

Company Number: 01710669

Charity Number: 287819



**Nafsiyat**

**Intercultural  
Therapy Centre**

# 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 countertransferential 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 27<sup>th</sup> 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**

12<sup>th</sup> 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.

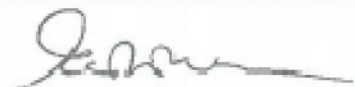
### Independent examiner's statement

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 £
<b>Income and endowments from:</b>					
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
<b>Total</b>		<b>356,234</b>	<b>190,976</b>	<b>547,210</b>	<b>378,661</b>
<b>Expenditure on:</b>					
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
<b>Total</b>		<b>264,374</b>	<b>199,066</b>	<b>463,440</b>	<b>327,780</b>
Net gains on investments		-	-	-	-
<b>Net income/(expenditure)</b>	<b>9</b>	<b>91,860</b>	<b>(8,090)</b>	<b>83,770</b>	<b>50,881</b>
Transfers between funds		-	-	-	-
<b>Net income/(expenditure) before other gains/(losses)</b>		<b>91,860</b>	<b>(8,090)</b>	<b>83,770</b>	<b>50,881</b>
Other gains and losses:		-	-	-	-
<b>Net movement in funds</b>		<b>91,860</b>	<b>(8,090)</b>	<b>83,770</b>	<b>50,881</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		89,562	27,262	116,824	65,943
<b>Total funds carried forward</b>		<b>181,422</b>	<b>19,172</b>	<b>200,594</b>	<b>116,824</b>

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 £
<b>Fixed assets</b>			
Tangible assets	11	242	2,233
<b>Current assets</b>			
Debtors	12	74,962	49,786
Cash at bank and in hand		193,658	100,081
		<u>268,620</u>	<u>149,867</u>
<b>Creditors: Amount falling due within one year</b>	13	(68,268)	(35,276)
<b>Net current assets</b>		<u>200,352</u>	<u>114,591</u>
<b>Total net assets</b>		<u>200,594</u>	<u>116,824</u>
<b>The funds of the charity</b>			
<b>Restricted funds</b>			
Restricted income funds	14	19,172	27,262
<b>Unrestricted funds</b>			
General funds	14	181,422	89,562
<b>Total funds</b>		<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 11<sup>th</sup> 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 £
<b>Cash flows from operating activities</b>		
<b>Net income per Statement of Financial Activities</b>	83,770	50,881
<b>Adjustments for:</b>		
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)
<b>Net cash provided by operating activities</b>	<u>93,561</u>	<u>31,562</u>
<b>Cash flows from investing activities</b>		
Bank interest received	16	84
<b>Net cash from investing activities</b>	<u>16</u>	<u>84</u>
<b>Net cash from financing activities</b>	<u>-</u>	<u>-</u>
<b>Net increase in cash and cash equivalents</b>	93,577	31,646
<b>Cash and cash equivalents at the beginning of the year</b>	100,081	68,435
<b>Cash and cash equivalents at the end of the year</b>	<u>193,658</u>	<u>100,081</u>
<b>Components of cash and cash equivalents</b>		
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.
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Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
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Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.
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#### 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.
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Income with related expenditure	Where income has related expenditure the income and related expenditure are reported gross in the SoFA.
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**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.

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 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 £
<b><i>Expenditure on charitable activities</i></b>				
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
<b><i>Governance costs</i></b>				
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 £
<b>This is stated after charging:</b>		
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 £
<b>Cost</b>				
At 1 April 2020	38,988	54,143	9,327	102,458
At 31 March 2021	38,988	54,143	9,327	102,458
<b>Depreciation and impairment</b>				
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
<b>Net book values</b>				
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
	£	£	£	£	£
<b>Restricted funds:</b>					
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
<b>Total</b>	<u>27,262</u>	<u>190,976</u>	<u>(199,066)</u>	<u>-</u>	<u>19,172</u>
<b>Unrestricted funds:</b>					
<b>General funds</b>	89,562	356,234	(264,374)		181,422
<b>Total funds</b>	<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
	<u>181,422</u>	<u>19,172</u>	<u>200,594</u>

### 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	-
	<u>220,000</u>	<u>-</u>	<u>88,000</u>	<u>-</u>

**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.