objectives.

Professional members

Nafsiyat is accredited as a membership listing organisation of the UK Council for Psychotherapy (UKCP). We have

professional members who graduated with a Masters in Intercultural Therapy degree run by Nafsiyat staff and Psychotherapists at University College London. Nafsiyat accredits these members annually, and there is a re-accreditation process every five years. Nafsiyat provides professional members with the opportunity to meet online once every quarter. It serves as an intercultural therapy alumni space, to support the strategic objectives of Nafsiyat where possible and finally as a confidential reflective space for the discussion of intercultural clinical developments.

Communications

Publications

October 2023: Clinical Director Baffour Ababio's article, "Wisdom Pot Consciousness", featured in Therapy Today, exploring cultural dynamics in therapeutic supervision.

Newsletters

We continue to publish a monthly Nafsiyat newsletter, targeting a mailing list comprising staff, trustees, patrons, and previous followers of the Nafsiyat newsletter. The option to sign up for our newsletters directly on our website has helped increase subscribers. Our newsletter provides valuable recommendations to support their ongoing intercultural learning journey.

Events

May 2023:

- Senior Counsellor Sega Habtom spoke at the BACP Research Conference Policy Panel, discussing trauma and culturally sensitive mental health support.

June 2023:

- Kaya Comer-Schwartz, Leader of Islington Council, visited Nafsiyat, connecting with staff and discussing challenges.
- Nafsiyat attended a luncheon at Mercers' Hall, celebrating the Richard Whittington Charity's support for their women's group.

July 2023:

- Nafsiyat Held its annual staff picnic.

October 2023:

- Nafsiyat celebrated its 40th anniversary, reflecting on four decades of activism and growth.

January 2024:

- Welcomed visiting professors from Italy and Norway to discuss potential collaborations.

March 2024:

- Presented the Intercultural Outreach Project at a Voluntary Action Islington event, showcasing success in stigma reduction and mental health support.

Awards and Fundraising

September 2023:

- Sega Habtom was nominated for 'Mental Health Hero' at The Sun Who Cares Wins Awards.

March 2024:

- Nafsiyat, Islington Mind, and CCIWBS secured funding for the 'Building Resilience: Men's Suicide Prevention Project,' starting in April 2024.

Website Performance Summary (April 2023 - March 2024)

- Visits: 27,000 total visits, reflecting an 86% increase year-on-year.
- Unique Visitors: 20,000, showing an 81% increase year-on-year.
- Pageviews: 58,000, an 80% increase year-on-year.

- Visits fluctuated between 2,000 to 3,000 per month, with peaks in October and January.
- Declines occurred during the summer months and December, followed by recovery in early 2024.

LinkedIn

Followers:

Q3: Increased by 29% to 937

Q4: Increased by 18% to 1,102

Total Growth: 165 new followers across both quarters.

Impressions:

Q3: 28,423 (up 50%)

Q4: 28,619 (up 16% compared to Q3)

Clicks:

Q3: 1,818 (up 85%)

Q4: 3,015 (up 85%)

Engagement Rate (New in Q4): 13.77%

Content Posting:

Q3: 58 posts

Q4: 45 posts

Instagram

Impressions:

Q3: 11,554 (up 53%)

Q4: 9,930 (down slightly but still up 3% compared to our overall average)

Engagement:

Q3 589 likes

Q4: 561 likes

Comments:

Q3: 21 comments

Q4: 22 comments

Throughout the year, we have achieved successes in various areas, amplifying our message and expanding our reach.

Staffing

To meet some expected demand in 2021/2022 Nafsiyat recruited clinical staff, workshop leaders and additional administrative support. Nafsiyat also added several employee benefits including, a personal development budget, subsidised counselling, free eye tests, a cycle-to-work scheme, and increased pension contributions during this period too. However, as reported in 2022/2023, later in the year, when less work than we had anticipated eventuated, there was a need to temporarily reduce staff hours. The staff hours were later replaced.

These staff costs continue to be a challenge for Nafsiyat, and whilst the additional funding for group therapy is welcomed during 2023/2024, there is a policy underway of not replacing salaried staff that leave, reducing our use of independent contractor clinicians and cutting unwanted subscriptions and services.

Practical support

During the end of 2023, our two Community Links workers left Nafsiyat. However, this gave Nafsiyat the opportunity to review the service and set up a Community Links & Social Justice Team in January 2024.

From April to December 2023 the Community Links team saw a total of 27 cases. Here is a percentage breakdown of the cases seen:

- Housing: 33.3%
- Welfare Benefits: 29.63%
- Immigration: 7.41%
- Health: 3.7%
- Other: 25.93%

Here is a case study that highlights the work done by the Community Links team during this period:

HL was referred to NLW team for help with education. She sought asylum in the UK several years ago. Unfortunately, her asylum application was rejected repeatedly, and she became destitute with no right to work, benefits, healthcare, or housing. HL recounted that she slept on the streets, worked illegally in people's homes for cash or food (sometimes risking her safety) and begging. After a long time in destitution (one winter night), HL was picked by a charity from the streets and was placed in a winter shelter. Later she was referred to another charity which took responsibility to accommodate her long term and support her with her immigration status. The NLW team assessed her case but faced a huge challenge due to restrictions on HL's immigration status. After a long and extensive search including search for grants and donations, there was a breakthrough. The National Career Service managed to secure a place in HL's preferred course. HL was overjoyed and in disbelief that she was accepted without any legal status in the UK. She joined the course in September 2023 and is happily continuing her studies. With regards to her immigration status HL said that the charity is supporting her. however, the team provided her with information about organisations that offer free legal advice on immigration if she wishes to do so in the future. HL was very grateful and happy.

From January 2024 to March 2024, the Community Links & Social Justice team, supported by volunteers, assisted 33 clients. Below is the percentage breakdown of the cases seen:

- Housing: 21%
- Welfare Benefits: 27%
- Immigration: 24%
- Employment: 12%
- Other: 21%

Here is a case study that highlights the work done by Nafsiyat's Community Links & Social Justice Team:

The Community Links & Social Justice (CLSJ) Team at Nafsiyat supported H, a young man from the Middle East who fled persecution after reporting a human rights violation involving a high-ranking military officer. With nothing but his phone, he escaped to the UK.

Upon arrival, H surrendered to the police and explained his situation, but a language barrier led to a misspelling of his name in official documents, delaying his asylum process.

The CLSJ team worked tirelessly to correct this error, persistently contacting the Home Office until his paperwork was resolved. They also helped him secure legal representation after learning of an execution order against him in his home country.

We received an update from H, sharing the news that his asylum application has been approved. He expressed deep gratitude for the support he received from Nafsiyat and the CLSJ team, saying he now feels confident to begin his new life and couldn't have done this alone without the vital support he received from Nafsiyat.

Outcome measurement - April 2023 to March 2024 report

We averaged a Reliable Improvement of 58% in depression and anxiety, from the PHQ9 and GAD7 outcome measurement questionnaires.

Given the options of: 'at all times', 'most of the time', 'sometimes', 'rarely', or 'never'; clients selected the following options on the Nafsiyat service feedback forms:

- 100% felt staff listened to them and treat their concerns seriously all the time or most of the time; 0% sometimes.
- 97.7% felt the service helped them to better understand and address their difficulties all the time or most of the time; 2.2% sometimes.
- 94% felt involved in making choices about their treatment and care all the time or most of the time; 3.7% sometimes.
- 95.5% felt they got the help that mattered to them all the time or most of the time; 3.7% sometimes.
- 97.7 % had confidence in their therapist and his/her skills and techniques all the time or most of the time.
- 96 % of those who found therapy at Nafsiyat very helpful; 3% Neither helpful nor unhelpful

Client feedback*

- *I felt comfortable to say what I feel and thought. Therapy enabled me to say what I feel, I was honest, I did not have to put mask and mask my feeling. This itself was helpful to me.*
- *I have noticed changes in how I understand myself and understanding how I feel. I have recognised and still learning to understand that I will not be as concerned about things as I have been.*
- *I am a very closed up person. I cannot talk about my issues easily. I am able to open up in therapy and talk about my issues. I feel stronger after I talk. I sometimes feel anxious but knowing that I have a therapy session on Monday and I can talk about it makes me feel better. I come from a culture where I was brought up to not cry as a man and not show my emotions. I am able to show my emotions. I am not picking up specific things, seeing things more as a whole now.*
- *The group provided me a safe space to talk about my trauma in a controlled space that I can process and reflect. I got out as much as I put in and for that I am extremely grateful. I felt seen and heard and was able to grow myself in return. I think Wajiha was splendid, she gave enough space for me to step up to who I want to be but also did not let me simply fall into limiting beliefs.*

*Lightly edited for grammar

Case Study One**

RB, an Indian Muslim woman in her early thirties, was referred due to frequent panic attacks impacting her breathing and daily life. Diagnosed with anxiety, she reported irritability, low self-esteem, and negative thoughts, leading to disengagement from her children and social life. She sought therapy to improve communication with her husband, perceiving a lack of understanding from him. In the initial session, RB discussed her family background and past. It became clear that cultural differences and an arranged marriage pressured her to

suppress her emotions, causing panic attacks. We explored the aspects of herself that RB had abandoned to please her new family. RB initially took a few sessions to see the connection between her lost sense of self and her anxiety. The next phase involved acknowledging cultural differences and seeking mutual acceptance with her in-laws, which helped RB regain confidence. Gradually, she trusted the therapeutic process, prioritized her needs, and addressed them in sessions, leading to improved self-esteem. Though still experiencing weekly panic attacks, she became more engaged with her family and started meaningful dialogues with her husband. RB's assertiveness was tested during a visit to her husband's family, where she maintained her identity without disrespecting their culture, boosting her confidence. In the final sessions, she noted positive changes in family dynamics, such as open discussions of feelings, including with her children. She uncovered issues like sibling jealousy and her husband's insecurities. Over 12 weeks, RB's self-image improved, and she felt like a 'new person.' She had not experienced panic attacks in the last three weeks and reported achieving her therapy goals. Working interculturally was crucial; RB realized she could respect another culture without compromising her own.

Case Study Two**

S.M, a 58-year-old from Iraq, left with her husband and three children in 1996 due to war and arrived in the UK as refugees in 1998 through the UN. Referred by iCope after losing six family members in the Iraq war, S.M suffered from depression, bereavement, and anxiety. She endured physical and emotional domestic violence from her ex-husband. S.M experienced severe depression with daily intrusive flashbacks, sleep difficulties, frequent nightmares, and anger. She avoided going out due to hearing her deceased brother's warnings. He was killed by ISIS in front of his children, increasing her anxiety for her remaining family in Iraq. During initial counselling sessions, S.M struggled to attend due to her physical condition, often accompanied by a friend and sleeping in the waiting room. She expressed sadness, hopelessness, and anger, appearing stressed and frowning throughout the session but maintained good eye contact and engagement. Trust was gradually established in a supportive environment where she felt comfortable expressing her feelings. Sympathy and empathy helped her process traumatic experiences for the first time in her language, linking these to her daily life.

In the first session, she expressed hesitation about the long travel distance but later felt positive, stating, "I felt very comfortable and that you understand me, therefore I will come for ongoing sessions even if it is far." Initially, S.M cried excessively but gradually reduced her crying and discussed her problems more openly. By the last few sessions, she considered writing a book about her traumatic experiences stemming from the political situation in Iraq. Intercultural therapy proved beneficial for S.M because the therapist speaks Arabic. Previously, with an English-speaking counsellor, she felt unable to fully express her emotions or that her trauma was understood. The therapist's similar cultural background and personal experience living in a war-torn area enabled her to better comprehend the client's challenges and relate to patients facing similar difficulties. Initial and end of therapy assessment scores: PHQ9 = 20 PHQ9 = 12 GAD7 = 18 GAD7 = 11

**Clients', therapists' names in the case studies are all pseudonyms. In addition, details of their personal biographies which could identify them have been significantly altered.

FINANCIAL REVIEW

Nafsiyat's income decreased slightly to £638,281 from £639,017 and the expenditure for the year stood at £726,967 a sharp increase from £677,762 unfortunately resulting in a deficit of £88,686. This of course impacted on the reserves balance that Nafsiyat is attempting to build and maintain.

Like all other charities, Nafsiyat is met with stiff competition when applying for funding so current times remains challenging, however, the organisation continues to be positive about the future.

RESERVES POLICY

Nafsiyat's reserve policy is to have free reserves to ensure that all costs are covered for a minimum of three months. The target range remains the same from £167k to £278k to cover three to five months' worth of costs. This would allow Nafsiyat to continue its crucial therapeutic work if a crisis was to occur.

Nafsiyat would like to grow to maintain the free reserves so that there is an appropriate level of funds to cover the above situation and any of the following were to happen:

1. Temporary loss in income.
2. Unforeseen costs that were unexpected and not covered by existing funds.
3. To provide a buffer to cover other risks/contingencies and allow time for Nafsiyat to adjust to these unexpected cases.
4. In the highly unlikely event that Nafsiyat becomes insolvent, it will be able to safely meet its existing contractual agreements with organisation and individuals, including staff.

General reserves also allow us to implement new strategic priorities, invest in technology and retain members of the strong team to achieve the strategic aims of the charity. Any funds received that can only be lawfully used for a specific charitable purpose will be held as restricted funds.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance

Nafsiyat is registered as a company limited by guarantee (without share capital) and as a charity. Its governing instrument is its Memorandum and Articles of Association, last revised on 27th September 2017 (and is currently being updated). All Trustees are also Directors of the Charitable Company for the purposes of the Companies Act.

Trustees' appointment recruitment and induction

All Trustees are unremunerated and are voluntary. Trustees are appointed by resolution of the Trustees. At each Annual General Meeting one-third of the Trustees are subject to retirement by rotation but may offer themselves for re-election. Trustees may serve a maximum of three consecutive terms of three years. The Trustees may at any time co-opt any person duly qualified to be a Trustee.

Trustee vacancies are advertised online through appropriate recruitment sites following the identification of gaps in the trustee board in terms of skills, knowledge, etc. Short-listed applicants are interviewed by the Chair, the Chief Executive, and another Trustee where possible. All existing Trustees are consulted on the final selection before appointment and references are checked. There is a defined procedure for the induction of Trustees, which includes the provision of an information pack upon each appointment. This includes an introduction to fellow Trustees and senior staff through biographies and an organisation chart; Memorandum and Articles of Association; the history of the organisation, its objectives and policies; the latest Trustees Report and Financial Statements; information on the role and responsibilities of a Trustee. All Trustees are offered the opportunity to complete a 'duties of a Trustee' training course. Trustees must follow the Nafsiyat Code of Conduct for Trustees.

Organisation structure and decision making

Trustees meet for Quarterly meetings. They also gather for away-days when required. The Chair has monthly meetings with the Chief Executive. These meetings are reported back to the Trustees. The Clinical Subcommittee meets quarterly. These meetings are reported back to the Trustees.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. 01710669

Charity No. 287819

Registered office

Unit 4 Lysander Mews

Lysander Grove

London

N19 3QP

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law. The following Directors and Trustees served during the year:

J. Cook (Chair)

Y. Wright

G. Patel

J. Calabrese

H. Jawaid

R. Lawrence

J. Bacigalupo (appointed 3 April 2023)

Y. Ahmed (appointed 2 October 2023)

H. Kamar (appointed 26 July 2023)

M. Butterworth (resigned 4 April 2024)

Company Secretary

Y. Ahmed (appointed 2 October 2023)

A. Weatherhead (resigned 11 August 2023)

Independent Examiner

Chanter, Browne & Curry

1 Plato Place

72-74 St Dionis Road

London

SW6 4TU

Bankers

Nat West Bank Plc

490 Holloway Road

London

N7 6HN

Solicitors

Russell Cooke LLP

2 Putney Hill

London

SW15 6AB

Trustees' responsibilities

Company and charity law require the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- 1) Select suitable accounting policies and then apply them consistently.
- 2) Make judgements and estimates that are reasonable and prudent.
- 3) Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company exemptions

This report has been prepared and delivered in accordance with the provisions in Part 15 of Companies Act 2006 applicable to companies subject to the small companies' regime.

This report was approved by the board and signed on their behalf.



Y. Ahmed, Company Secretary

20th January 2025

Nafsiyat
Independent Examiners Report
Independent Examiner's Report to the trustees of Nafsiyat

I report to the charity trustees on my examination of the financial statements of Nafsiyat for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act).

Having satisfied myself that the financial statements of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of , which is one of the listed bodies.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

P.G. Browne FCA CTA
Chanter, Browne & Curry
Chartered Accountants
1 Plato Place
71-74 St. Dionis Road
London SW6 4TU
20th January 2025

Nafsiyat
Statement of Financial Activities
for the year ended 31 March 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income and endowments from:					
Donations and legacies	4	2,203	-	2,203	5,047
Charitable activities	5	310,645	271,124	581,769	600,439
Investments	6	1,715	-	1,715	673
Other	7	52,594	-	52,594	32,859
Total		367,157	271,124	638,281	639,017
Expenditure on:					
Raising funds	8	11,307	-	11,307	18,973
Charitable activities	9	468,159	247,333	715,492	658,621
Other	10	168	-	168	168
Total		479,634	247,333	726,967	677,762
Net gains on investments		-	-	-	-
Net expenditure		(112,477)	23,791	(88,686)	(38,744)
Transfers between funds		(589)	589	-	-
Net expenditure before other gains/(losses)		(113,066)	24,380	(88,686)	(38,744)
Other gains and losses					
Net movement in funds		(113,066)	24,380	(88,686)	(38,744)
Reconciliation of funds:					
Total funds brought forward		188,671	4,822	193,493	232,238
Total funds carried forward		75,605	29,202	104,807	193,494

Nafsiyat
Balance Sheet
at 31 March 2024

Company No. 01710669	Notes	2024 £	2023 £
Fixed assets			
Tangible assets	13	336	504
		<u>336</u>	<u>504</u>
Current assets			
Debtors	14	105,064	93,382
Cash at bank and in hand		109,651	194,300
		<u>214,715</u>	<u>287,682</u>
Creditors: Amount falling due within one year	15	(102,768)	(83,984)
Net current assets		<u>111,947</u>	<u>203,698</u>
Total assets less current liabilities		112,283	204,202
Creditors: Amounts falling due after more than one year	16	(7,476)	(10,709)
Net assets excluding pension asset or liability		<u>104,807</u>	<u>193,493</u>
Total net assets		<u><u>104,807</u></u>	<u><u>193,493</u></u>
The funds of the charity			
Restricted funds	17		
Restricted income funds		29,202	4,822
		<u>29,202</u>	<u>4,822</u>
Unrestricted funds	17		
General funds		75,605	188,671
		<u>75,605</u>	<u>188,671</u>
Reserves	17		
Total funds		<u><u>104,807</u></u>	<u><u>193,493</u></u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 31 March 2024 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 20 January 2025

And signed on its behalf by:



John Bacigalupo
Trustee
20 January 2025

Nafsiyat
Statement of Cash flows
for the year ended 31 March 2024

	2024 £	2023 £
Cash flows from operating activities		
Net expenditure per Statement of Financial Activities	(88,686)	(38,745)
Adjustments for:		
Depreciation of property, plant and equipment	168	168
Dividends, interest and rents from investments	(1,715)	(673)
(Increase)/Decrease in trade and other receivables	(11,682)	85,613
Increase/(Decrease) in trade and other payables	15,551	(147,392)
Net cash used in operating activities	<u>(86,364)</u>	<u>(101,031)</u>
Cash flows from investing activities		
Payments for equipment		(672)
Dividends, interest and rents from investments	1,715	673
Net cash from investing activities	<u>1,715</u>	<u>1</u>
Net cash from financing activities	<u>-</u>	<u>-</u>
Net decrease in cash and cash equivalents	(84,649)	(101,030)
Cash and cash equivalents at the beginning of the year	194,300	295,330
Cash and cash equivalents at the end of the year	<u>109,651</u>	<u>194,300</u>
Components of cash and cash equivalents		
Cash and bank balances	109,651	194,300
	<u>109,651</u>	<u>194,300</u>

for the year ended 31 March 2024

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.

Income with related expenditure Where income has related expenditure the income and related expenditure is reported gross in the SoFA.

Donations and legacies Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.

Tax reclaims on donations and gifts Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.

Donated services and facilities These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.

Volunteer help The value of any volunteer help received is not included in the accounts.

Investment income This is included in the accounts when receivable.

Gains/(losses) on revaluation of fixed assets This includes any gain or loss resulting from revaluing investments to market value at the end of the year.

Gains/(losses) on investment assets This includes any gain or loss on the sale of investments.

Expenditure

Recognition of expenditure Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on raising funds These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.

Expenditure on charitable activities These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.

Grants payable All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.

Governance costs These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.

Other expenditure These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Freehold investment property

Investment properties are measured initially at cost and subsequently at fair value at each balance sheet date and are not depreciated. All gains or losses are taken to the Statement of Financial Activities as they arise.

Stocks

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Research and development

Expenditure on research and development is written off in the year in which it is incurred.

Foreign currencies

Monetary assets and liabilities denominated in currencies other than the functional currency of the charity are translated at the rates of exchange prevailing at the end of the reporting period.

Transactions in currencies other than the functional currency of the charity are recorded at the rate of exchange on the date that the transaction occurred.

All exchange differences are taken into account in arriving at net income/expenditure.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.

Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.

Assets held under finance leases are initially recognised as assets of the charity at their fair value at the inception of the lease or, if lower, at the present value of the minimum lease payments. The corresponding liability to the lessor is included in the balance sheet date as a finance lease obligation.

Lease payments are apportioned between finance expenses and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability. Finance expenses are recognised immediately, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with the charity's policy on borrowing costs.

Assets held under finance leases are depreciated in the same way as owned assets.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.

In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

Receipt of donated goods, facilities and services

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Income and endowments from:			
Donations and legacies	5,046	-	5,046
Charitable activities	406,430	194,009	600,439
Investments	673	-	673
Other	32,859	-	32,859
Total	<u>445,008</u>	<u>194,009</u>	<u>639,017</u>
Expenditure on:			
Raising funds	18,973	-	18,973
Charitable activities	465,968	192,653	658,621
Other	168	-	168
Total	<u>485,109</u>	<u>192,653</u>	<u>677,762</u>
Net income	<u>(40,101)</u>	<u>1,356</u>	<u>(38,745)</u>
Transfers between funds	(3,936)	3,936	-
Net income before other gains/(losses)	<u>(44,037)</u>	<u>5,292</u>	<u>(38,745)</u>
Other gains and losses:			
Net movement in funds	<u>(44,037)</u>	<u>5,292</u>	<u>(38,745)</u>
Reconciliation of funds:			
Total funds brought forward	232,708	(470)	232,238
Total funds carried forward	<u>188,671</u>	<u>4,822</u>	<u>193,493</u>

4 Income from donations and legacies

	Unrestricted £	Total 2024 £	Total 2023 £
Donations	843	843	3,687
Membership fees	1,360	1,360	1,360
	<u>2,203</u>	<u>2,203</u>	<u>5,047</u>

5 Income from charitable activities

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Contract Income	226,869	271,124	497,993	431,846
Nafsiyat Choice	-	-	-	1,640
Bespoke Contract Income	83,776	-	83,776	166,953
	<u>310,645</u>	<u>271,124</u>	<u>581,769</u>	<u>600,439</u>

6 Income from investments

	Unrestricted	Total 2024	Total 2023
	£	£	£
Bank interest receivable	1,715	1,715	673
	<u>1,715</u>	<u>1,715</u>	<u>673</u>

7 Other income

	Unrestricted	Total 2024	Total 2023
	£	£	£
Training Income	46,073	46,073	28,286
Supervision Fees	2,340	2,340	1,945
Room Hire	3,290	3,290	1,528
Misc Income	891	891	1,100
	<u>52,594</u>	<u>52,594</u>	<u>32,859</u>

8 Expenditure on raising funds

	Unrestricted	Total 2024	Total 2023
	£	£	£
<i>Costs of generating voluntary income</i>			
Donations	-	-	18,973
Fundraising	11,307	11,307	-
	<u>11,307</u>	<u>11,307</u>	<u>18,973</u>

9 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
<i>Expenditure on charitable activities</i>				
Salaries and other costs	316,947	76,874	393,821	362,047
Office costs	96,960	14,312	111,272	79,144
Professional and Legal fees	30,916	-	30,916	68,960
Subscriptions	2,071	-	2,071	2,634
Grants made	-	156,147	156,147	144,183
<i>Governance costs</i>				
Trustee expenses	18,330	-	18,330	-
Trustee refreshments	239	-	239	-
IE fees and other costs	1,815	-	1,815	1,204
Legal and Professional fees	881	-	881	449
	<u>468,159</u>	<u>247,333</u>	<u>715,492</u>	<u>658,621</u>

10 Other expenditure

	Unrestricted	Total 2024	Total 2023
	£	£	£
Depreciation	168	168	168
	<u>168</u>	<u>168</u>	<u>168</u>

11 Trustee remuneration and expenses

One or more of the trustees has been paid remuneration in the current or prior periods.

Trustee	Remuneration	Pension	Other benefits
Hena Jawaid	10,998	-	-
Yvonne Wright	7,332	-	-

	2024 Number	2023 Number
Number of trustees paid expenses	2	-

The nature of the reimbursed expenses Consultancy payments in lieu of work in between Chief Executives.

12 Staff and Trustees' costs

No employee received emoluments in excess of £60,000.

The average monthly number of full time equivalent employees during the year was as follows:

	2024	2023
	Number	Number
	22.25	10.20
	<u>22.25</u>	<u>10.20</u>

13 Tangible fixed assets

	Plant & Machinery	Leasehold Improvements	Fixtures & Equipment	Total
	£	£	£	£
Cost or revaluation				
At 1 April 2023	39,660	54,143	9,327	103,130
At 31 March 2024	<u>39,660</u>	<u>54,143</u>	<u>9,327</u>	<u>103,130</u>
Depreciation and impairment				
At 1 April 2023	39,156	54,143	9,327	102,626
Depreciation charge for the year	168	-	-	168
At 31 March 2024	<u>39,324</u>	<u>54,143</u>	<u>9,327</u>	<u>102,794</u>
Net book values				
At 31 March 2024	<u>336</u>	<u>-</u>	<u>-</u>	<u>336</u>
At 31 March 2023	<u>504</u>	<u>-</u>	<u>-</u>	<u>504</u>

14 Debtors

	2024	2023
	£	£
Trade debtors	61,399	73,606
Other debtors	40,223	18,033
Prepayments and accrued income	3,442	1,743
	<u>105,064</u>	<u>93,382</u>

15 Creditors:

amounts falling due within one year

	2024	2023
	£	£
Trade creditors	21,894	40,887
Other creditors	53,603	32,436
Accruals	27,271	10,661
	<u>102,768</u>	<u>83,984</u>

16 Creditors:

amounts falling due after more than one year

	2024 £	2023 £
Other creditors	7,476	10,709
	<u>7,476</u>	<u>10,709</u>

17 Movement in funds

	At 1 April 2023	Incoming resources (including other gains/losses) £	Resources expended £	Gross transfers £	At 31 March 2024 £
Restricted funds:					
Restricted income funds:					
NHS Islington - Accept	-	130,451	(130,451)	-	-
The Charity of Sir Richard Whittington	-	11,600	(17,011)	5,411	-
The National Lottery Community Fund:					
Development Grant	-	122,636	(93,434)	-	29,202
Hearthstone DV	4,822	6,437	(6,437)	(4,822)	-
<i>Total</i>	<u>4,822</u>	<u>271,124</u>	<u>(247,333)</u>	<u>589</u>	<u>29,202</u>
Unrestricted funds:					
General funds	188,671	367,157	(479,634)	(589)	75,605
Total funds	<u>193,493</u>	<u>638,281</u>	<u>(726,967)</u>	<u>-</u>	<u>104,807</u>

Purposes and restrictions in relation to the funds:

Restricted funds:

NHS Islington - Accept	As Lead Provider, we restrict the funds that are used to subcontract our partners in the Accept Consortium
The Charity of Sir Richard Whittington	Funds the weekly support group for female Amharic, Arabic and Tigrinya-speaking refugees
The National Lottery Community Fund: Development Grant	For project partnering with Islington Bangladeshi Association to support the Bengali community with their mental health
Hearthstone DV	For project partnering with Islington Bangladeshi Association to support the Bengali community with their mental health

18 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	336	-	336
Net current assets	82,745	29,202	111,947
Creditors due in more than one year and provisions	(7,476)	-	(7,476)
	<u>75,605</u>	<u>29,202</u>	<u>104,807</u>

19 Reconciliation of net debt

	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash and cash equivalents	194,300	(84,649)	109,651
	<u>194,300</u>	<u>(84,649)</u>	<u>109,651</u>
Net debt	<u>194,300</u>	<u>(84,649)</u>	<u>109,651</u>

20 Commitments

Operating lease commitments

Annual commitments under non-cancellable operating leases are as follows:

	2024	2024	2023	2023
	Land and buildings	Other	Land and buildings	Other
	£	£	£	£
Operating leases with expiry date:				
Within one year	44,000	-	44,000	-
In the second to fifth years inclusive	44,000	-	88,000	-
	<u>88,000</u>	<u>-</u>	<u>132,000</u>	<u>-</u>

21 Related party disclosures

Controlling party

The company is Limited by Guarantee and has no share capital; thus no single party controls the company. The Liability of members is limited. Every member promises that if the Company is dissolved while they are a member or within twelve months of ceasing to be a member, they will contribute such sum, not exceeding £10, that may be demanded, towards payments of the debts and liability of the Company incurred before they ceased to be a member.

NAFSIYAT

England & Wales - Charity number 287819

Accounts

Company Number: 01710669
Charity Number: 287819



Trustee Report and Financial Statements For the year ending 31 March 2023



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MESSAGE FROM THE CHAIR

Nafsiyat's services remain as relevant as they did when Nafsiyat was founded. Individuals in society experience the personal impact of the hostile environment due to the increase in inflation, the war in Ukraine, Covid-19, the Home Office Rwandan policy as well as global disasters such as famine, the earthquakes in Turkey, and continuing areas of conflict.

In the past year, Nafsiyat has once again seen considerable growth both in terms of the numbers of beneficiaries but also an increase in its geographical reach across London and outside London to places such as Yorkshire, Scotland and Cambridgeshire.

Covid-19 highlighted the inequalities in society and particularly for those individuals, families and communities from Black and ethnic groups, with many being frontline workers who experienced loss and trauma. Nafsiyat provided therapeutic support to many from these communities through reflective sessions and therapy. It was also a time for NHS trusts and councils to scrutinise racial disparities within their organisations.

As well as growing the staff team to meet the demands on Nafsiyat, we also welcomed new Trustees and Patrons, who will provide further expertise, advise and governance, and promote Nafsiyat. Kaya Comer-Schwartz agreed to be a Patron with her long links to Nafsiyat and Archway as a local Councillor as well as relating to issues such as racism and multi-culturalism. Joy Crookes also became a Patron for Nafsiyat, bringing her life experience of multiculturalism which she expresses through music. Priyamvada Gopal, Professor of Postcolonial Studies at the University of Cambridge, become a Patron, bringing a wealth of experience and expertise as an academic and writer. Jeremy Corbyn, who has a long relationship with the organisation, also became a Patron for Nafsiyat during the year.

A skills audit was conducted as part of the governance of Nafsiyat and showed how the current skills and expertise of Trustee board members covered human resources, leadership, people management, legal advice, and extensive clinical expertise in intercultural therapy. It also identified gaps on the board to be addressed. This has benefited Nafsiyat as an organisation as well as supporting and reviewing processes, policies and the staff working at Nafsiyat. Away days held in the year reflected on the ongoing relevance of Nafsiyat within a safe space with both trustees and senior staff attending to reflect on the relevance of Nafsiyat, its mission, vision, values, objectives and further opportunities for growth and delivery that would meet presenting needs within communities across the UK. Trustees and staff have also updated the business plan.

Nafsiyat continued to diversify its income through contracts with local councils, hospitals, specific projects, and grants from charitable sources. This diversity in income is important to Nafsiyat as we face increasing funding constraints and changes within the structure of the NHS and budgets not having been set within organisations. There is a need to also challenge organisations as to how they meet their duties in tackling local health inequalities, their duties to collaborate and the equality duties they need to adhere to. Partnership work has been important to increasing the reach and capacity of Nafsiyat. There remains an ongoing need for training by Nafsiyat to ensure that services are culturally safe for individuals who use them and for staff who are employed by organisations.

During the next year we also are looking forward to celebrating Nafsiyat's 40th anniversary and recognising the relevance of the delivery of intercultural therapy in an ongoing challenging inequitable society for many.

Jane Cook, Chair of the Board of Trustees

TRUSTEES' REPORT

The Trustees who are also directors of the charity for the purposes of the Companies Act, present their report and the financial statements for the year ended 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (second edition - October 2019) - (Charity SORP (FRS 102) Revised).



OBJECTIVES & ACTIVITIES

Vision

All mental health services should be professionally delivered and sensitive to the needs of diverse cultural and ethnic populations, with every therapist culturally competent.

Mission

Nafsiyat provides an Intercultural Psychoanalytic Psychotherapy and counselling service, develops and advances knowledge in this area, and champions good practice.

Public benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives of the charity.

Core values

In all its actions, Nafsiyat will:

- Put its clients first, seeking so far as possible to be accessible to anyone with mental health problems irrespective of their cultural background, perceived ethnic origin, religion or linguistic competence
- Value diversity, making it central to the practice of counselling and psychotherapy, and ensuring that our organisation reflects this value
- Be open, accessible and inclusive, responsive to the social realities lived by clients seeking therapy and their unique experiences
- Act with integrity and transparency, while safeguarding client confidentiality
- To benefit clients and the wider community, contributing to a more functional society
- Promote an awareness of the multi layered identities and positions of clients and how these positions interact in complex ways that must be acknowledged and addressed

Strategic objectives

- Be central to the delivery of quality Intercultural Therapy
- Evidence and research the benefits of intercultural Therapy
- Be the authority on Intercultural Therapy, take the practice and concept into mainstream practice, and advance the dialogue on intercultural issues in the therapeutic setting
- Increase the number of minority-ethnic and culturally-aware people trained and working in therapeutic roles
- Continue as an independent, well managed, financially and environmentally sustainable, Nafsiyat

Objectives for the year

- Maintain the highest standards in our clinical work
- Make Intercultural Therapy available to more people
- Increase the prevalence of culturally accessible counselling services
- Maintain existing contracts, and develop new projects and partnerships
- Improve staffing structures and support
- Highlight the need for widely available, culturally accessible mental health support

ACHIEVEMENTS AND PERFORMANCE

Beneficiaries

The number of direct beneficiaries Nafsiyat supported dropped slightly after several years of significant growth. This was due to a reduction in the number of training sessions delivered. The total number being 992 in 2022/23, less than 1207 the year before, but still more than the 860 the previous year, which was more than double 415 from the year before that, 356 in 2019/20, 326 in 2017/18 and 242 in 2016/17.

A large portion, 454, received short to medium term individual or group intercultural therapy. This number is consistent with the previous years' 461.

The demand for our training continued but subsided from the previous year. The number of people who received training from us, mostly in the form of a one-day Cultural Competence workshop, was 361 compared with 545 in 2021/22, and 300 in 2020/21. Training clients included many universities, NHS Trusts, organisations involved in criminal justice, and other voluntary sector organisations.

- Total direct beneficiaries: 992
- Beneficiaries who received therapy: 454
- Beneficiaries who received training: 361
- Other beneficiaries (group members, reflective sessions, clinical supervision): 177



Clinical Work

The bewildering complexity of Covid-19, living with its afterlives, of sense making, of the dead old normal habits, were emergent in various guises in the Nafsiyat interactive spaces, with clients, therapists, staff and the communities and stakeholders.

Infused with fear and uncertainties, the transitional period, somehow still held opportunities for therapeutic engagements. These took the form of reflective sessions for allied health professionals from neighbouring NHS trusts and councils to explore and process the impact of racial disparity and inequity. The beneficiaries of the reflective sessions were part of communities who were disproportionately represented on the front line of the Covid-19 response. The sessions offered were themed (micro-aggression, Islamophobia, and antisemitism) and non-themed.

Nafsiyat delivered one day experiential spaces in conjunction with the ongoing cultural competence workshops, which has extended the Nafsiyat intercultural footprint to Scotland, Yorkshire, Cambridgeshire and London wide institutes and organisations.

Intercultural therapy in its applications, holds/explores the tensions between the inner and outer realities of the clinical work. As a service we have, over the decades of our existence, felt the reverberations (inflation, Ukraine invasion, Covid-19, UK Home Office Rwandan policy, etc.) of these external events and flexibly responded to them. We are noticing the impact of the conflict in Sudan.

Now to the earthquake in Türkiye, which has impacted Turkish speaking clients and Nafsiyat's Turkish speaking therapists. Here is an insight from Jale Yazar, an experienced Turkish speaking Nafsiyat psychotherapist, who says:

"Some clients have witnessed the earthquake while talking with their relatives on face time. Some of our clients have relatives still missing and their relatives unable to bury them. Family and relatives are dispersed in various parts of Türkiye, waiting for shelter (containers, tents), for clean water to drink, their sense of safety shattered. It has impacted clients' progress and recovery rates in therapy. However, having therapy in their language within the context of their culture has played a key role for all of them during this time. The Turkish therapist, language and culture in the therapy were experienced like a transitional space, holding, and containing them in their existential experience of 'homelessness.' Through the language and culture in the therapy, they were able to connect with their feelings about their lost family members and other multiple losses. They appreciated the space provided at Nafsiyat for them to express their thoughts and feelings."

Nafsiyat, in addition, engaged in a wider Türkiye community initiative through its earthquake support group as well as signposting clients to other organisations offering support.

Other aspects of Nafsiyat's service offers and internal processes follow.

Family intervention, couple work and group therapy

The family intervention since its inception has engaged with a few families. Publicity adopts an in service and external approach. The intervention is underpinned by psychoeducation and training sessions.

Couple work: this offer has been well received by Turkish-speaking couples. We will continue to promote couple therapy as a viable option for Nafsiyat clients and collaborate with partner organisations to maximise the visibility of this important offer.

Group therapy: the English-speaking intercultural, mixed therapy group has shown promise and we intend to build upon its success. We have developed a consistent schedule for group therapy sessions, allowing for ongoing participation, with new members joining and others transitioning out.

Support and Supervision

Supervision is a crucial ethical clinical activity within Nafsiyat as it guides, holds, contains, teaches, and safeguards. I have commented elsewhere that: "intercultural therapy work can result in practitioner

disequilibrium, disenchantment, and suffering (burnout). A despondency, which nevertheless, can be attenuated through decolonised intercultural supervision, it enables the practitioner to safely continue their work in realistic hope and safety" (Ababio, 2023). Nafsiyat's intercultural therapy is promulgated through the placement spaces it provides for trainee therapists and counsellors.

The service has several group supervision spaces for trainees with a capacity for up to sixteen trainees. Qualified staff are supported within group and peer supervision spaces. The systemic/group work is supervised by Dilek Gungor, who is a group analyst and intercultural psychotherapist. Nafsiyat supports colleagues with their supervision training through placement offers and supervision of supervision.

Over the past year, a few of our qualified therapists who did their placements at Nafsiyat have attained accreditation with BACP and UKCP and were supported through their accreditation process by Nafsiyat.

We have extended intercultural supervision to partners, stakeholders, and external organisations. Intercultural supervision is gaining shape and definition as an important clinical ethical activity that facilitates and supports intercultural therapy.

Reference: Ababio, B. (Ed.). (2023). *Intercultural Supervision in Therapeutic Practice: Dialogues, Perspectives and Reflections* (1st ed.). Routledge. <https://doi.org/10.4324/9781003380214>

KeepingWell NCL partnership

KeepingWell NCL is a staff mental health and wellbeing project that provides support for all health and social care staff who live or work in North Central London (Camden, Islington, Barnet, Enfield & Haringey). Nafsiyat is contracted to provide a significant amount of 1-1 intercultural therapy support, intercultural awareness training workshops, and consultancy support.

KeepingWell NEL partnership

Like KeepingWell NCL, KeepingWell NEL is a staff mental health and wellbeing project that provides support for all health and social care staff, but for North East London. Nafsiyat provides 1-1 intercultural therapy support to those staff who would benefit from a specialist culturally competent provider.

Training workshops and reflective sessions

We received The CPD Certification Service accreditation for our 'Cultural Competence' and 'Cultural Competence in Schools' workshops. During the year we ran 32 Cultural Competence training workshops, 2 Intercultural Awareness workshops, 17 reflective sessions, and made 2 formal presentations.

Bengali - Intercultural therapy and outreach project

In 2021, the National Lottery Community Fund awarded Nafsiyat a grant to provide a community outreach and mental health support programme, working in the London borough of Islington, for vulnerable men and women of mainly Bangladeshi origin who face acute mental distress. This supported this community in addressing challenges affecting their mental well-being and day-to-day lives and enabled 28 people to access Nafsiyat's intercultural therapy service.

We collaborated closely with Islington Bangladeshi Association (IBA) to set up and deliver this project. We found that by combining Nafsiyat's expertise and IBA's connection to the Bangladeshi community, we could access groups that would otherwise be isolated from mental health support due to various reasons, including stigma, distrust of institutions, lack of psychological awareness, lack of culturally accessible and culturally appropriate services. Many IBA clients are more reserved in how they speak and share their issues, so our counsellors had to find new ways of working to encourage people to share and help them develop trust.

Healthwatch Islington to review the project independently and published their results, which highlighted the project's impact on both staff and clients. This was a development grant and having demonstrated the success and impact of our approach we will be seeking further funding from National Lottery to expend the work to other communities.

Whittington Health NHS Trust partnership

Nafsiyat continued to provide black, Asian and minority ethnic staff of Whittington Health NHS Trust with a bespoke culturally diverse wellbeing and rehabilitation programme. This included facilitating reflective groups and offering our intercultural therapy service to individual staff members.

Barnet Council

Nafsiyat continued to provide individual therapy and reflective groups to staff at Barnet Council. Some reflective groups were themed and others open.

Arabic, Amharic and Tigrinya speaking women's group

Nafsiyat has been running this weekly psycho-social group (including online/ via phone during the pandemic) for over 10 years. The group enables around 40 women from these communities to gather in safe, shared space each week to participate in professionally led group therapy sessions. This sensitive and innovative intercultural therapy supports women who have experienced often unimaginable and sometimes ongoing hardship and trauma, including domestic violence. All share the experience of living in a country that is foreign to them, separated from family, and experiencing a range of challenges including poverty, isolation, and language barriers.

The group, currently funded by The Charity of Sir Richard Whittington, through The Mercers' Company, brings these women together to discuss their experiences with others who can understand and empathize, receive professional support and guidance, develop coping strategies, and create friendships that help them to feel less isolated. Sessions focus on managing psychological challenges, as well as practical support in areas such as English language learning, computer literacy, physical and mental health awareness, creative activities and general chat and socialising.

The group was established to provide a safe, confidential environment for the women to address challenges they faced, particularly during the COVID-19 pandemic. The group emphasized open dialogue, mutual support, and sharing stories of overcoming adversity. The women, aged between 25 to 87 and from diverse nationalities like Eritrean, Ethiopian, and Syrian, come through various means such as self-referral or agencies. They predominantly speak Arabic, Amharic, English, and Tigrinya.



Haringey primary mothers' self-esteem groups

This People's Health Trust funded two-year project focussed on working with multiple groups of mothers of primary school aged children within Haringey. This project was due to commence in March 2020, but pandemic/lockdown related challenges meant that the start date was delayed. However, the project facilitator was able to adapt the work, including setting up partnerships with other charities, so that the outcomes could be met.

Since the start of the project, we have delivered a total of 124 sessions, which includes 10 mental health support groups with different themes tailored to the needs of the participants. We supported 68 participants, including 44 during 2022/23. The project learned to be flexible and creative while restricted by lockdown, providing online and outdoor groups, which were well-received by the community.

The project provided opportunities for physical activity, social connection, and emotional well-being. Participants were able to exercise through outdoor outings, yoga, relaxation, walking, and talking groups. These activities helped them to manage health conditions and learn from each other's experiences with the medical professional health system. Many participants reported that they continued to exercise mindfulness, yoga, and meditation at home after participating in the project. They also expressed feeling more relaxed and sleeping better after engaging in these activities. Overall, the project has helped to improve the physical and emotional health of the participants.

University College London agreement

Nafsiyat's continued its agreement with the University College London (UCL) student counselling service, whereby they can refer clients to us that they feel would benefit from culturally appropriate and accessible therapy.

Statutory contracts

Nafsiyat successfully delivered on all its statutory contracts in the four boroughs of Islington, Camden, Haringey, and Enfield.

- Nafsiyat is the Lead Provider in the Accept Consortium, which is an Islington based partnership between Nafsiyat, The Maya Centre and Camden City Islington & Westminster Bereavement Service.
- Nafsiyat is a member of the Camden Psychological Therapies Partnership, which deliver the Improving Access to Psychological Therapies (IAPT) programme in the borough. Other partners are iCope, Women & Health, Age UK Camden, and the Camden City Islington & Westminster Bereavement Service.
- In Haringey, in response to demand, on top of our NHS Integrated care system (ICS) contract, were directly contracted by Whittington Health NHS Trust to see clients under their Let's Talk Haringey service.
- Along with several other voluntary sector organisations, Enfield Saheli, Alpha Care Specialists, and Precious Moments and Health, Nafsiyat is sub-contracted by Mind in Enfield to provide Talking Therapies services.
- Nafsiyat is contracted by Hearthstone to provide short-term counselling to victims of domestic violence. The service is delivered in partnership with The Maya Centre. Nafsiyat also provide supervision to Hearthstone staff.

Grants

The National Lottery, Peoples Health Trust, The Charity of Sir Richard Whittington, and The Mercers' Company, supported our work during the year, for which we are most grateful.

Choice

Our Choice 'private' service remained paused during this period, as we focussed our capacity to meeting the demand from new contracts, but we are considering a relaunch. We continued to see existing Choice clients.

Professional members

Nafsiyat is accredited as a membership listing organisation of the UK Council for Psychotherapy (UKCP). We have professional members who graduated with a Masters in Intercultural Therapy degree run by Nafsiyat staff and Psychotherapists at University College London. Nafsiyat accredits these members annually, and there is a re-accreditation process every five years. Nafsiyat provides professional members with the opportunity to meet online once every quarter. It serves as an intercultural therapy alumni space, to support the strategic objectives of Nafsiyat where possible and finally as a confidential reflective space for the discussion of intercultural clinical developments.



Communications

Throughout the year, we have achieved successes in various areas, amplifying our message and expanding our reach.

Patrons

Throughout 2022-23, Nafsiyat has been successful in recruiting influential individuals to our cause, aiming to bolster our fundraising efforts and amplify our message of culturally appropriate mental health support. We are proud to have enlisted the support of distinguished figures such as: Jeremy Corbyn, a renowned MP and advocate for social justice; Joy Crookes, an acclaimed musician; Kaya Comer-Schwartz, a dedicated Islington Councillor; and Priyamvada Gopal, an esteemed Professor of Postcolonial Studies at the University of Cambridge. Their collaboration with Nafsiyat not only strengthens our fundraising initiatives but also enhances our ability to spread our message to wider audiences. We are grateful for their involvement and the valuable contributions they bring to our organisation.

Awards, events and visits

We participated in the 'Islington Refugee and Migrant Forum' Refugee Week Celebration, sharing resources, and attending talks by community leaders. In October, Nafsiyat was represented at Barnet Wellbeing Day, raising awareness of our work among Barnet residents and charities. In December, we welcomed Nafsiyat Patron and local MP Jeremy Corbyn to Nafsiyat, highlighting our progress over the years. That month, Nafsiyat received the Haringey Community Impact Award for Improving the Health and Wellbeing of Haringey Residents at the 2022 Haringey Community Impact Awards.

Publications and podcasts

An article titled "Nafsiyat Therapy Centre: Challenges, Insights, and Developments" by our Clinical Lead, Baffour Ababio, was published in the December issue of Psychoanalysis and History. Ali Donat was featured on the Mental Health Monday podcast in May 2022. During this episode, Ali discussed our rich history and the profound impact of intercultural therapy.

Websites and social media

In August 2022, Nafsiyat launched the new website which has not only provided a new clean look and enhanced security but also granted us greater control over adding and modifying content. Since the website's launch, we have experienced growth in website traffic and engagement. We also launched a new website for the Accept Consortium, for which Nafsiyat is the Lead Provider.

Our social media presence has experienced substantial growth and engagement throughout the year, serving as a powerful platform to reach and connect with our audience.

- Facebook: 850+ followers
- Instagram: 750+ followers
- Twitter: 850+ followers
- LinkedIn: 550+ followers

Noteworthy highlights from the period of 2022-23, in comparison to the previous year:

- Facebook engaged users: 2,774 (up 316%)
- Instagram impressions: 50,935 (up 375%)
- Twitter retweets: 258 (up 487%)
- LinkedIn likes: 527 (up 26%)

Newsletters

In September, we successfully relaunched the Nafsiyat newsletter, targeting a mailing list comprising staff, trustees, patrons, and previous followers of the Nafsiyat newsletter. The option to sign up for our newsletters directly on our website has helped increase subscribers. In January 2023, we introduced the 'Friends of Nafsiyat' newsletter, specifically tailored for individuals who have undergone our Cultural Competence training or have an interest in Intercultural Therapy. This newsletter provides valuable recommendations to support their ongoing intercultural learning journey.

Community fundraising

In December we ran a fundraiser seeking funds from the public to support of our work. Despite significant promotional efforts and the involvement of esteemed figures such as Joy Crookes and Jeremy Corbyn, the fundraiser did not achieve the expected fundraising outcome. Several factors contributed to this result, including the high cost of living and the challenge of re-engaging potential donors after a prolonged period without community fundraising activities.

Staffing

To meet the demand of the previous year and with the expectation of continued growth, Nafsiyat recruited clinical staff, workshop leaders and additional administrative support. To stay competitive in a tough recruitment market and to fairly support staff, Nafsiyat added several employee benefits including, a personal development budget, subsidised counselling, free eye tests, a cycle-to-work scheme, and increased pension contributions. In house safeguarding training was held, and an in-house reflective session on "loss", externally facilitated by Frank Lowe. We held a summer picnic in Finsbury Park and a Christmas meal on Green Lanes. It wasn't all roses though, later in the year, when less work than we had anticipated eventuated, we needed to temporarily reduce staff hours.

Practical support

Nafsiyat's Community Link Workers had a busy first nine months to December, but the referral numbers

fell during the last three months. The team supported 43 clients. As with previous years, clients would be referred for help with a single practical issue. However, as discussions progress, more issues are discovered, and the clients need support with various practical problems. This led to the increase in the number of cases dealt with by the team. In the current reporting year 23 clients presented multiple support needs, make the total number of cases handled 66.

The major issue raised by clients was related to housing involving overcrowding, domestic violence, temporary and insecure accommodation, antisocial behaviour, problems with landlords, etc. this was followed by issues related to welfare benefits, immigration, and health issues. Other problems included debt, education, employment, legal matters, repairs and maintenance issues, financial and social issues. As well as linking up clients with appropriate services, the team provided advocacy, liaison with external professionals and carried out regular follow ups to assess clients' satisfaction. All clients referred to external services were satisfied with the support they received, and the majority were grateful.

Four clients received on the spot support. this happens when the team is contacted by therapists seeking immediate advice and information on behalf of their clients without making formal referrals. The team responds immediately, where possible, and provides appropriate advice and information to clients through their therapists.

Practical Support Case Example

SN was referred to Nafsiyat's Community Link Workers (NCLW) for support with issues related to housing. The client was harassed by her neighbour on a regular basis which was aggravated during lockdown. She contacted her local authority (landlord) for assistance but was ignored repeatedly. Her therapist referred her here to our team for practical support. After assessing the client's case, NCLW contacted the housing officer who was dealing with client's case several times, but our repeated emails and phone calls, voice messages were ignored. The client's anxiety and hopelessness grew.

After four months of chasing the caseworker, the team contacted the client's MP and explained the situation. The MP contacted the caseworker directly and requested an update. The caseworker responded immediately, and apologised and confirmed that SN was accepted for a management transfer, whereby she will be transferred to a different accommodation. The client suffered three years of anti-social behaviour and racially motivated harassment by her neighbour. It was only after Nafsiyat's intervention that she received the attention she deserved.

Outcome measurement

We averaged a Reliable Improvement of 61% in depression and anxiety, from the PHQ9 and GAD outcome measurement questionnaires.

Given the options of: 'at all times', 'most of the time', 'sometimes', 'rarely', or 'never'; clients selected the following options on the Nafsiyat service feedback forms:

- 97% felt staff listened to them and treat their concerns seriously all the time or most of the time; 3% sometimes.
- 92% felt the service helped them to better understand and address their difficulties all the time or most of the time; 8% sometimes.
- 87% felt involved in making choices about their treatment and care all the time or most of the time; 13% sometimes.
- 92% felt they got the help that mattered to them all the time or most of the time; 8% sometimes.
- 100% had confidence in their therapist and his/her skills and techniques all the time or most of the time.
- 80% of those who were working felt that they received the employment help that they required all

the time or most of the time; 20% sometimes.

Client feedback*

"Before I started therapy, I was feeling very depressed, lonely, isolated and suicidal. Now I am feeling better."

"I feel better after talking in therapy."

"I am able to talk about my issues without fear of criticism, I feel understood, and I feel supported."

"I feel safe able to talk about my issues freely and with more confidence. I am more in charge of my life as a woman, mother and family member."

"I felt less depressed but still I am feeling anxious because I am an asylum seeker and my application pending in Home Office, I am worried about the result."

"I found that Nafsiyat is the only place I can talk my problems."

"I found the therapy sessions very useful and important because I needed to sit and listen to myself. I reviewed aspects of my life and tried to understand some experiences and reactions. The therapist used different ways to help me to address some issues. She always listened to me with respect and a non-judgemental ear. I am very impressed and happy with the experience."

"Talking in therapy about my issues was very helpful to me to understand my problems and work on my issues. I was able to share things that I could not talk with anyone."

*"Talking about my issues in therapy helps me as I cannot talk my issues with anyone."
Thank you for all your help and support. [Nafsiyat's] phone calls every week, having therapy with [Nafsiyat] helps me to have some hope. Before the therapy, I was unable to sleep, feeling suicidal, feeling like a burden to my children. Talking with you help me to see things from a broader perspective, and to see myself differently. Thank you very much. I am glad a service like yours exists and that you are able to reach people like us and allow them to be able to talk with you."*

"The sessions helped me to understand how I am feeling and what are the reasons for my emotions. I am really grateful to Nafsiyat and my therapist."

**lightly edited for grammar*

Case Study One**

The client, the dog, the therapist, and the supervisor. The therapist in supervision is frustrated as the client who presented with domestic violence issues was not exploring the issues of abuse. The client, according to the therapist was focused on talking about their dog. The frustrated therapist was contemplating discussing discharge protocols with the client. The therapist is a Black man, of North African descent, who relocated to the UK in their early twenties. The client identifies as a white cis het woman, of Canadian descent. The supervisor was a Black cis het male of West African descent. The supervisor was curious about the dog and asked the therapist about his associations to dogs. He paused, smiled, and realised what had happened. In his community, in his part of the world – dogs to a significant extent, were differently situated, usually as guard dogs, trained to be ferocious and kept in the yard/garden and not in the house and certainly the therapist said did not sleep in bedrooms. The client's

relationship with the dog had not been culturally contextualised by the therapist, resulting in an enactment. When he reported back in the supervision later – the work he said had become much richer and as he had settled in and further explored the relationship between the client and their dog – he found out that the dog had also been abused by the client's ex-partner. As a therapist he had, during his reflections connected with his gendered positioning which had played a part in the enactment in the therapy.

Case Study Two**

John was in his early forties and originally from Mauritania. His move to the UK was facilitated via family union visa. He presented in the therapy with symptoms of Post Traumatic Stress Disorder, and of the impact of being separated from his family at the age of five years due to conflicts and war in his countries and the region. He was displaced and spent time in asylum camps in neighbouring countries. John recounted being homeless (living on the streets) as a child with other children for several years. He recalled injuries he had sustained resulting in an ongoing back problem and deep physical scarring. John during the therapy, spoke about gaps in his memory (which also manifested in dissociative states during the therapy) and low concentration.

Intervention and outcomes: Initially, the process of therapy was to provide a containing space to enable him to tell his story, express and explore his feelings. My primary aim was to provide safety and stability, to recognise, validate and acknowledge his struggle and to enable him make sense of his traumatic experiences. He reflected that the counselling at Nafsiyat was his first experience of feeling understood. This, he said, was the beginning of his journey towards healing broken attachment relationships and has enabled a sense of the potential for engaging in trusting, safe relationships.

***Clients', therapists' names in the case studies are all pseudonyms. In addition, details of their personal biographies which could identify them have been significantly altered.*

FINANCIAL REVIEW

Nafsiyat's income increased from £618,136 to £639,017 and so did the expenditure from £586,492 to £677,762 unfortunately resulting in a deficit of £38,745. This of course impacted on the reserves balance that Nafsiyat is attempting to build.

This was caused by several factors such as some contracts not being not continued into 2022-23 and the need to increase the staff costs to cover the high volume of work caused by the spike in previous contracts.

The majority of Nafsiyat's funds are still sourced from contracts and grants, the competition for which remains increasingly tough, however, Nafsiyat is continuing to secure contracts and funding especially from The National Lottery Community Fund.

RESERVES POLICY

Nafsiyat's reserve policy is to have free reserves to ensure that all costs are covered for a minimum of three months. The target range remains the same from £167k to £278k to cover three to five months' worth of costs. This would allow Nafsiyat to continue its crucial therapeutic work if a crisis was to occur.

Nafsiyat would like to grow to maintain the free reserves so that there is an appropriate level of funds to cover the above situation and any of the following were to happen:

1. Temporary loss in income.
2. Unforeseen costs that were unexpected and not covered by existing funds.
3. To provide a buffer to cover other risks/contingencies and allow time for Nafsiyat to adjust to these unexpected cases.
4. In the highly unlikely event that Nafsiyat becomes insolvent, it will be able to safely meet its existing contractual agreements with organisation and individuals, including staff.

General reserves also allow us to implement new strategic priorities, invest in technology and retain members of the strong team to achieve the strategic aims of the charity. Any funds received that can only be lawfully used for a specific charitable purpose will be held as restricted funds.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance

Nafsiyat is registered as a company limited by guarantee (without share capital) and as a charity. Its governing instrument is its Memorandum and Articles of Association, last revised on 27th September 2017 (and is currently being updated). All Trustees are also Directors of the Charitable Company for the purposes of the Companies Act.

Trustees' appointment recruitment and induction

All Trustees are unremunerated and are voluntary. Trustees are appointed by resolution of the Trustees. At each Annual General Meeting one-third of the Trustees are subject to retirement by rotation but may offer themselves for re-election. Trustees may serve a maximum of three consecutive terms of three years. The Trustees may at any time co-opt any person duly qualified to be a Trustee.

Trustee vacancies are advertised online through appropriate recruitment sites following the identification of gaps in the trustee board in terms of skills, knowledge, etc. Short-listed applicants are interviewed by the Chair, the Chief Executive, and another Trustee where possible. All existing Trustees are consulted on the final selection before appointment and references are checked. There is a defined procedure for the induction of Trustees, which includes the provision of an information pack upon each appointment. This includes an introduction to fellow Trustees and senior staff through biographies and an organisation chart; Memorandum and Articles of Association; the history of the organisation, its objectives and policies; the latest audited Trustees Report and Financial Statements; information on the role and responsibilities of a Trustee. All Trustees are offered the opportunity to complete a 'duties of a Trustee' training course. Trustees must follow the Nafsiyat Code of Conduct for Trustees.

Organisation structure and decision making

Trustees meet for bi-monthly meetings. They also gather for away-days when required. The Chair has monthly meeting with the Chief Executive. These meetings are reported back to the Trustees. The Clinical Subcommittee meets quarterly. These meetings are reported back to the Trustees.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. 01710669

Charity No. 287819

Registered office

Unit 4 Lysander Mews

Lysander Grove

London

N19 3QP

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law. The following Directors and Trustees served during the year:

J. Cook (Chair)

Y. Wright

G. Patel

A. Sigalas (resigned 27 September 2022)

J. Calabrese

M. Butterworth

H. Jawaid

R. Lawrence

J. Bacigalupo (appointed 3 April 2023)

H. Kamar (appointed 26 July 2023)

Company Secretary

A. Weatherhead (resigned 11th August 2023)

Independent Examiner

Chanter, Browne & Curry

1 Plato Place

72-74 St Dionis Road

London

SW6 4TU

Bankers

Nat West Bank Plc

490 Holloway Road

London

N7 6HN

Solicitors

Russell Cooke LLP

2 Putney Hill

London

SW15 6AB

Trustees' responsibilities

Company and charity law require the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- 1) Select suitable accounting policies and then apply them consistently.
- 2) Make judgements and estimates that are reasonable and prudent.
- 3) Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company exemptions

This report has been prepared and delivered in accordance with the provisions in Part 15 of Companies Act 2006 applicable to companies subject to the small companies' regime.

This report was approved by the board and signed on their behalf.

Company Secretary
23rd November 2023

INDEPENDENT EXAMINER'S REPORT

I report to the charity's trustees on my examination of the financial statements of Nafsiyat ("the Company") for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes on pages 27 to 35.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Company's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- 2) the financial statements do not accord with those records; or
- 3) the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view' which is not a matter considered as part of an independent examination; or
- 4) the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

P.G. Browne FCA CTA
23rd November 2023

Chanter, Browne & Curry
Chartered Accountants
1 Plato Place
71-74 St. Dionis Road
London, SW6 4TU

STATEMENT OF FINANCIAL ACTIVITIES

For the year ended 31 March 2023

Summary income and expenditure account

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income and endowments from:					
Donations and legacies	2	5,046	-	5,046	9,973
Charitable activities	3	406,430	194,009	600,439	564,714
Investments	4	673	-	673	11
Other	5	32,859	-	32,859	43,438
Total		445,008	194,009	639,017	618,136
Expenditure on:					
Raising funds	6	18,973	-	18,973	10,300
Charitable activities	7	465,968	192,653	658,621	575,950
Other	8	168	-	168	242
Total		485,109	192,653	677,762	586,492
Net gains on investments		-	-	-	-
Net income/(expenditure)	9	(40,101)	1,356	(38,745)	31,644
Transfers between funds		(3,936)	3,936	-	-
Net income/(expenditure) before other gains/(losses)		(44,037)	5,292	(38,745)	31,644
Other gains and losses:		-	-	-	-
Net movement in funds		(47,037)	5,292	(38,745)	31,644
Reconciliation of funds:					
Total funds brought forward		232,708	(470)	232,238	200,594
Total funds carried forward		188,671	4,822	193,493	232,238

The Statement of Financial Activities includes all gains and losses in the year. All income and expenditure derive from continuing activities.

BALANCE SHEET

As at 31 March 2023

	Notes	2023 £	2022 £
Fixed assets			
Tangible assets	11	<u>504</u>	<u>-</u>
Current assets			
Debtors	12	93,382	178,996
Cash at bank and in hand		<u>194,300</u>	<u>295,330</u>
		287,682	474,326
Creditors: Amount falling due within one year	13	<u>(83,984)</u>	<u>(228,144)</u>
Net current assets		203,698	246,182
Creditors: Amount falling due after more than one 14 year		(10,709)	(13,944)
Total net assets		<u><u>193,493</u></u>	<u><u>232,238</u></u>
The funds of the charity			
Restricted funds			
Restricted income funds	15	4,822	(470)
Unrestricted funds			
General funds	15	188,671	232,708
Total funds		<u><u>193,493</u></u>	<u><u>232,238</u></u>

For the year ended 31 March 2023 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

Approved by the board on 13/11/2023 and signed on its behalf by:



Jane Cook, Chair of the Board of Trustees
13th November 2023

Company Registration number: 01710669

STATEMENT OF CASH FLOWS

For the year ended 31 March 2023

	2023	2022
	£	£
Cash flows from operating activities		
Net income/(deficit) per Statement of Financial Activities	(38,745)	31,644
Adjustments for:		
Depreciation of property, plant and equipment	168	240
Bank interest received	(673)	(11)
Increase in trade debtors and other receivables	85,613	(104,034)
Increase/(Decrease) in trade creditors and other payables	(147,392)	173,822
Net cash provided by operating activities	<u>(101,031)</u>	<u>101,661</u>
Cash flows from investing activities		
Payments for equipment	(672)	-
Bank interest received	673	11
Net cash from investing activities	<u>1</u>	<u>11</u>
Net cash from financing activities	<u>-</u>	<u>-</u>
Net increase in cash and cash equivalents	(101,030)	101,672
Cash and cash equivalents at the beginning of the year	295,330	193,658
Cash and cash equivalents at the end of the year	<u>194,300</u>	<u>295,330</u>
Components of cash and cash equivalents		
Cash and bank balances	194,300	295,330
	<u>194,300</u>	<u>295,330</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

NOTES TO THE FINANCIAL STATEMENTS

Nafsiyat is a UK registered charity incorporated as a company limited by guarantee. The address of the registered office is given in the charity information on page 21. The nature of the charity's operations and principal activities are directed at providing an intercultural psychotherapy and counselling service, developing and advancing knowledge in this area, and championing good practice.

The charity constitutes a public benefit entity as defined by FRS 102.

1. Accounting policies

Basis of preparation

The Financial Statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019, and the Companies Act 2006.

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these financial statements.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.
<u>Income</u>	
Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure are reported gross in the SoFA.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the financial statements.
Investment income	This is included in the accounts when receivable.

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants made	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost on a straight line basis over the expected useful lives, as follows:

Plant and machinery - 25% on the reducing balance

Leasehold improvements – 25% on the reducing balance

Fixtures and equipment – 25% on the reducing balance

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the balance sheet, bank overdrafts are shown within borrowings or current liabilities.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

2. Income from donations and legacies

	Unrestricted 2023	Total 2023	Total 2022
	£	£	£
Donations	3,686	3,686	8,363
Membership Fees	1,360	1,360	1,610
	<u>5,046</u>	<u>5,046</u>	<u>9,973</u>

3. Income from charitable activities

	Unrestricted 2023	Restricted 2023	Total 2023	Total 2022
	£	£	£	£
Contract Income	237,837	194,009	431,846	446,822
Nafsiyat Choice	1,640	-	1,640	3,820
Bespoke Contract Income	166,953	-	166,953	114,072
	<u>406,430</u>	<u>194,009</u>	<u>600,439</u>	<u>564,714</u>

4. Income from investments

	Unrestricted	Total 2023	Total 2022
	£	£	£
Bank interest receivable	673	673	11
	<u>673</u>	<u>673</u>	<u>11</u>

5. Other income

	Unrestricted	Total 2023	Total 2022
	£	£	£
Training income	28,286	28,286	39,164
Supervision Fees	1,945	1,945	3,385
Room Hire	1,528	1,528	325
Misc Income	1,100	1,100	564
	<u>32,859</u>	<u>32,859</u>	<u>43,438</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

6. Expenditure on raising funds

	Unrestricted 2023 £	Total 2023 £	Total 2022 £
<i>Costs of generating voluntary income</i>			
Donations	18,973	18,973	10,300
	<u>18,973</u>	<u>18,973</u>	<u>10,300</u>

7. Expenditure on charitable activities

	Unrestricted 2023 £	Restricted 2023 £	Total 2023 £	Total 2022 £
<i>Expenditure on charitable activities</i>				
Salaries and other costs	333,335	28,712	362,047	290,351
Office costs	73,123	6,021	79,144	89,133
Professional fees and legal	55,223	13,737	68,960	43,761
Subscriptions	2,634	-	2,634	1,521
Payments to partners	-	144,183	144,183	149,126
<i>Governance costs</i>				
Trustee meeting costs	-	-	-	-
Independent examiner's fees and other costs	1,204	-	1,204	1,550
Companies House filing fee	13	-	13	13
Professional fees	436	-	436	495
	<u>465,968</u>	<u>192,653</u>	<u>658,621</u>	<u>575,950</u>

8. Other expenditure

	Unrestricted £	Total 2023 £	Total 2022 £
Amortisation, depreciation, impairment, profit/loss on disposal of fixed assets	168	168	242
	<u>168</u>	<u>168</u>	<u>242</u>

9. Net income/(expenditure)

	2023 £	2022 £
This is stated after charging:		
Depreciation of owned fixed assets	168	242
	<u>168</u>	<u>242</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

10. Staff and trustees' costs

No employee received emoluments in excess of £60,000.

No trustee received any remuneration, benefits in kind or reimbursement of expenses (2022: £Nil).

The average number of staff (full-time equivalent) employed by the charity during the financial year:

	2023	2022
	13.46	10.20
	<u>13.46</u>	<u>10.20</u>

11. Tangible fixed assets

	Plant & Machinery	Leasehold Improvements	Fixtures & Equipment	Total	2023
	£	£	£		£
Cost					
At 1 April 2022	38,988	54,143	9,327		102,458
Additions	672	-	-		672
At 31 March 2023	<u>39,660</u>	<u>54,143</u>	<u>9,327</u>		<u>103,130</u>
Depreciation and impairment					
At 1 April 2022	38,988	54,143	9,327		102,458
Depreciation charge for the year	168	-	-		168
At 31 March 2023	<u>39,156</u>	<u>54,143</u>	<u>9,327</u>		<u>102,626</u>
Net book values					
At 31 March 2023	<u>504</u>	<u>-</u>	<u>-</u>		<u>504</u>
At 31 March 2022	<u>-</u>	<u>-</u>	<u>-</u>		<u>-</u>

12. Debtors

	2023	2022
	£	£
Trade debtors	73,606	166,452
Other debtors	18,033	11,021
Prepayments and accrued income	1,743	1,523
	<u>93,382</u>	<u>178,996</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

13. Creditors:

amounts falling due within one year	2023	2022
	£	£
Trade creditors	40,887	40,699
Other creditors – Prepayments, PAYE	32,436	172,801
Income Accruals	10,661	14,645
	<u>83,984</u>	<u>228,145</u>

14. Creditors:

amounts falling due after more than one year	2023	2022
	£	£
Other creditors	10,709	13,944
	<u>10,709</u>	<u>13,944</u>

15. Movement in funds

	At 1 April 2022	Incoming Resources (including other gains/losses) £	Resources Expended £	Gross Transfer £	At 31 March 2023 £
Restricted funds:					
London Borough of Islington	-	126,369	(126,369)		-
The Charity of Sir Richard Whittington	-	10,000	(11,380)	1,380	-
People's Health Trust	5,470	11,603	(17,072)	(1)	-
National Lottery Community Fund: Development Grant	(4,638)	29,302	(25,680)	1,016	-
Hearthstone Domestic Violence	(1,301)	16,735	(12,152)	1,541	4,822
<i>Total</i>	<u>(470)</u>	<u>194,009</u>	<u>(192,653)</u>	<u>3,936</u>	<u>4,822</u>
Unrestricted funds:					
General funds	232,708	445,008	(485,109)	(3,936)	188,671
Total funds	<u>232,238</u>	<u>639,017</u>	<u>(677,762)</u>	<u>-</u>	<u>193,493</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

Purposes and restrictions in relation to the funds

Restricted funds:

London Borough of Islington	As Lead Provider, funds are restricted to subcontract our partners in the Accept Consortium
The Charity of Sir Richard Whittington	Funds the weekly support group for female Amharic, Arabic and Tigrinya-speaking refugees
People's Health Trust	Self-esteem group for primary-school mothers in Haringey
National Lottery Community Fund: Development Grant	For project partnering with Islington Bangladeshi Association to support the Bengali community with their mental health
Hearthstone DV	As Lead Provider, funds are restricted to subcontract The Maya Centre

16. Analysis of net assets between funds

	Total	Restricted funds	Unrestricted funds
	£	£	£
Fixed assets	504	-	504
Current assets	287,682	42,245	245,438
Creditors: amounts falling due within one year	(83,985)	(37,423)	(46,562)
Creditors: amounts falling due after more than one year	(10,709)	-	(10,709)
	<u>193,493</u>	<u>4,822</u>	<u>188,671</u>

17. Commitments

Operating lease commitments

The total of future minimum lease payments under non-cancellable operating leases are as follows:

	2023	2023	2022	2022
	Land and buildings	Other	Land and buildings	Other
	£	£	£	£
Not later than one year	44,000	-	44,000	-
Later than one year and not later than five years	88,000	-	132,000	-
	<u>132,000</u>	<u>-</u>	<u>176,000</u>	<u>-</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

18. Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

The liability of members is limited. Every member promises that if the Company is dissolved while they are a member or within twelve months of ceasing to be a member, they will contribute such sum, not exceeding £10, that may be demanded, towards payments of the debts and liability of the Company incurred before they ceased to be a member.

NAFSIYAT

England & Wales - Charity number 287819

Accounts

Company Number: 01710669

Charity Number: 287819



Nafsiyat

**Intercultural
Therapy Centre**

Trustee Report and Financial Statements For the year ending 31 March 2022



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MESSAGE FROM THE CHAIR

This year, Nafsiyat Intercultural Therapy Centre saw significant growth with increased turnover, new contracts, and recruitment of staff. Nafsiyat continued to provide therapy in a range of languages, within appropriate cultural frameworks in North London but, due to the pandemic, services, both training and therapy, have been provided virtually. This has increased the geographical reach of Nafsiyat to include provision far outside London.

The relevance and the importance of the services that Nafsiyat provides have continued to be shown through the ongoing issue of inequality. Individuals and families from black or minority ethnic backgrounds were disproportionately impacted by Covid, both physically and mentally, with many dying, many experiencing trauma. The pandemic highlighted inequalities within society, and also highlighted inequalities within organisations, where people from black and ethnic minority groups are often in frontline, rather than senior, positions.

The hostile environment towards asylum seekers and migrants, which many families and communities are experiencing, including racism, has meant that there is the need for intercultural work both in the provision of therapy, but also through training. Wars across the globe have also shown the ongoing need for intercultural therapy, as individuals and families deal with trauma and loss. We have seen an increase in demand for therapy and support for individuals and families assimilating to life in the UK. These individuals so often face barriers, such as stigma, discrimination, and racism.

The Nafsiyat board recruited new Trustees whose skills, knowledge and expertise reflect the needs of the organisation in providing accessible, appropriate, and effective services. The new Trustees also improved the governance that is required in the effective running of the charity, through the reviewing of systems, staff structure, and staff support. Trustees also helped develop policies, using their specialist knowledge and expertise in legal, clinical, human resources and academic areas. Ongoing regular Trustee meetings, away days and topic focused work have been held, as we build the team of Trustees and utilize the knowledge, skills, and expertise to improve service delivery. A skills audit will be undertaken to identify not only the skills that are provided by the current trustees but also gaps. Enabling us to recruit to fill specific roles. We are also looking to increase the number of Patrons to help grow Nafsiyat's public profile.

We recognize the demand for the services of Nafsiyat Intercultural Therapy Centre continues to increase and are responding to the immediate demand, but also considering the longer term, as individuals, families, providers, and institutions continue to address and manage the impact of inequalities in society, the impact of Covid, wars, forced migration and racism.

Jane Cook
Chair of the Board of Trustees

TRUSTEES' REPORT

The Trustees who are also directors of the charity for the purposes of the Companies Act, present their report and the financial statements for the year ended 31 March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (second edition - October 2019) - (Charity SORP (FRS 102) Revised).



OBJECTIVES & ACTIVITIES

Vision

All mental health services should be professionally delivered and sensitive to the needs of diverse cultural and ethnic populations, with every therapist culturally competent.

Mission

Nafsiyat provides an Intercultural Psychoanalytic Psychotherapy and counselling service, develops and advances knowledge in this area, and champions good practice.

Public benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives of the charity.

Core values

In all its actions, Nafsiyat will:

- Put its clients first, seeking so far as possible to be accessible to anyone with mental health problems irrespective of their cultural background, perceived ethnic origin, religion or linguistic competence
- Value diversity, making it central to the practice of counselling and psychotherapy, and ensuring that our organisation reflects this value
- Be open, accessible and inclusive, responsive to the social realities lived by clients seeking therapy and their unique experiences
- Act with integrity and transparency, while safeguarding client confidentiality
- To benefit clients and the wider community, contributing to a more functional society
- Promote an awareness of the multi layered identities and positions of clients and how these positions interact in complex ways that must be acknowledged and addressed

Strategic objectives

- Be central to the delivery of quality Intercultural Therapy
- Evidence and research the benefits of intercultural Therapy
- Be the authority on Intercultural Therapy, take the practice and concept into mainstream practice, and advance the dialogue on intercultural issues in the therapeutic setting
- Increase the number of minority-ethnic and culturally-aware people trained and working in therapeutic roles
- Continue as an independent, well managed, financially and environmentally sustainable, Nafsiyat

Objectives for the year

- Maintain the highest standards in our clinical work
- Make Intercultural Therapy available to more people
- Increase the prevalence of culturally accessible counselling services
- Support those who have been affected by Covid-19, including health and social care workers
- Maintain existing contracts, and develop new projects and partnerships
- Improve staffing structures and support
- Highlight the need for widely available, culturally accessible mental health support

ACHIEVEMENTS AND PERFORMANCE

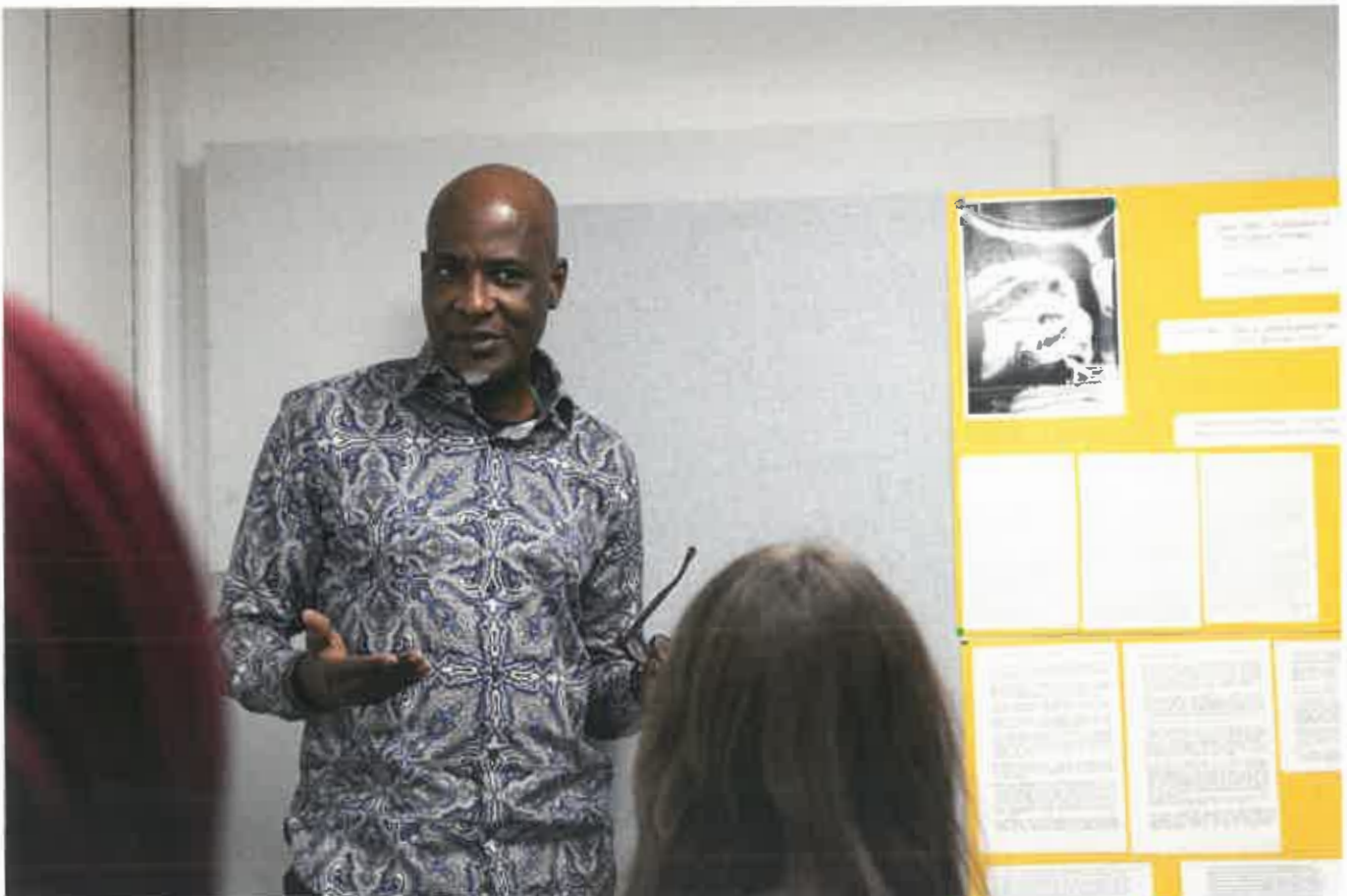
Beneficiaries

The overall number of direct beneficiaries Nafsiyat supported continued to rise significantly in 2021/22. The total number being 1207, a 40% increase from the record 860 the previous year, which itself was more than double 415 from the year before that, 356 in 2019/20, 326 in 2017/18 and 242 in 2016/17.

A large portion (461) received short to medium term individual or group intercultural therapy. This number increased from 365 the previous year due to temporary increases in our statutory provisions in Haringey and Camden, and new project work supporting healthcare workers and the Bengali community.

The growth we saw in demand for our training last year also continued. The number of people who received training from us, mostly in the form of a one-day Cultural Competence workshop, almost doubled to 545 in 2021/22, from 300 in 2020/21. As well as delivering workshops to university counselling services around the UK, we worked with NHS Trusts, organisations involved in criminal justice and other charities to improve their intercultural professional competence.

- Total direct beneficiaries: 1207
- Beneficiaries who received therapy: 461
- Beneficiaries who received training: 545
- Other beneficiaries (bereavement support, group members, reflective sessions): 201



Clinical Work

The psychoanalyst, Tummala Narra's quote raises important intercultural contextual questions. She poses the question: "In what ways do racial, cultural identifications and social realities shape one's psychic reality?" This report situates itself within the dynamic impact of the global pandemic and its afterlife (virtual and hybrid therapy), the invasion of Ukraine by Russia in February 2022. This section addresses the questions: How have the consequences been experienced at Nafsiyat? What latent processes would have been activated? For clients (and therapists) whose arrival in the UK was precipitated by persecution in other climes – what might the pandemic and this Ukraine invasion signal? A heightened sense of precarity? For the contented segments of the population, might these stirrings evoke a sense of no longer being at ease? We must therefore consider how the relationships between the marginalised, minoritised, racialised (global majority) intersecting across lines of class, gender, sexuality, racial and disabilities have been shaped by these seismic shifts.

The work of psychotherapy has its conventions and rules, designed to protect and hold the important threads of the therapeutic work, which traditionally to a large extent, has been in-person engagements in consulting rooms. The pandemic presented therapy organisations, therapists with challenges and opportunities to transpose in-person meetings to virtual/online work.

Nafsiyat undertook an audit of its service offers and staff interactions: individual, group therapy, psychoeducational group, workshops, community link worker support, clinical supervision, referral, screening, allocation, assessment team (RSAAT) meetings and monthly clinical meetings, etc.

The considerations which have been kept under review during this period are the following:

1. **Boundaries** – this relates to space: having a private area in one's home to conduct the therapy safely; To ensure appointments are kept punctually. Space and time in the home connotes access to resources – this cannot be assumed as a given for staff and therapists and indeed clients at Nafsiyat.
2. **Confidentiality** – flows from the previous point on boundaries. However, it extends from the therapist ensuring their own privacy to supporting the client maintain their own private space. Confidentiality, in the virtual arena, presents with issues around data storage and security, calling on the organisation to bolster its systems, provide training, induction and admin support.
3. Nafsiyat is no longer a training psychotherapy organisation but plays an important role in supporting the training of counsellors and psychotherapists through offering placements in, specifically, intercultural therapy. Providing a containing, holding environment within the virtual space for new therapists require care and attention. For example, supporting new trainee colleagues to implement and understand principles such as cancellation policies and adherence to rules with regards to time and space. The following threads have held trainees and facilitated their developmental processes: clinical supervision, RSAAT (Referral, Screening, Allocation, Assessment Team), admin support, policies and practitioner clinical handbook. These spaces enabled trainees and the clinical team process and reflect on client material evoked in the interconnected categories of race, disability, sexual orientation, class, and gender. It advanced during the virtual period an apprenticeship of work on the intercultural axis conducted in the intersections of reinforcing positions of disadvantage and power.
4. The group meetings have acted as arterial pathways for the intercultural therapeutic engagements to continue and more importantly, to hold the sense of community within a diverse staff team (mixed roles, cultures and racial identities) within the organisation. RSAAT

is a dynamic small work group – its function is to screen new referrals, discuss assessment/consultation reports, cases and discuss suitable allocations. The monthly clinical meetings provided opportunities in the virtual space for staff members without the constriction of experience and rank to present cases and generate discussion.

5. Therapists were offered trainings and workshops on virtual therapy work.
6. We will now turn to anecdotal observations made by therapists in the intermediate lockdown period. Some therapists initially felt deskilled, in their teletherapy work with clients. Therapists felt they had no access to the 'whole' being of clients and data such as body language was missing. Other therapists noticed an increased capacity from clients to engage with difficult material by phone – a dynamic termed 'disinhibition effect'. A client said using a phone was akin to being on the couch and that it facilitated better engagement with unconscious processes and communication. A therapist colleague commented on the advantage of teletherapy for some clients, for example Asylum seekers with no recourse to public funds who would have struggled with finding the weekly bus fare to attend therapy at Nafsiyat's office. Clients might not always be forthcoming with regards to confidentiality and space. For example, clients might take a teletherapy call in the supermarket. Therapists in such instances, make the appropriate intervention, that is to explore the availability of a secure space or bring the call to an end in the absence of an alternate secure space. This is, of course, explored in the subsequent session -as it might be linked to difficulties in the client's home. Group work continued via Zoom – such groups were important during the lockdown. Amongst other functions, it acted as an information sharing space. For example, a client kept their windows closed for weeks acting on the assumption that the Covid-19 virus could be contracted if windows were left opened; this fear in the group was discussed, clarified and anxieties assuaged. These virtual group spaces facilitated peer interaction, much quicker in contrast to the dynamics of in-person group work. A therapist flagged up risk assessment as an area of difficulty via teletherapy and Zoom. She gave the example of being in a room with a client – whose leg started shaking. Further exploration revealed high risk issues linked to non-compliance with medication and suicidality, prompting remedial action. This therapist would not have observed the shaking leg had the therapy been conducted via telephone or Zoom.

The liminal period of April 2021 to March 2022 in the UK was uncertain; experienced as a time of stops and starts (the alternating toughening and easing of lockdown rules in the contextual vagaries of infection rates). Community cohesion was tested during this period of social isolation, indoor work and fear. However, Al-Omouh cites community cohesion and collaboration as foundational in building resilience and adapting to the risks and changes presented by covid-19. Group work at Nafsiyat in the time of the recent plague as cited served a vital function in various ways. There is much work by way of a focused study yet to be carried out to understand the ways in which an organisation such as Nafsiyat weathered the storms of the pandemic. As well as the foundational grinding inequities this period unveiled, which cannot be unseen nor forgotten. The implications are still being processed and understanding it may well create new pathways of insight into how we adapt the intercultural model of therapy in the coming years.

References:

Tummala-Narra, P. (2004). Dynamics of Race and Culture in the Supervisory Encounter. *Psychoanalytic Psychology*, 21(2), 300–311. <https://doi.org/10.1037/0736-9735.21.2.300>

Al-Omouh et al. The role of sense of community in harnessing the wisdom of crowds and creating collaborative knowledge during the COVID-19 pandemic. (2020). *Journal of Business Research*. [online] <https://doi:10.1016/j.jbusres.2020.10.056>



KeepingWell NCL partnership

KeepingWell NCL is a staff mental health and wellbeing project that provides support for all health and social care staff who live or work in North Central London (Camden, Islington, Barnet, Enfield & Haringey). Nafsiyat is contracted to provide a significant amount of 1-1 intercultural therapy support, intercultural awareness training workshops, and consultancy support.

Bengali intercultural therapy service

In April 2021, with funding from a National Lottery Reaching Communities Development grant, we commenced a partnership with the Islington Bangladesh Association to support Bengali communities. The concept was to create a direct link between our specialist mental health service and a community organisation which serves a community with high need but low take-up of existing provisions of mental health support. We built trust in the community through group work and close partnership, which helped alleviate the stigma of accessing mental health support. Community members were then able to access native language, culturally appropriate support that wasn't hampered by some of the constraints in the statutory provision, such as waiting lists and limited sessions. We hope to extend this approach to also support other "hard to reach" communities.

Whittington Health NHS Trust partnership

Nafsiyat continued to provide black, Asian and minority ethnic staff of Whittington Health NHS Trust with a bespoke culturally diverse wellbeing and rehabilitation programme. This included facilitating reflective groups and offering our intercultural therapy service to individual staff members.

Barnet Council

Nafsiyat continued to provide individual therapy and reflective groups to staff at Barnet Council. Some reflective groups were themed and others open. Themes included islamophobia, micro-aggressions and antisemitism.

North East, Yorkshire and Humberside Region NHS

Nafsiyat continued offer therapy to all Black, Asian, African, and ethnic minority staff working within the NHS in the North East, Yorkshire and Humberside region.

Arabic, Amharic and Tigrinya speaking womens' group

Nafsiyat has been running this weekly psycho-social group (including online/ via phone during the pandemic) for over 10 years. The group enables around 40 women from these communities to gather in safe, shared space each week to participate in professionally led group therapy sessions. This sensitive and innovative intercultural therapy supports women who have experienced often unimaginable and sometimes ongoing hardship and trauma, including domestic violence. All share the experience of living in a country that is foreign to them, separated from family, and experiencing a range of challenges including poverty, isolation, and language barriers.

The group, currently funded by the National Lottery, brings these women together to discuss their experiences with others who can understand and empathize, receive professional support and guidance, develop coping strategies, and create friendships that help them to feel less isolated. Sessions focus on managing psychological challenges, as well as practical support in areas such as English language learning, computer literacy, physical and mental health awareness, creative activities and general chat and socialising.

Haringey primary mothers' self-esteem groups

This People's Health Trust funded two-year project focussed on working with multiple groups of mothers of primary school aged children within Haringey. The pandemic/lockdown related challenges to group work continued, but the project facilitator was able to adapt the work, including setting up partnerships with other charities, so that the outcomes could be met.

Bereavement support

Nafsiyat continued to deliver culturally tailored bereavement support to Black, Asian and Minority Ethnic adults living in England who have been affected by the death of a loved one due to Covid-19. This initiative, the BAMEStream Bereavement Support Service, was made possible with the support of The National Lottery Community Fund, The Ubele Initiative, and the Majonzi Fund.

Hibiscus partnership

Jointly with The Maya Centre, Nafsiyat provided counselling support to foreign nationals and black, minority ethnic and refugee individuals involved in the UK criminal justice system. The partnership was successful, but the funding came to an end, and we haven't yet secured funding to continue the work.

University College London agreement

Nafsiyat established an agreement with the University College London (UCL) student counselling service whereby they can refer clients to us that they feel would benefit from culturally appropriate and accessible therapy.

Statutory contracts

Nafsiyat successfully delivered on all our four statutory contracts in the four boroughs of Islington, Camden, Haringey, and Enfield.

Nafsiyat is the Lead Provider in the Accept Consortium, which is an Islington based partnership between Nafsiyat, The Maya Centre and Camden City Islington & Westminster Bereavement Service.

Nafsiyat is a member of the Camden Psychological Therapies Partnership, which deliver the Improving Access to Psychological Therapies (IAPT) programme in the borough. Other partners are iCope, Women & Health, Age UK Camden, and the Camden City Islington & Westminster Bereavement Service. In 2021/22 the number of clients we were contracted to see increased by 50%.

In Haringey, in response to demand, on top of our Clinical Commissioning Group (CCG) contract, were directly contracted by Whittington Health NHS Trust to see clients under their Let's Talk Haringey IAPT (Improving Access to Psychological Therapies) service.

Along with several other voluntary sector organisations, Enfield Saheli, Alpha Care Specialists, and Precious Moments and Health, Nafsiyat is sub-contracted by Mind in Enfield to provide IAPT services.

Nafsiyat is contracted by Homes for Haringey – Hearthstone to provide short-term counselling to victims of domestic violence. The service is delivered in partnership with The Maya Centre. Nafsiyat also provide supervision to Homes for Haringey and Hearthstone staff. We have received positive feedback and the contract has been extended.

Grants

The National Lottery, Peoples Health Trust, The Cara Delevingne Foundation, The Ubele Initiative, and the Majonzi Fund supported our work during the year, for which we are most grateful.

Choice

Our Choice 'private' service remained paused during this period, as we focussed our capacity to meeting the demand from new contracts. We continued to see existing Choice clients.

Professional members

Nafsiyat is accredited as a membership listing organisation of the UK Council for Psychotherapy (UKCP). We have eighteen professional members who graduated with a Masters in Intercultural Therapy degree run by Nafsiyat staff and Psychotherapists at University College London. Nafsiyat accredits these members annually, and there is a re-accreditation process every five years. This year we started facilitating peer support group meetings as a form of continuing professional development to share experiences and discuss current/emerging topics in Intercultural therapy.

Communications

Our goal with Nafsiyat communications is to inform people of the work Nafsiyat does, promote Nafsiyat's values, and ensure that any interaction Nafsiyat has with the public is smooth, in both personal interactions, like emails, and more removed interactions, such as the website or social media.

Social Media

Our objectives included, increasing engagement to build community and allow us access to a greater audience when fundraising or promoting our services; Promote messages around anti-racism, equality and reducing mental health stigma; and highlighting issues that our communities' face.

We have increased engagement both in the number of likes and in the number of our followers:

- Facebook: 850+ followers
- Twitter: 750+ followers
- Instagram: 650+ followers
- LinkedIn: 300+ followers

Other activity

- We participated in the Community Mental Health Summit in November to shape new neighbourhood services in Barnet, Camden, Enfield, Haringey and Islington.
- Senior Counsellor, Segah Habtom, presented on 'Examples of Services for Refugees' at the Migrant Mental Health Community of Experience workshop in February run by the National Institute for Health's Applied Research Collaboration in Kent, Surrey and Sussex.
- Two of our clinicians featured on podcasts. In February, Rabeya Khatun explored the impact COVID-19 continues to have on people from black and minority ethnic groups. In May, Ali Donat spoke about Nafsiyat and Intercultural Therapy on the Mental Health Monday podcast.
- In March, in partnership with Keeping Well NCL, our Clinical Lead, Baffour Ababio, hosted a webinar on 'Racism, Stigma, and Fear' for Black History Month.
- We are redesigning Nafsiyat's website, will relaunch a newsletter, and are actively reaching out to influential figures to promote Nafsiyat's work to a wider audience.

Staffing

During a year of growth, Nafsiyat recruited to expand its clinical, link work, and administrative support teams, we also added several new posts including Executive Assistant and Communications Officer. All staff completed training on safeguarding, data protection, and suicide. Nafsiyat implemented additional employee benefits to ensure staff wellbeing and is considering others.

Return to centre

After making appropriate adjustments, and developing protocols for staff and clients, the Nafsiyat Centre in Archway reopened in November 2021 after closing due to the pandemic. Unfortunately, this was short lived as we closed again in December following government 'work from home' advice. However, in January we were again able to open and see clients for face-to-face work 5 days a week.



Community link work

Nafsiyat's Community Link Workers support our clients with practical needs that are preventing them engaging with therapy. During the year we recruited to increase the team from one to two. They work with clients from across our whole service. In the last year they supported 79 cases from 64 clients. Housing problems were repeatedly raised by clients. This is due to overcrowding, conflicts with spouses and/or in-laws, problems with temporary and insecure accommodations, ongoing repair issues, problems with landlords, and disputes with neighbours. Financial hardship caused by benefit cap and inadequate state support was also a major concern for our clients. The rest of referrals included immigration problems, debt, unemployment, education as well as physical and mental health concerns.

Some of these problems are exacerbated by the continues changes to services and our client's lack of knowledge of the system, language barrier, etc. Our Community Link Workers support, encourage and empower clients to access and benefit from all available services.

Community Link Worker Case Example

RO is a 49-year-old single mother of 3 young boys. She was referred to our Link Workers as she was experiencing financial hardship and had accumulated debt. Following discussions, we discovered that RO was also worried about her children's safety. She explained that her children are at risk of being harmed by gangs in her area. She added that one of her children survived a stabbing, but he still is under threat of being harmed. We checked that the appropriate authorities in the borough were aware of the problems she and her children experienced. RO confirmed that the police and social services have been involved previously and are aware of the difficulties her children were experiencing. We suggested that moving out of the area might be a good idea. RO said that it would be difficult for her children to settle in a different area as they are used and love their current place, but reluctantly accepted the suggestion.

Following that, NCLW provided the following support:

- Referred RO to an organisation which could help her with securing alternative accommodation through communicating with the council and/or helping her join the mutual exchange scheme.
- Linked RO with Youth and Family Services in her borough.
- Referred RO to a debt advice organisation which took the case immediately, negotiated and managed to reduce the amount by 30% and arranged an affordable payment plan.

RO was happy with the support she received.

Outcome measurement

We averaged a Reliable Improvement of 53% in depression and anxiety, from the PHQ9 and GAD7 outcome measurement questionnaires.

Given the options of: 'at all times', 'most of the time', 'sometimes', 'rarely', or 'never'; clients:

- Felt staff listened to them and treat their concerns seriously: 97% at all times; 3% most of the time.
- Felt the service helped them to better understand and address their difficulties: 76% at all times; 19% most of the time; 4% sometimes.
- Felt involved in making choices about their treatment and care: 86% at all times; 11% most of the time.
- Felt they got the help that mattered to them: 78% at all times; 15% most of the time; 5% sometimes.
- Had confidence in their therapist and his/her skills and techniques: 93% at all times; 7% most of the time.
- For those who were working, felt that they received the employment help that they required. 97% at all times, 3% most of the time.



Client feedback*

"Therapy has helped me to understand a lot about myself, as well as my past and how it's influenced my current behaviour/life."

"I am able to speak openly. I felt like I unburdened myself and spoke about my inner turmoil and worries. That helped me."

"I developed an awareness about myself, looking into myself, understanding myself. I have come to the point that the key is within me. My understanding of myself will help me to continue working on my issues. Since I started therapy, I began to not postpone the things that I need to do. I began to take time for myself, to do things that I like to do. Thank you very much."

"Talking with the therapist about my issues gives me some relieve. I feel more relax now, feel better. I was able to express myself better and directly without using an interpreter. This was very helpful for me to express myself confidently."

"Talking in therapy with someone who understands my cultural background, belief system, and standing in the community, was very important for me. I wish I could have had more sessions, especially at this time of my life. I will talk with my doctor and ask to be referred to Nafsiyat again."

"My therapist was very helpful, and I felt comfortable talking to them openly. The advice they gave was very effective and I appreciate their efforts greatly."

"I felt heard and understood by my therapist. They helped me in my worst time. I feel like I could not have done without their help. Thank you very much for your help."

Feedback from participants of Reflective Sessions*

"Great session – provided us with a safe space to talk openly about our feelings and or experiences of Islamophobia."

"It was great to have a space to just discuss shared experiences."

"A particular colleague felt they could do with some support. I feel that having a peer discussion, which was a bit like an action learning set, was supportive. It meant that they were not left worrying about how to broach this alone."

"The session was respectfully and sensitively run. Thank you for creating the time."

"It created a space for people that wanted to talk about their sensitive experiences freely and with people that may have had similar experiences. It was inspiring to see the way the group provided support and guidance to a fellow participant who was dealing with a challenging EDI related situation."

**lightly edited for grammar*

Case Study One

K.M. is a north African woman, in her late forties. She came to the UK to join her husband (who she is no longer with). She was subjected to physical, emotional, financial, and sexual abuse. During her assessment she presented with symptoms of Post-Traumatic Stress Disorder, loss, grief, depression, anxiety, alienation, and loneliness. She disclosed being used as a slave. Her ex-husband she said, married her so she could work for him.

The initial recommended intervention at Nafsiyat was individual counselling. She was fearful, anxious, helpless, despairing and seemed overwhelmed with grief and sadness. She said that she had no hope and said, *"my problem cannot be solved by talking"*. She was apprehensive about going out, fearful of encountering her ex-husband. K.M. complained of headaches, back pain and was unable to carry out day-to-day practical duties. In the counselling, she appeared unmotivated, reluctant to engage, and sat flat and silent. Her silence was loud, and I felt her profound pain. My therapeutic position was to pace the sessions and to wait for her trust to be built, my job at that stage was to hold an empathic therapeutic space. I did not offer challenging interventions, I strongly felt the therapeutic relationship, trust and respect was what was vital at this stage for K.M.

I recall asking K.M. how she was feeling. Her response was that this was the first time in her life she had been asked about her feelings. K.M.'s trust in me increased, enabling her to share her traumatic story in the therapy. However, I felt this was just one a step towards her recovery. After she completed individual counselling sessions, I referred her to Nafsiyat's women group. She did not attend for two weeks and tentatively attended thereafter but did not engage with other members. She did not smile, chat, or share anything. Then, I began to observe shifts in her behaviour. She struck up friendships with a few women. She changed the way she dressed from dark colours to brighter ones. K.M. now is less isolated, hopeful, able to smile, and share her feelings in the group. She values and feels a part of the group.



Case Study Two

Shahana is a woman in her 30s from a South Asian origin who came to the UK on a spouse visa in 2003. While in Bangladesh, she finished her college course and soon after that entered into an arranged marriage. Shahana is the middle of ten children.

Shahana was referred to Nafsiyat Intercultural Therapy Centre by her GP who felt that she would benefit from talking to someone. Shahana was experiencing stress due to being a full-time carer for her two daughters 8 and 16, who were diagnosed with learning difficulties. Shahana mentioned that from the beginning of her marriage, her husband has experienced mental health issues, and spends time withdrawn from her and the family. This leaves her feeling alone and that nobody is there to help.

Shahana attended Nafsiyat for assessment and was then allocated for ongoing sessions. She presented with physical pain, depression and anxiety linked in part to her strained relationship with her husband as well difficulties in managing her children. Shahana's father died of a stroke, made worse by the fact that she was unable to talk to him before he died, due her own health issues, she was informed about his death later.

Initial sessions with Shahana were challenging as she spoke very quickly almost without pausing for breath, which felt as if she had never had the space to recount her story. Our sessions were conducted via video call. What emerged during therapy were various cultural pressures. Her father encouraged Shahana and her mother to study, this was unusual in their cultural setting at that time. Shahana's mother was very young when she married. Her father was of the view that people should stay in marriage regardless of the state and quality of the union. Shahana's father held her to this standard regarding her marriage.

Shahana was unhappy in her marriage due to lack of support from her husband who was also grappling with mental health issues. He did not offer any practical help in the home and did little in looking after the children. Shahana was expected to take care of everything. In addition, her husband would not allow her to study which was in contradiction to the encouragement she had received from her father.

She felt more isolated as a lone carer and as a result of the community not understanding her children's behaviours. Their behaviour was deemed as destructive and viewed by some sections of the community as indicative of evil spirit possession. This lack of understanding evoked shame and isolation in Shahana contributing to depression. We discussed the possibility of a link between the stresses and aspects of her chronic pain.

Discussions around her children's disability were informed by my own experience of belonging to the same community yet rather than feeling shame and judgement, she felt acceptance and understanding which enabled her to talk freely about her situation. From a Eurocentric perspective Shahana's reactions and thought processes could have been construed as avoidance and a resistance to engaging with her inner processes. Our work unveiled the extent to which cultural perspectives of disability and ascribed roles for women had adversely impacted her.

The ability to discuss and explore her issues in her mother tongue was beneficial, as it would have been difficult in English to communicate concepts such as culture, disability, and gender roles in an accessible way to Shahana. Shahana's experience of connecting with someone from her own community and in her own language without the burden of stigma, shame, or judgement, enabled her to access new adaptive ways of dealing with her situation.

Shahana has found the experience of therapy to be liberating. She no longer speaks anxiously but can relax and speak openly without fear of shame or judgement. She has also found it of great help to have someone who understands her culture and some of the pressures that she was grappling with. For example, she was able to speak to a Bengali speaking therapist about the cultural context which facilitated her marriage at a very young age. The intercultural approach allowed us make sense of how her internal processes were being affected by external pressures. This approach tends to differ from other interventions which would largely focus on the client's internal world to explain external behaviour.

FINANCIAL REVIEW

Nafsiyat's income rose again, up 13% to £618,136. Expenditure also increased, up 27% to £586,492, resulting in another surplus which strengthen our reserves position further. The main increase in expenditure was due to staff recruitment to meet the increased demand for Nafsiyat's services. Nafsiyat will continue to invest in supporting staff through improving systems, policies, and employee benefits, as well as investing in new technologies and resources to further strengthen the charity. Nafsiyat is well placed to continue supporting the communities who rely on its services.

The demand for training continued to make a big impact to the income during the year and as such now has a dedicated team to manage our training offering. The majority of Nafsiyat's funds are still sourced from contracts and grants, the competition for which remains increasingly tough. Nafsiyat is planning to explore new opportunities afforded by the remote working model and from renewed interest in providing culturally appropriate therapy services.

RESERVES POLICY

Nafsiyat's reserve policy is to have free reserves to ensure that all costs are covered for a minimum of three months. The target range is from £167k to £278k to cover three to five months' worth of costs. This would allow Nafsiyat to continue its crucial therapeutic work if a crisis was to occur. These figures are based on the current budget forecast for 2022-23.

Nafsiyat would like to grow to maintain the free reserves so that there is an appropriate level of funds to cover the above situation and any of the following were to happen:

1. Temporary loss in income.
2. Unforeseen costs that were unexpected and not covered by existing funds.
3. To provide a buffer to cover other risks/contingencies and allow time for Nafsiyat to adjust to these unexpected cases.
4. In the highly unlikely event that Nafsiyat becomes insolvent, it will be able to safely meet its existing contractual agreements with organisation and individuals, including staff.

General reserves also allow us to implement new strategic priorities, invest in technology and retain members of the strong team to achieve the strategic aims of the charity. Any funds received that can only be lawfully used for a specific charitable purpose will be held as restricted funds.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance

Nafsiyat is registered as a company limited by guarantee (without share capital) and as a charity. Its governing instrument is its Memorandum and Articles of Association, last revised on 27th September 2017. All Trustees are also Directors of the Charitable Company for the purposes of the Companies Act.

Trustees' appointment recruitment and induction

All Trustees are unremunerated and are voluntary. Trustees are appointed by resolution of the Trustees. At each Annual General Meeting one-third of the Trustees are subject to retirement by rotation but may offer themselves for re-election. Trustees may serve a maximum of three consecutive terms of three years. The Trustees may at any time co-opt any person duly qualified to be a Trustee.

Trustee vacancies are advertised online through appropriate recruitment sites following the identification of gaps in the trustee board in terms of skills, knowledge, etc. Short-listed applicants are interviewed by the Chair, the Managing Director and another Trustee where possible. All existing Trustees are consulted on the final selection before appointment and references are checked. There is a defined procedure for the induction of Trustees, which includes the provision of an information pack upon each appointment. This includes an introduction to fellow Trustees and senior staff through biographies and an organisation chart; Memorandum and Articles of Association; the history of the organisation, its objectives and policies; the latest audited Trustees Report and Financial Statements; information on the role and responsibilities of a Trustee. All Trustees are offered the opportunity to complete a 'duties of a Trustee' training course. Trustees must follow the Nafsiyat Code of Conduct for Trustees.

Organisation structure and decision making

Trustees meet for bi-monthly meetings. They also gather for away-days when required. The Chair has monthly meeting with the Managing Director. These meetings are reported back to the trustees. The Clinical Subcommittee meets quarterly. These meetings are reported back to the trustees.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. 01710669

Charity No. 287819

Registered office

Unit 4 Lysander Mews

Lysander Grove

London

N19 3QP

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law. The following Directors and Trustees served during the year:

J. Cook (Chair)

Y. Wright

G. Patel

A. Sigalas (resigned 27 September 2022)

J. Calabrese

M. Butterworth (appointed 25 May 2021)

H. Jawaid (appointed 25 May 2021)

R. Lawrence (appointed 25 May 2021)

Company Secretary

A. Weatherhead

Independent Examiner

Chanter, Browne & Curry

1 Plato Place

72-74 St Dionis Road

London

SW6 4TU

Bankers

Nat West Bank Plc

490 Holloway Road

London

N7 6HN

Solicitors

Russell Cooke LLP

2 Putney Hill

London

SW15 6AB

Trustees' responsibilities

Company and charity law require the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

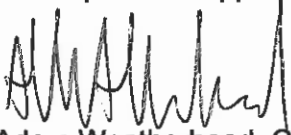
- 1) Select suitable accounting policies and then apply them consistently.
- 2) Make judgements and estimates that are reasonable and prudent.
- 3) Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company exemptions

This report has been prepared and delivered in accordance with the provisions in Part 15 of Companies Act 2006 applicable to companies subject to the small companies' regime.

This report was approved by the board and signed on their behalf.



Adam Weatherhead, Company Secretary

23rd November 2022

INDEPENDENT EXAMINER'S REPORT

I report to the charity's trustees on my examination of the financial statements of Nafsiyat ("the Company") for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes on pages 27 to 35.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Company's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

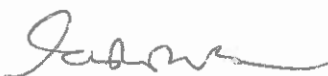
Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- 2) the financial statements do not accord with those records; or
- 3) the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view' which is not a matter considered as part of an independent examination; or
- 4) the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



P.G. Browne FCA CTA
23rd November 2022

Chanter, Browne & Curry
Chartered Accountants
1 Plato Place
71-74 St. Dionis Road
London, SW6 4TU

STATEMENT OF FINANCIAL ACTIVITIES

For the year ended 31 March 2022

Summary income and expenditure account

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income and endowments from:					
Donations and legacies	2	9,973	-	9,973	4,819
Charitable activities	3	391,713	173,001	564,714	522,812
Investments	4	11	-	11	16
Other	5	43,438	-	43,438	19,563
Total		445,135	173,001	618,136	547,210
Expenditure on:					
Raising funds	6	10,300	-	10,300	12,508
Charitable activities	7	383,249	192,701	575,950	448,940
Other	8	242	-	242	1,992
Total		393,791	192,701	586,492	463,440
Net gains on investments		-	-	-	-
Net income/(expenditure)	9	51,344	(19,700)	31,644	83,770
Transfers between funds		(58)	58	-	-
Net income/(expenditure) before other gains/(losses)		51,286	(19,642)	31,644	83,770
Other gains and losses:		-	-	-	-
Net movement in funds		51,286	(19,642)	31,644	83,770
Reconciliation of funds:					
Total funds brought forward		181,422	19,172	200,594	116,824
Total funds carried forward		232,708	(470)	232,238	200,594

The Statement of Financial Activities includes all gains and losses in the year. All income and expenditure derive from continuing activities.

BALANCE SHEET

As at 31 March 2022

	Notes	2022 £	2021 £
Fixed assets			
Tangible assets	11	-	242
Current assets			
Debtors	12	178,996	74,962
Cash at bank and in hand		295,330	193,658
		<u>474,326</u>	<u>268,620</u>
Creditors: Amount falling due within one year	13	(228,144)	(68,268)
Net current assets		246,182	200,352
Creditors: Amount falling due after more than one year	14	(13,944)	-
Total net assets		<u>232,238</u>	<u>200,594</u>
The funds of the charity			
Restricted funds			
Restricted income funds	15	(470)	19,172
Unrestricted funds			
General funds	15	232,708	181,422
Total funds		<u>232,238</u>	<u>200,594</u>

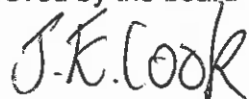
For the year ended 31 March 2022 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

Approved by the board on 23rd November 2022 and signed on its behalf by:



Jane Cook, Chair of the Board of Trustees
23rd November 2022

Company Registration number: 01710669

STATEMENT OF CASH FLOWS

For the year ended 31 March 2022

	2022 £	2021 £
Cash flows from operating activities		
Net income per Statement of Financial Activities	31,644	83,770
Adjustments for:		
Depreciation of property, plant and equipment	240	1,992
Bank interest received	(11)	(16)
Increase in trade and other receivables	(104,034)	(25,176)
Increase/(Decrease) in trade and other payables	173,822	32,991
Net cash provided by operating activities	<u>101,661</u>	<u>93,561</u>
Cash flows from investing activities		
Bank interest received	11	16
Net cash from investing activities	<u>11</u>	<u>16</u>
Net cash from financing activities	<u>-</u>	<u>-</u>
Net increase in cash and cash equivalents	101,672	93,577
Cash and cash equivalents at the beginning of the year	193,658	100,081
Cash and cash equivalents at the end of the year	<u>295,330</u>	<u>193,658</u>
Components of cash and cash equivalents		
Cash and bank balances	295,330	193,658
	<u>295,330</u>	<u>193,658</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the financial statements.
Investment income	This is included in the accounts when receivable.
<u>Expenditure</u>	
Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants made	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost on a straight line basis over the expected useful lives, as follows:

Plant and machinery - 25% on the reducing balance

Leasehold improvements – 25% on the reducing balance

Fixtures and equipment – 25% on the reducing balance

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts.

In the balance sheet, bank overdrafts are shown within borrowings or current liabilities.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

2. Income from donations and legacies

	Unrestricted 2022 £	Total 2022 £	Total 2021 £
Donations	8,363	8,363	3,539
Membership Fees	1,610	1,610	1,280
	<u>9,973</u>	<u>9,973</u>	<u>4,819</u>

3. Income from charitable activities

	Unrestricted 2022 £	Restricted 2022 £	Total 2022 £	Total 2021 £
Contract Income	273,821	173,001	446,822	447,704
Nafsiyat Choice	3,820	-	3,820	11,705
Bespoke Contract Income	114,072	-	114,072	63,403
	<u>391,713</u>	<u>173,001</u>	<u>564,714</u>	<u>522,812</u>

4. Income from investments

	Unrestricted £	Total 2022 £	Total 2021 £
Bank interest receivable	11	11	16
	<u>11</u>	<u>11</u>	<u>16</u>

5. Other income

	Unrestricted £	Total 2022 £	Total 2021 £
Training income	39,164	39,164	14,191
Supervision Fees	3,385	3,385	3,030
Room Hire	325	325	-
Misc Income	564	564	2,042
	<u>43,438</u>	<u>43,438</u>	<u>19,563</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

6. Expenditure on raising funds

	Unrestricted 2022	Total 2022	Total 2021
	£	£	£
<i>Costs of generating voluntary income</i>			
Donations	10,300	10,300	12,508
	<u>10,300</u>	<u>10,300</u>	<u>12,508</u>

7. Expenditure on charitable activities

	Unrestricted 2022	Restricted 2022	Total 2022	Total 2021
	£	£	£	£
<i>Expenditure on charitable activities</i>				
Salaries and other costs	255,777	34,574	290,351	179,649
Office costs	88,293	840	89,133	89,153
Professional fees and legal	35,600	8,161	43,761	25,254
Subscriptions	1,521	-	1,521	2,029
Payments to partners	-	149,126	149,126	141,128
<i>Governance costs</i>				
Trustee meeting costs	-	-	-	29
Independent examiner's fees and other costs	1,550	-	1,550	1,550
Companies House filing fee	13	-	13	13
Professional fees	495	-	495	10,135
	<u>383,249</u>	<u>192,702</u>	<u>575,950</u>	<u>448,940</u>

8. Other expenditure

	Unrestricted	Total 2022	Total 2021
	£	£	£
Amortisation, depreciation, impairment, profit/loss on disposal of fixed assets	242	242	1,992
	<u>242</u>	<u>242</u>	<u>1,992</u>

9. Net income/(expenditure)

	2022	2021
	£	£
This is stated after charging:		
Depreciation of owned fixed assets	242	1,992
	<u>242</u>	<u>1,992</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

10. Staff and trustees' costs

No employee received emoluments in excess of £60,000.

No trustee received any remuneration, benefits in kind or reimbursement of expenses (2021: £Nil).

The average number of staff (full-time equivalent) employed by the charity during the financial year:

	2022	2021
	10.20	5.54

11. Tangible fixed assets

	Plant & Machinery	Leasehold Improvements	Fixtures & Equipment	Total	2022
	£	£	£		£
Cost					
At 1 April 2021	38,988	54,143	9,327		102,458
At 31 March 2022	<u>38,988</u>	<u>54,143</u>	<u>9,327</u>		<u>102,458</u>
Depreciation and impairment					
At 1 April 2021	38,748	54,143	9,326		102,218
Depreciation charge for the year	240	1	1		242
At 31 March 2022	<u>38,988</u>	<u>54,143</u>	<u>9,327</u>		<u>102,458</u>
Net book values					
At 31 March 2022	<u>-</u>	<u>-</u>	<u>-</u>		<u>-</u>
At 31 March 2021	<u>240</u>	<u>-</u>	<u>-</u>		<u>240</u>

12. Debtors

	2022	2021
	£	£
Trade debtors	166,452	59,686
Other debtors	11,021	13,539
Prepayments and accrued income	1,523	1,737
	<u>178,996</u>	<u>74,962</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

13. Creditors:

amounts falling due within one year	2022	2021
	£	£
Trade creditors	40,699	38,984
Other creditors – Prepayments, PAYE	172,801	12,382
Income Accruals	14,645	16,902
	<u>228,145</u>	<u>68,268</u>

14. Creditors:

amounts falling due after more than one year	2022	2021
	£	£
Other creditors	13,944	-
	<u>13,944</u>	<u>-</u>

15. Movement in funds

	At 1 April 2021	Incoming Resources (including other gains/losses)	Resources Expended	Gross Transfer s	At 31 March 2022
	£	£	£	£	£
Restricted funds:					
Restricted income funds:					
London Borough of Islington	-	126,392	(126,392)	-	-
City Bridge Trust	7,137	-	(9,488)	2,351	-
National Lottery Community Fund: Development Grant	-	20,036	(24,674)	-	(4,638)
Lloyds Bank Foundation	2,293	-	-	(2,293)	-
National Lottery - Awards for All	6,865	-	(6,865)	-	-
People's Health Trust	2,077	11,603	(8,210)	-	5,470
Hearthstone Domestic Violence	800	14,971	(17,072)	-	(1,301)
Total	<u>19,172</u>	<u>173,001</u>	<u>(192,701)</u>	<u>58</u>	<u>(470)</u>
Unrestricted funds:					
General funds	181,422	445,135	(393,791)	(58)	232,708
Total funds	<u>200,594</u>	<u>618,136</u>	<u>(586,492)</u>	<u>-</u>	<u>232,238</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

Purposes and restrictions in relation to the funds

Restricted funds:

London Borough of Islington	As Lead Provider, funds are restricted to subcontract our partners in the Accept Consortium
National Lottery Community Fund: Development Grant	For project partnering with Islington Bangladeshi Association to support the Bengali community with their mental health
Lloyds Bank Foundation	Developing fundraising capacity
National Lottery - Awards for All	Arabic, Amharic and Tigrinya Speaking Women's Group
People's Health Trust	Self-esteem group for primary-school mothers in Haringey
Hearthstone DV	As Lead Provider, funds are restricted to subcontract The Maya Centre
City Bridge Trust	Salary of the Community Link Worker and a contribution towards the salaries of language-specific therapists and rent

16. Analysis of net assets between funds

	Total	Restricted funds	Unrestricted funds
	£	£	£
Current assets	474,326	70,479	403,847
Creditors: amounts falling due within one year	(228,144)	(70,949)	(157,195)
Creditors: amounts falling due after more than one year	(13,944)	-	(13,944)
	232,708	(470)	232,238

17. CommitmentsOperating lease commitments

The total of future minimum lease payments under non-cancellable operating leases are as follows:

	2022 Land and buildings £	2022 Other £	2021 Land and buildings £	2021 Other £
Not later than one year	44,000	-	44,000	-
Later than one year and not later than five years	132,000	-	176,000	-
	176,000	-	220,000	-

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

18. Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

The liability of members is limited. Every member promises that if the Company is dissolved while they are a member or within twelve months of ceasing to be a member, they will contribute such sum, not exceeding £10, that may be demanded, towards payments of the debts and liability of the Company incurred before they ceased to be a member.

NAFSIYAT

England & Wales - Charity number 287819

Accounts

Company Number: 01710669

Charity Number: 287819



Trustee Report and Financial Statements For the year ending 31 March 2021



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MESSAGE FROM THE CHAIR

In the last year, Nafsiyat has witnessed and responded to need that was highlighted by the Black Lives Matter movement, the fire at Grenfell Towers, the Lawrence Review, and the coronavirus pandemic. All these events lay bare the inequalities experienced by individuals, families, and communities from minoritised ethnic groups, and the ensuing distress that was created. Nafsiyat responded to both local and the wider need by providing therapy for individuals and training and reflective practice for organisations. Nafsiyat was part of a national initiative, BAMEStream. This was set up in to bring Black, Asian and minority ethnic mental health into the mainstream, with Nafsiyat providing bereavement support to adults affected by the death of a loved one due to Covid-19.

Nafsiyat had some trustees step down due to changes in their work and personal lives. To ensure the right combination of skills on the Board, we recruited new trustees with backgrounds in human resources and law. We took the opportunity to review and improve the recruitment process and overall governance, with the implementation of new declaration of interest policy and a code of governance.

Due to the increasing demands on Nafsiyat and growing resources, we took the opportunity to review the staffing structure, in order to improve service delivery and support for staff including volunteers. Training was also available for both staff and trustees on safeguarding and working online, and there was a review of policies and procedures. The new procedures for online working ensure that Nafsiyat can deliver services in a safe way for both clients and staff, with risk assessments in place and guidance from UKCP. Trustees also attended training on financial management.

As well as continuing to deliver therapy, there was also an increase in requests for training and reflective practice from mainstream organisations. Trainings covered areas such as cultural competency and intercultural therapy. Demand was due to a raising of awareness as a result of the Black Lives Matter movement and the spotlight on health inequalities shown by the pandemic.

An away day was held to look at strategy, governance and accountability. We planned to work on a new three-year business plan, to ensure sustainability. There is increasing need for intercultural therapy in the rapidly changing world that we live in.

We were saddened by the death of Lennox Thomas, a pioneering psychotherapist, particular in the field of intercultural therapy, who was a member of the Nafsiyat family since 1982. He worked with Nafsiyat when Jafar Kareem and the team were developing the Intercultural Therapy model. Lennox became the Clinical Director upon the untimely death of Jafar. He leaves a huge legacy which lives on through his writings, his ideas, and our memories of him.

Jane Cook, Chair of the Board of Trustees

TRUSTEES' REPORT

The trustees who are also directors of the charity for the purposes of the Companies Act, present their report and the financial statements for the year ended 31 March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (second edition - October 2019) - (Charity SORP (FRS 102) Revised).



OBJECTIVES & ACTIVITIES

Vision

All mental health services should be professionally delivered and sensitive to the needs of diverse cultural and ethnic populations, with every therapist culturally competent.

Mission

Nafsiyat provides an Intercultural Psychoanalytic Psychotherapy and counselling service, develops and advances knowledge in this area, and champions good practice.

Public benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives of the charity.

Core Values

In all its actions, Nafsiyat will:

- Put its clients first, seeking so far as possible to be accessible to anyone with mental health problems irrespective of their cultural background, perceived ethnic origin, religion or linguistic competence
- Value diversity, making it central to the practice of counselling and psychotherapy, and ensuring that our organisation reflects this value
- Be open, accessible and inclusive, responsive to the social realities lived by clients seeking therapy and their unique experiences
- Act with integrity and transparency, while safeguarding client confidentiality
- To benefit clients and the wider community, contributing to a more functional society
- Promote an awareness of the multi layered identities and positions of clients and how these positions interact in complex ways that must be acknowledged and addressed

Strategic objectives

- Be central to the delivery of quality Intercultural Therapy
- Evidence and research the benefits of intercultural Therapy
- Be the authority on Intercultural Therapy, take the practice and concept into mainstream practice, and advance the dialogue on intercultural issues in the therapeutic setting
- Increase the number of minority-ethnic and culturally-aware people trained and working in therapeutic roles
- Continue as an independent, well managed, financially and environmentally sustainable, Nafsiyat

Objectives for the year

- Maintain the highest standards in our clinical work
- Make Intercultural Therapy available to more people
- Train others to provide culturally accessible counselling services
- Support those who have been affected by Covid-19, including health and social care workers
- Maintain existing contracts, and develop new projects and partnerships
- Improve staffing structures and support

ACHIEVEMENTS AND PERFORMANCE

Beneficiaries

In 2020/21 the number of direct beneficiaries from our work rose to 860. This more than doubled from 415 the previous year, 356 in 2019/20, 326 in 2017/18 and 242 in 2016/17.

A large portion (365) of these received individual or group intercultural therapy. This number increased from 329 the previous year due to an expansion in our statutory provision in Islington and additional project work.

The main increase in overall beneficiaries was through our delivery of training workshops. Due to an increase in interest in issues around race – possibly due to disparities highlighted by the pandemic, and certainly catalysed by George Floyd's murder and the Black Lives Matter movement – our Cultural Competence training has been in high demand all around the nation. The ability to deliver, and willingness to receive, training remotely has helped facilitate the dramatic increase in demand. Additionally, we continue to take on trainee-counsellors/therapists on placement, so that they can learn to work interculturally.

Another area of growth is in support that doesn't fit squarely into the therapy or training categories. This includes a project developed in response to Covid to deliver brief bereavement support, reflective sessions for staff at two large institutions, community psycho-educational and psycho-social group work, and a partnership to deliver therapeutic screenings to recent migrants.

It has been the busiest year of Nafsiyat's almost four decades existence, under incredibly challenging circumstances, but the resilience of the team has prevailed, and we are all glad to have been able to provide support to more people in their time of need, and help others do the same.

- Total direct beneficiaries: 860
- Beneficiaries who received therapy: 365
- Beneficiaries who received training: 300
- Other beneficiaries (bereavement support, group members, therapeutic screening): 195

Clinical Work

Nafsiyat's intercultural therapy has been organised round the principles of mutual respect for all communities and cultures, understanding that all communities are differently shaped by culture but equal and that all have made contributions of equal value to humankind. It celebrates the uniqueness of all communities and debunks the myth and fiction of race, which fallaciously ascribes hierarchies of value based on scientific racism.

Intercultural therapy enables the rights of its clients and facilitates a responsibility for these communities to express and live with candour their cultural truths. It decentres the western world as the sole source of knowledge and as the provider of solutions to the multiplicity of human problems.

Intercultural therapy and its principles demonstrate a commitment to uncovering the common ground within diverse experiences and perspectives whilst acknowledging differences. It is in sum predicated on the ethics of equity and diversity.

The therapeutic work in the intercultural frame elaborates these principles in the consulting room.

Therapists carry out this critical therapeutic work with their clients. The work and the person of the intercultural supervisor can often be hidden but is crucial in ensuring that these principles are held and conveyed in the therapy.

Intercultural supervision should minimally achieve three major objectives:

1. Assist therapists to consider ways in which race and culture are implicated in human suffering.
2. Highlight the ways in which the therapist-client relationship can be shaped by culture and race.
3. Enable the therapist to recognise, identify the client's life affirming cultural elements and enable an exploration of these.

The Intercultural supervisor allows the therapist to recognise the:

- Centrality of relationships
- That cultural factors are important in our lives and must be attended to with humility, sensitivity, and competence
- Understanding of socio- cultural trauma and the hidden wounds associated with it

Staff experience case example: Clinical Supervisor

This section will focus on intercultural work through the experience and account of one of Nafsiyat's experienced psychotherapists and clinical supervisors, Dilek Güngör.

I believe that supervision can positively contribute to the maintenance and development of ethical practice. Supervision can be the opportunity to examine the clinical practice of psychotherapy and its dynamics, in a relationship with an experienced practitioner. I have been providing secure and stable setting for the therapists at Nafsiyat. I facilitate the therapeutic growth and professional development of the supervisee; also, I create an environment where anxieties can safely be contained. Also, I help the supervisee to make possible the ego maturity of the patient.

I have been supervising three therapists at Nafsiyat. I also supervise when colleagues are away and help their supervisees, trainees. At present I supervise:

1. One Senior Counsellor, who facilitates therapeutic/ support groups, and individuals.
2. One Counsellor, who works with individuals, couples, and families.
3. One Counsellor, who facilitates groups for parents.

My group members/therapists and myself have had to adapt to the many changes at Nafsiyat over the past couple of years. As a result, they have developed new skills in brief therapy whilst using video and telephone to work with clients. Therapists in the supervision groups are sensitive and thoughtful in their work with clients. They provide a stable and containing presence, maintaining appropriate boundaries and have been successful in engaging clients for whom psychotherapy is unfamiliar. The group members seem open and interested in the supervisory processes and have been able to bring appropriate clinical management issues and to think these through with me, and with the group and follow an agreed action plan. In every respect the group have shown consistent, commitment, concern, and empathy for their clients. They are all very present in their consulting rooms (group or individual work) and have no hesitation about taking on clients, some presenting with complex issues.

Supervision offers a helpful experience when therapists can accept their vulnerabilities and not defend against it, adopting such a position opens and provides a valuable experience for clients and therapists.

The supervision group convene online, every Thursday from 4-5:30pm. It took some time to build a cohesive culture in the group. As a supervisor I had to be patient to help the supervisees develop their skills and capacity to work well. The task of supervision fosters the honing of skills, understanding and

ability in the developmental journey of the supervisee. The supervisor's task applies equally to enabling the supervision group to internalise the supervisor and over time becoming autonomous clinicians (relatively speaking).

This includes an inherent confidence to operationalise boundaries, confidentiality, and maintain the attendant structure and frame. Through my training and clinical experience, I have an awareness that supervision is not only for the supervisee, but also very much for the benefit of the client. The United Kingdom Council for Psychotherapy (UKCP) state that, *"The primary purpose of supervision is to protect the best interests of the client."*

I provide group supervision for therapists, so they can gain insight and develop their professional motivation, to study further and to make strides in the following areas:

1. A deeper understanding of the client within intercultural therapeutic frame.
2. An increased awareness of their own reactions and responses to the client (countertransference).
3. An understanding of the dynamics of their interaction with clients (intersubjective field).
4. An examination and making sense of how and why certain interventions in the therapy were made and reflecting and tracking the effect of the interventions.
5. Engaging with their capacity for inventiveness and creativity within a safe and secure therapeutic frame.



In my group supervision, psychodynamic/ intercultural theory and practice can be examined sometimes microscopically to make sense of the unknown, to articulate the un-thought of and to unveil the mysteries of human interactions.

As a supervisor my explorations about my work are enhanced by my own supervision of supervision which helps keep at the fore the following themes and questions:

- Does supervision work best by focusing on the patient or the supervisee or both?
- How important is the supervisor in the dynamics of supervision?
- To what extent should supervisors acknowledge other object relations, including the containing institute/organisation in the supervision process?
- Do we recognise the oedipal triangle?

I have discovered the importance of acknowledging the need to make known the unconscious world of both, the patient, and the supervisee by focusing on the supervisee and their counter transference. We know that if the supervisee's anxieties are first worked through, then the patient is more likely to be heard and understood without anxiety becoming a defensive mechanism. An area of heightened awareness for me as a supervisor with respect to the growth processes of the therapists in the group under supervision is the refinement of their technique particularly in asking well timed questions and their concomitant capacity to abstain and withhold their desire to provide answers for their clients. Therapists are learning to live with and contain their own uncertainty (negative capability), whilst facilitating their patient to discover their own truths especially during the pandemic and in the resurgence of issues of racism expressed through the Black Lives Matter movement.

I should state here that as a supervisor the therapist's wellbeing is essential for good practice. This is true for all therapists particularly those working with suicidal clients. Some factors are important for therapists to consider when reflecting on how working with suicidal clients affect them.

- GUILT OVER failure to recognise warning signs
- FEAR of one's incompetence or irresponsibility
- SHAME
- FEAR of blame by the client's family, friends, colleagues
- FEAR of litigation

All these factors can inhibit the strategies that might usually be used to support practice. For example: fear of blame could inhibit the use of peer support from colleagues.

Supervision in my view operates well within the supportive context of the organisation. As a supervisor operating within an organisation, I consider the following:

- How can the team support ongoing work?
- How might the therapist respond in the event of a client's death?
- The role of supervision in working with all clients, and particularly suicidal clients is central.

Therapists will often look to their supervisors for support and encouragement in addition to consultation and guidance. Supervision can be experienced and described as a container, one which holds the helping relationship within the therapeutic triad. I highlight the following three aspects though not exhaustive of the functions of supervision but as important and crucial, they are: Education (formative), Support (restorative), and Management (normative).

Whittington Health NHS Trust

We have been contracted to provide black, Asian and minority ethnic staff of Whittington Health NHS Trust with a bespoke culturally diverse wellbeing and rehabilitation programme. We have been facilitating reflective groups and offering our intercultural therapy service. This is a one-year project.

Barnet Council

As part of a pilot project, we have also provided individual therapy and reflective groups to staff at Barnet Council. A further contract is likely.

North East, Yorkshire and Humberside Region NHS

This project was originally to provide counselling support for NHS nurses in the region, who come from very diverse backgrounds, but has been extended to all NHS staff.

BAMEStream

Funded through Ubele, we provide a country wide BAME brief bereavement support service for adults in response to Covid. There has been a strong take-up of this service, demonstrating the need around England for culturally appropriate support.



Hibiscus

Jointly with the Maya Centre, we provide counselling support to foreign nationals and black, minority ethnic and refugee individuals involved in the criminal justice system in the UK. We are exploring further partnerships.

Migrants Organise

We were contracted by Migrants Organise to therapeutically screen some of their clients – migrants and refugees – with specific language needs. We are exploring further partnerships.

Haringey Primary Mothers Self-Esteem Groups

People's Health Trust have funded two-year project working with multiple groups of mothers of primary school aged children. There were some challenges, as the schools were shut due to the pandemic lockdown just as the groups were to commence. But through the good work of the project facilitator and flexibility of the fund, we were able to adapt and support mothers in Haringey as intended.

Arabic, Amharic and Tigrinya Speaking Womens' Group

Held on Saturdays, this psycho-social group offers women the opportunity to develop skills and access support. There is also provision for individual therapy for some group members. This project is funded by the National Lottery.

Contracts

Nafsiyat successfully delivered on all our four statutory contracts in the four boroughs of Islington, Camden, Haringey, and Enfield.

Nafsiyat is the Lead Provider in the Accept Consortium, which is an Islington based partnership between Nafsiyat, The Maya Centre and Camden City Islington & Westminster Bereavement Service.

Nafsiyat is a member of the Camden Psychological Therapies Partnership, which deliver the Improving Access to Psychological Therapies (IAPT) programme in the borough. Other partners are iCope, Women & Health, Age UK Camden, Camden City Islington & Westminster Bereavement Service, and Ieso Digital Health.

In Haringey, in response to Covid and bereavements affecting people from black and ethnic minority communities, we were contracted to provide an additional brief emotional support service. Along with several other voluntary sector organisations, Nafsiyat is sub-contracted by Mind in Enfield to provide IAPT services.

Nafsiyat is contracted by Homes for Haringey – Hearthstone to provide short-term counselling to victims of domestic violence. The service is delivered in partnership with The Maya Centre. Nafsiyat also provide supervision to Homes for Haringey and Hearthstone staff. We have received positive feedback and the contract is likely to be extended beyond its initial two-years.

Grants

Several Trusts and Foundations support our work during the year, for which we are most grateful. These include the City Bridge Trust, Lloyds Bank Foundation, Peoples Health Trust and National Lottery.

Choice

We paused accepting new referrals to our Choice 'private' service during this period, as we focussed our capacity to meeting the demand from new contracts. We continued to see existing Choice clients and will recruit and review Choice, with a view to reopening to new referrals.

Publicity

- Nafsiyat gave several presentations through the year, including to the London Fire Brigade, Association of Counsellors and Psychotherapists in North London, Central and North West London NHS Foundation Trust, Barnet Unison, BAMEStream and National Bereavement Alliance.
- We were active on social media during the year and grew our followers on all of the following platforms:
 - Facebook: 800+ followers
 - Twitter: 700+ followers
 - Instagram: 400+ followers
 - LinkedIn: 100+ followers

Community Link Work

Nafsiyat's Community Link Worker (a post funded through a grant from the City Bridge Trust) supports our clients with their practical issues. They work with clients from across our whole service. In the last year they supported 58 clients, the majority of which experienced problems related to temporary accommodation, overcrowding, conflict with landlords and other housing issues. This was followed by welfare benefit problems due to inadequate amount of money, leading to poverty and/or debt. This was mainly caused by the insufficient amount claimants are eligible to. However, sometimes it is caused by miscommunications which lead to potential wrong decisions by the Department for Work and Pensions (DWP). Other issues raised were, rise in unemployment, boredom, loneliness, and poverty because of no recourse to public funds.

Community Link Worker Case Example

ZA was struggling due to poor mental and physical health, debt and other issues. She also cares for her two young daughters, who suffer from mental health issues. Last year, our Community Link Worker liaised with Islington Council and succeeded in suspending and later withdrawing a bailiff application that was made to repossess client's property for rent arrears. The Community Link Worker negotiated and arranged a workable payment plan for client to clear an outstanding debt. They continued discussions with the council, highlighting the hardship the client was experiencing, advocating and persuading them to write off the debt. As discussions went on, the Neighbourhood Housing Officer (NHO) started understanding and sympathising with the client and agreed to discuss our request with her manager. She also decided to suspend weekly instalments the client was paying. A few weeks later, the NHO informed us that her manager indicated they would consider our request. By this time, the client had finished therapy at Nafsiyat, but she was rereferred and accepted quickly due her critical health conditions. Our Community Link Worker continued supporting her, practically. After seven months of liaison the council decided to write off most of the debt, worth over £3000. It was agreed that a very small amount will be deducted monthly from client's benefit until the remaining amount of debt is cleared. The client was extremely happy and relieved.

Outcome measurement

We averaged a Reliable Improvement of 62% in depression and anxiety, from the PHQ9 and GAD7 outcome measurement questionnaires.

Clients:

- Felt staff listened to them and treat their concerns seriously: 96% at all times; 4% most of the time.
- Felt the service helped them to better understand and address their difficulties: 79% at all times; 13% most of the time; 4% sometimes.
- Felt involved in making choices about their treatment and care: 79% at all times; 21% most of the time.
- Felt they got the help that mattered to them: 75% at all times; 21% most of the time; 4% sometimes.
- Had confidence in their therapist and his/her skills and techniques: 96% at all times; 4% most of the time.

Client feedback

"I appreciated the time to talk to my therapist. She is very professional, emphatic, genuine and gentle. I could explain to her my problems and express myself without filters. I would love to have some more appointments with her in the future."

"I was able to open up my issues. I realised that I am a human not a superwoman."

"I was able to talk about my cultural experiences and I felt understood by the therapist."

"It helped me to address some key sources of anxiety for me and start to move towards thinking positively and seeing things differently."

"Thank you I was able to talk the issues that I cannot talk with my sons or other people."

"Through therapy I learnt to be able to talk my issues with other rather than keeping things in-side and feeling bottled up."

"It's been so good having someone who understands culturally."

"I was able to talk about issues that matter to me, it was very helpful."

"I would have like to have more therapy sessions."

"Since the first day I am feeling better. I really needed to talk about my feelings, problems and matters. With my therapist I can express myself without overthinking. It helps me so much and my therapist is very kind and gentle."



Case Study One

Fiona is a 48 -year-old woman from West Africa who came to the UK around 1999. Fiona worked as an administrator with a charity until her visa expired, leaving her jobless and with no permanent address. Fiona was referred to Nafsiyat Intercultural Therapy Centre by a service for immigrants for psychological support. She was experiencing stress as practical challenges were impacting her emotional health.

Fiona attended Nafsiyat for a consultation and was then referred to a female counsellor of dual heritage for ongoing sessions. She presented with depression, anxiety, and instability connected to her housing, work situation and past losses. She was unable (due to Covid-19 restrictions as well as her immigration status) to travel to attend funerals of significant members of her family who had passed away in West Africa.

Initial sessions with Fiona were challenging because they took place by telephone, so it took a while for trust to develop as Fiona wanted to ensure that the counsellor would be non-judgemental. She seemed keen to explore the death of a relative but found this uncomfortable and seemed stuck. Fiona also spoke about her religious faith, it appeared that religion provided her with some strength and purpose. She was perceived by others as strong and in control and this perception of her by others somehow stymied her attempts to share and explore her interior experiences of vulnerability and of struggle. Fiona and the therapist agreed to focus on working on the losses and the instabilities that she was grappling with.

There were two pivotal points in the counselling to highlight. During one of the telephone calls, Fiona was surprised that her therapist had connected with her by conveying her understanding of Fiona's struggles with low mood in that session. It was a sadness which was linked to the death of a primary figure in Fiona's life.

The second event occurred when Fiona suggested migrating the sessions from phone call sessions to video calls towards the end of therapy. On seeing each other on the video call unveiled issues relating to race and age. Fiona was expecting to see an older black therapist with greying hair and instead saw a younger, light-skinned therapist from a different culture. The client's comment and description of the therapist's appearance evoked countertransference themes of colourism that the therapist had worked through in the past. These reactions were explored, an intervention referencing Kareem's definition of intercultural therapy which underlined the importance of engaging conscious and unconscious assumptions in the therapeutic dyad in the consulting room. The ensuing exploration it would appear appeared to facilitate a deepening of the therapeutic relationship. It enabled Fiona to discuss her own experiences of racism, an area which she had hitherto been unable to share and explore.

In working interculturally, Fiona felt understood and became less depressed and more empowered. She described the therapy experience as transformational from being emotionally shut down to feeling "unlocked" and able to express herself in treatment.

Case Study Two (*bereavement support sessions*)

MA presented at Nafsiyat with issues around the bereavement of his wife and uncle due to the Covid-19 virus. MA and the therapist explored the challenges of processing more than one bereavement. MA reported that grieving his wife's death as well as the death of his uncle was too painful to think about. The therapist acknowledged MA's feelings of only being able to process the loss of his wife at this time. MA and the therapist explored the sense of helplessness MA has been feeling, and the uncomfortable reality of his circumstances.

In addition to his bereavements, they explored MA's challenges at work. At the time of the bereavement support sessions, MA was away from work on compassionate leave and had been off work for 8 weeks. MA reported that he did not feel ready to return to work and felt increasingly anxious as his return date loomed. MA reported that his director at work had not been understanding towards his circumstances, and he hoped to have more time off from work to rest and process his feelings.

MA and his therapist discussed how he could ensure he was looking after himself during those challenging times. MA shared in the sessions how tiring simple tasks were for him. MA was supported to not put pressure on himself to complete various tasks throughout the day. The therapist and MA discussed simple activities to support his mental health such as ensuring he went outside for fresh air/exercise and limiting television time and exposure to distressing news items.

MA expressed feeling isolated at times, as he did not have many family members or friends in the UK. MA indicated that it would be beneficial to speak to other men from a similar cultural background. With MA's consent, he was signposted to Nafsiyat's internal Community Link Worker. MA was directed to a useful resource centre in his local area (to provide MA with a range of cultural support services). MA reported feeling pleased about being directed to this organisation.

During the three bereavement support sessions at Nafsiyat, MA required practical support/signposting as well as emotional support for his concerns. Acknowledging MA's need for social connections and his request for other services such as a support group, was an important part of the overall therapeutic work/outcome.

FINANCIAL REVIEW

Nafsiyat's income rose significantly to £547,210 with an expenditure of £463,440, resulting in a surplus of £83,770, building on the previous year's surplus to satisfy the charity's reserves policy. Increasing free reserves has been an aim for the last few years. Nafsiyat will now be able to invest in supporting staff with new technology and resources to further strengthen the charity. Nafsiyat is well placed to continue supporting the communities who rely on its services.

The strive to find adequate resources to meet the demand for Nafsiyat's services continues. The self-generating income streams Nafsiyat Choice and room hire decreased during the pandemic, but demand for training skyrocketed. However, the majority of funds are still sourced from contracts and grants, the competition for which is increasingly tough. Going forward, Nafsiyat is planning to consolidate on the growth during the pandemic and explore new opportunities afforded by the remote working model and from renewed interest in intercultural work.



STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance

Nafsiyat is registered as a company limited by guarantee (without share capital) and as a charity. Its governing instrument is its Memorandum and Articles of Association, last revised on 27th September 2017. All Trustees are also Directors of the Charitable Company for the purposes of the Companies Act.

Trustees' appointment recruitment and induction

All Trustees are unremunerated and are voluntary. Trustees are appointed by resolution of the Trustees. At each Annual General Meeting one-third of the Trustees are subject to retirement by rotation but may offer themselves for re-election. Trustees may serve a maximum of three consecutive terms of three years. The Trustees may at any time co-opt any person duly qualified to be a Trustee.

Trustee vacancies are advertised online through appropriate recruitment sites following the identification of gaps in the trustee board in terms of skills, knowledge, etc. Short-listed applicants are interviewed by the Chair, the Managing Director and another Trustee where possible. All existing Trustees are consulted on the final selection before appointment and references are checked. There is a defined procedure for the induction of Trustees, which includes the provision of an information pack upon each appointment. This includes an introduction to fellow Trustees and senior staff through biographies and an organisation chart; Memorandum and Articles of Association; the history of the organisation, its objectives and policies; the latest audited Trustees Report and Financial Statements; information on the role and responsibilities of a Trustee. All Trustees are offered the opportunity to complete a 'duties of a Trustee' training course. Trustees must follow the Nafsiyat Code of Conduct for Trustees.

Organisation structure and decision making

Trustees meet for bi-monthly meetings. They also gather for away-days when required. The Chair has monthly meeting with the Managing Director. These meetings are reported back to the trustees. The Clinical Subcommittee meets quarterly. These meetings are reported back to the trustees.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. 01710669

Charity No. 287819

Registered Office

Unit 4 Lysander Mews

Lysander Grove

London

N19 3QP

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law. The following Directors and Trustees served during the year:

J. Cook (Chair)

Y. Wright

G. Patel

A. Sigalas

J. Calabrese (appointed 02 April 2020)

F. Cully (resigned 28 May 2020)

G. Hammet (resigned 25 Nov 2020)

W. Obomanu (resigned 03 Feb 2021)

M. Butterworth (appointed 25 May 2021)

H. Jawaid (appointed 25 May 2021)

R. Lawrence (appointed 25 May 2021)

Company Secretary

A. Weatherhead

Independent Examiner

Chanter, Browne & Curry

1 Plato Place

72-74 St Dionis Road

London

SW6 4TU

Bankers

Nat West Bank Plc

490 Holloway Road

London

N7 6HN

Solicitors

Russell Cooke LLP

2 Putney Hill

London

SW15 6AB

Trustees' responsibilities

Company and charity law require the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- 1) Select suitable accounting policies and then apply them consistently.
- 2) Make judgements and estimates that are reasonable and prudent.
- 3) Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company exemptions

This report has been prepared and delivered in accordance with the provisions in Part 15 of Companies Act 2006 applicable to companies subject to the small companies' regime.

This report was approved by the board and signed on their behalf.



Adam Weatherhead
Company Secretary

12th November 2021

INDEPENDENT EXAMINER'S REPORT

I report to the charity's trustees on my examination of the financial statements of Nafsiyat ("the Company") for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes on pages 21 to 31.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Company's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

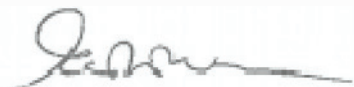
Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- 2) the financial statements do not accord with those records; or
- 3) the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view' which is not a matter considered as part of an independent examination; or
- 4) the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



P.G. Browne FCA CTA
12th November 2021
Chanter, Browne & Curry
Chartered Accountants
1 Plato Place
71-74 St. Dionis Road
London, SW6 4TU

STATEMENT OF FINANCIAL ACTIVITIES

For the year ended 31 March 2021

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income and endowments from:					
Donations and legacies	2	4,819	-	4,819	7,130
Charitable activities	3	331,836	190,976	522,812	350,626
Investments	4	16	-	16	84
Other	5	19,563	-	19,563	20,821
Total		356,234	190,976	547,210	378,661
Expenditure on:					
Raising funds	6	12,508	-	12,508	4,032
Charitable activities	7	249,874	199,066	448,940	321,756
Other	8	1,992	-	1,992	1,992
Total		264,374	199,066	463,440	327,780
Net gains on investments		-	-	-	-
Net income/(expenditure)	9	91,860	(8,090)	83,770	50,881
Transfers between funds		-	-	-	-
Net income/(expenditure) before other gains/(losses)		91,860	(8,090)	83,770	50,881
Other gains and losses:		-	-	-	-
Net movement in funds		91,860	(8,090)	83,770	50,881
Reconciliation of funds:					
Total funds brought forward		89,562	27,262	116,824	65,943
Total funds carried forward		181,422	19,172	200,594	116,824

The Statement of Financial Activities includes all gains and losses in the year. All income and expenditure derive from continuing activities.

BALANCE SHEET

As at 31 March 2021

	Notes	2021 £	2020 £
Fixed assets			
Tangible assets	11	242	2,233
Current assets			
Debtors	12	74,962	49,786
Cash at bank and in hand		193,658	100,081
		<u>268,620</u>	<u>149,867</u>
Creditors: Amount falling due within one year	13	<u>(68,268)</u>	<u>(35,276)</u>
Net current assets		<u>200,352</u>	<u>114,591</u>
Total net assets		<u>200,594</u>	<u>116,824</u>
The funds of the charity			
Restricted funds			
Restricted income funds	14	19,172	27,262
Unrestricted funds			
General funds	14	181,422	89,562
Total funds		<u>200,594</u>	<u>116,824</u>

For the year ended 31 March 2021 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

Approved by the board on 11th October 2021 and signed on its behalf by:



Jane Cook, Chair of the Board of Trustees
12th November 2021

Company Registration number: 01710669

STATEMENT OF CASH FLOWS

For the year ended 31 March 2021

	2021 £	2020 £
Cash flows from operating activities		
Net income per Statement of Financial Activities	83,770	50,881
Adjustments for:		
Depreciation of property, plant and equipment	1,992	1,992
Bank interest received	(16)	(84)
Increase in trade and other receivables	(25,176)	(14,878)
Increase/(Decrease) in trade and other payables	32,991	(6,349)
Net cash provided by operating activities	<u>93,561</u>	<u>31,562</u>
Cash flows from investing activities		
Bank interest received	16	84
Net cash from investing activities	<u>16</u>	<u>84</u>
Net cash from financing activities	<u>-</u>	<u>-</u>
Net increase in cash and cash equivalents	93,577	31,646
Cash and cash equivalents at the beginning of the year	100,081	68,435
Cash and cash equivalents at the end of the year	<u>193,658</u>	<u>100,081</u>
Components of cash and cash equivalents		
Cash and bank balances	193,658	100,081
	<u>193,658</u>	<u>100,081</u>

The notes on pages 24 to 32 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

NOTES TO THE FINANCIAL STATEMENTS

Nafsiyat is a UK registered charity incorporated as a company limited by guarantee. The address of the registered office is given in the charity information on page 18. The nature of the charity's operations and principal activities are directed at providing an intercultural psychotherapy and counselling service, developing and advancing knowledge in this area, and championing good practice.

The charity constitutes a public benefit entity as defined by FRS 102.

1. Accounting policies

Basis of preparation

The Financial Statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019, and the Companies Act 2006.

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these financial statements.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.
<u>Income</u>	
Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure are reported gross in the SoFA.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the financial statements.
Investment income	This is included in the accounts when receivable.
<u>Expenditure</u>	
Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants made	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost on a straight line basis over the expected useful lives, as follows:

Plant and machinery - 25% on the reducing balance

Leasehold improvements – 25% on the reducing balance

Fixtures and equipment – 25% on the reducing balance

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts.

In the balance sheet, bank overdrafts are shown within borrowings or current liabilities.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

2. Income from donations and legacies

	Unrestricted 2021 £	Total 2021 £	Total 2020 £
Donations	3,539	3,539	400
Membership Fees	1,280	1,280	1,280
Fundraising Income	-	-	5,450
	<u>4,819</u>	<u>4,819</u>	<u>7,130</u>

3. Income from charitable activities

	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Total 2020 £
Contract Income	256,728	190,976	447,704	341,527
Nafsiyat Choice	11,705	-	11,705	9,099
Bespoke Contract Income	63,403	-	63,403	-
	<u>331,836</u>	<u>190,976</u>	<u>522,812</u>	<u>350,626</u>

4. Income from investments

	Unrestricted £	Total 2021 £	Total 2020 £
Bank interest receivable	16	16	84
	<u>16</u>	<u>16</u>	<u>84</u>

5. Other income

	Unrestricted £	Total 2021 £	Total 2020 £
Training income	14,491	14,491	3,535
Supervision Fees	3,030	3,030	3,210
Room Hire	-	-	10,158
Misc Income	2,042	2,042	3,918
	<u>19,563</u>	<u>19,563</u>	<u>20,821</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

6. Expenditure on raising funds

	Unrestricted 2021 £	Total 2021 £	Total 2020 £
<i>Costs of generating voluntary income</i>			
Donations	12,508	12,508	4,032
	<u>12,508</u>	<u>12,508</u>	<u>4,032</u>

7. Expenditure on charitable activities

	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Total 2020 £
<i>Expenditure on charitable activities</i>				
Salaries and other costs	121,711	57,938	179,649	144,700
Office costs	89,153	-	89,153	84,419
Professional fees and legal	25,254	-	25,254	14,805
Subscriptions	2,029	-	2,029	1,952
Payments to partners	-	141,128	141,128	73,945
<i>Governance costs</i>				
Trustee meeting costs	29	-	29	12
Trustee training costs	-	-	-	360
Independent examiner's fees and other costs	1,550	-	1,550	1,550
Companies House filing fee	13	-	13	13
Professional fees	10,135	-	10,135	-
	<u>249,874</u>	<u>199,066</u>	<u>448,940</u>	<u>321,756</u>

8. Other expenditure

	Unrestricted £	Total 2021 £	Total 2020 £
Amortisation, depreciation, impairment, profit/loss on disposal of fixed assets	1,992	1,992	1,992

9. Net income/(expenditure)

	2021 £	2020 £
This is stated after charging:		
Depreciation of owned fixed assets	1,992	1,992

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

10. Staff and trustees' costs

No employee received emoluments in excess of £60,000.

No trustee received any remuneration, benefits in kind or reimbursement of expenses (2020: £Nil).

The average number of staff (full-time equivalent) employed by the charity during the financial year:

	2021	2020
	5.54	5.35

11. Tangible fixed assets

	Plant & Machinery £	Leasehold Improvements £	Fixtures & Equipment £	Total 2021 £
Cost				
At 1 April 2020	38,988	54,143	9,327	102,458
At 31 March 2021	38,988	54,143	9,327	102,458
Depreciation and impairment				
At 1 April 2020	38,509	52,389	9,326	100,224
Depreciation charge for the year	239	1,753	-	1,992
At 31 March 2021	38,510	54,142	9,326	102,216
Net book values				
At 31 March 2021	240	1	1	242
At 31 March 2020	479	1,754	1	2,234

12. Debtors

	2021 £	2020 £
Trade debtors	59,686	37,565
Other debtors	13,539	11,000
Prepayments and accrued income	1,737	1,221
	74,962	49,786

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

13. Creditors:

amounts falling due within one year

	2021	2020
	£	£
Trade creditors	38,984	13,001
Other creditors	12,382	7,243
Accruals	16,902	15,032
	<u>68,268</u>	<u>35,276</u>

14. Movement in funds

	At 1 April 2020	Incoming Resources (including other gains/losses)	Resources Expended	Gross Transfer s	At 31 March 2021
	£	£	£	£	£
Restricted funds:					
Restricted income funds:					
NHS Islington - Accept	-	116,163	(116,163)	-	-
City Bridge Trust	8,248	33,000	(34,111)	-	7,137
Lloyds Bank Foundation	2,204	7,500	(7,156)	(255)	2,293
Lloyds React Fund	-	8,548	(8,803)	255	-
Big Lottery - Awards for All	6,865	-	-	-	6,865
People's Health Trust	9,945	-	(7,868)	-	2,077
Hibiscus Initiative	-	7,950	(7,950)	-	-
Hearthstone Domestic Violence	-	17,815	(17,015)	-	800
Total	<u>27,262</u>	<u>190,976</u>	<u>(199,066)</u>	<u>-</u>	<u>19,172</u>
Unrestricted funds:					
General funds	89,562	356,234	(264,374)		181,422
Total funds	<u>116,824</u>	<u>547,210</u>	<u>(463,440)</u>		<u>200,594</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

Purposes and restrictions in relation to the funds

Restricted funds:

NHS Islington – Accept	As Lead Provider, funds are restricted to subcontract our partners in the Accept Consortium
City Bridge Trust	Salary of the Community Link Worker and a contribution towards the salaries of language-specific therapists and rent
Lloyds Bank Foundation	Developing fundraising capacity
Lloyds React Fund	Grant provided to cover additional costs for Covid 19
Big Lottery - Awards for All	Arabic, Amharic and Tigrinya Speaking Women's Group
People's Health Trust	Self-esteem group for primary-school mothers in Haringey
Hibiscus Initiative	As Lead Provider, funds are restricted to subcontract The Maya Centre
Hearthstone DV	As Lead Provider, funds are restricted to subcontract The Maya Centre

15. Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	242	-	242
Net current assets	181,180	19,172	200,352
	181,422	19,172	200,594

16. Commitments

Operating lease commitments

The total of future minimum lease payments under non-cancellable operating leases are as follows:

	2021 Land and buildings	2021 Other	2020 Land and buildings	2020 Other
	£	£	£	£
Not later than one year	44,000	-	44,000	-
Later than one year and not later than five years	176,000	-	44,000	-
	220,000	-	88,000	-

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

17. Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

The liability of members is limited. Every member promises that if the Company is dissolved while they are a member or within twelve months of ceasing to be a member, they will contribute such sum, not exceeding £10, that may be demanded, towards payments of the debts and liability of the Company incurred before they ceased to be a member.