

WEST LONDON EQUALITY CENTRE

ANNUAL REPORT 2018



“An equal society recognises people’s different needs, situations and goals and removes the barriers that limit what people can do and can be”

Equalities Review 2007

Contents

Chair's Report	pp 4-9
Director's Report	pp 9-15
Volunteering	pp 16-21
Hate Crime Project	pp 24 -43
MILAR EU project	pp 44-48
Casework Report	pp 49-53
Acknowledgements	pp 54-57

Chair's Report

Ian M Potts



Our Chair honoured as a Freeman of the Borough of Ealing for his distinguished service

Welcome to our 2018 Report which covers our activities over the last year.

I was elected chair at the Special General Meeting in February this year, so firstly I must thank my predecessor Hilary Panford who continued to act as chair until we had amended our constitution. I must also record thanks to both our previous and new Executive members, especially to Peter Jones, Ravi Jain and Mohan Luthra, who made many years contribution to the previous Executive.

We were saddened in recent months to record the deaths of two of our former chairs: 1) Peter Jones, to whom I referred above and whom I have known since I joined the Executive in the 1980s and also 2) Dilbagh Chana who was a chair before I got so closely involved. There are obituaries to both below in this report.

I must thank our staff, especially our Director Ricky Singh, and our numerous volunteers for all the work they do for the Centre, it is a common but true comment that we could not operate without them, especially the volunteers from the University of West London. We also provide training for our volunteers and have thereby helped a number towards Legal qualifications and paid employment.

The University also supports us, not least by providing us with suitable accommodation both for our offices during the week and for our Community Advice Programme (CAP) advice Sessions on Saturdays.

One of the things that has been taking up time recently is ensuring that our new name, address and changes in our bank accounts are reflected in all our activities. However, we remain the same organisation dedicated to promoting equality that we have been since 1963.

Reflecting this we have recently had two important events. In February we had an international meeting with our MILAR partners here in Ealing. Both the Mayor and the University held receptions for them. The last month the University hosted a meeting on our Hate Crime programme, which the Vice-Chancellor of the University opened.

Ian Potts, Chair.



Peter Jones: Obituary

Our long time executive member and past chair Peter Edward Jones died in Ealing Hospital on 11 June this year.

Peter was born in Bristol on 20 December 1938, so he was just coming up to his 80th birthday. He studied at the Bristol Cathedral School as a chorister. On leaving school with sufficient A levels he was allowed to become a librarian in Bristol City Libraries. At the age of 20 he was called up for national service where he spent one year learning Chinese and was then sent to Hong Kong to “spy on the Chinese Air Force”. On return he took a course in Librarianship at the London Polytechnic and got his ALA

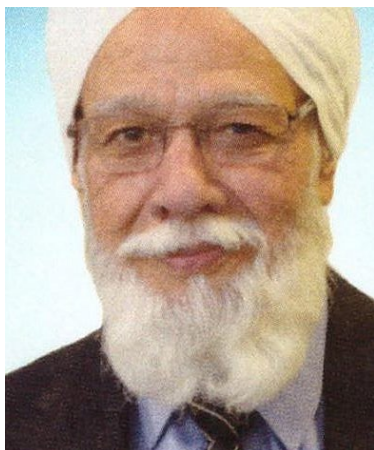
qualification. This enabled him to secure a senior job with the Bristol Library Service where he was placed in charge of the Mobile Service. He was “poached” to do the same job for Ealing libraries in 1966 and ended up as the chief librarian of the new Central Library in the Town Centre where he worked until retiring in 1998.

In 1984 Peter was made a Justice of the Peace, despite his involvement with anti National Front demonstrations in 1979, during which Blair Peach was killed by the SPG. Peter served on both the Adult and Youth courts in Ealing and would often refer to his experiences there, here in the Equalities Council. One of his additional contributions to the Bench, apparently, was to take in hand and organize the collection of reference and other books they held. When in 2008 he reached the retiring age for magistrates and retired, his valuable contributions were much missed.

Peter gave dedicated service to the Ealing Community Relations Council, as we were called back then, which he joined in the late sixties and was elected to the Executive Council in the seventies, making him the longest serving member of the Executive when he retired from it on our introducing the new constitution last year. As a member of the Executive he was a regular visitor to our offices, supporting the director and staff, proofreading, and often editing, our Annual Reports and funding applications.

He was elected chair in 1977 and was therefore chair at the time of the Southall Disturbances and was one of the over 500 people arrested that day. After standing down from the chair he became chair of the Personnel Committee and our expert on employment matters. His meticulous and scrupulously fair selection processes were exemplary and will not be forgotten by those who sat with him. Even after retiring from the Executive, when we appointed him as our President, he said we could continue to call on his expertise on personnel matters. Unfortunately, his heart condition prevented us from making use of his abilities before he died.

He was also active in other refugee related matters chairing both Refugees in Effective and Active Partnerships and the Ealing Kathmandu Friendship Association.



Obituary: Dilbagh Singh Chana MBE, 14 Feb. 1932–7 Sep. 2018

Dilbagh's commitment to his community, both here and in Kenya, was evident in so many things he did.

He set up a Citizens' Advice Bureau to help Asian immigrants in London facing challenges in employment or education; he became president of the Ramgarhia Sabha in Southall, and of the Voice of Kenya; and played an active role in political life with both the Liberal and Labour parties, as well as serving on the Ealing Racial Equality Council as Chair.

We could write at greater length about all Dilbagh's achievements – he was, for example, awarded an MBE in recognition of his community work – but it is his personal qualities that remain foremost in my mind: his warmth, humanity and gentleness, his wonderful eloquence and strongly disciplined nature that would not tolerate unnecessary words or argument, the support he extended to me in my work with Asian Affairs and The Democracy Forum.

Dilbagh Chana was many things to many people, not least a family man who leaves behind his wife Surjit Kaur Chana, daughter Urminder Kaur, sons Iqbal and Jai, and his grandchildren. For me he was, above all, a compassionate, caring friend and we will miss him.

Courtesy of Asian Affairs Article: Gone but not forgotten

Ajit Sat-Bhambra, October, 2018, Obituary

Director's Report

RICKY SINGH

I am happy to report that our organisation has successfully assisted and supported those experiencing deprivation and other issues commonly experienced by disadvantaged persons. This has been achieved with a limited amount of financial support/funding, however, we were able to deliver substantial services due to the skilled approaches adopted by our talented staff members and our wonderful volunteers.

Acknowledgements

I wish to thank: our Funders, without whom our service users would be more disadvantaged. Professor Peter John and his staff and departments at the University of West London; Ealing Law School; Dele Ryder at A2 Dominion; our staff members, Trustees, students, volunteers and supporters.

The Ealing Equality Council trading as the West London Equality Centre has been engaged in the last year advancing equality and rights for the disadvantaged and destitute service users who are beneficiaries of its service.

Our main aims are:

- 1) To work towards the elimination of all forms of discrimination and inequality;
- 2) To promote equality of opportunity between BME, migrants, refugees and other persons, including White working-class communities experiencing disadvantage, exclusion, poverty, inequality, discrimination and deprivation;
- 3) To deliver training programmes promoting social justice aimed at strengthening support and skills of disadvantaged persons;
- 4) To work with and to offer training and support to young people and volunteers enabling pathways into education and training with skills for gainful employment.

Experience:

We are now trading as the West London Equality Centre which reflects the work and areas we cover and will assist people who contact us in the false belief that we are Ealing Council.

- * The WLEC has for the past 55 years been at the centre of helping the London Borough of Ealing's Disadvantaged Communities - one of the reasons why the organisation was set up by volunteers in the first instance.

- * A long history of service delivery to disadvantaged residents of all ethnicities – including minority Whites advising over 5000 persons in the last year.

- * WLEC regards the maintenance of quality and appropriate frameworks as of the highest importance. We have been accredited in 17 advice categories with the AQS Quality Mark plus the 2 Ticks Disability Confident Quality Mark.

- * All WLEC's staff members were former WLEC volunteers - highly skilled and qualified to deliver these services, having delivered several similar projects over the past 10 years. For example, some projects we delivered are: BMER Specialist Advice and Support, Hate Crime Support, Advice and Advocacy services, Anti-Poverty and we are currently delivering: Crisis Support, Work and Volunteering programmes, EU Refugee Project, and Home Office Support projects.

Our work and volunteering programmes

Young people need to be better prepared for the world of work, instilling in them a 'growth mind-set' - one based on the assumption that through learning and effort one improves, that "I can do better if I apply myself". (Carol S Dweck, *Mindset: The New Psychology of Success* (2006) New York: Random House).

They need to be inspired by and well-informed about the opportunities open to them, receiving up to date, useful information. They need to engage in purposeful encounters with employers, gaining valuable insights and developing relevant skills.

A well-planned programme of careers education, guidance and work-related learning in schools and colleges should ensure every young

person receives these opportunities and receives individual help and advice to choose the most appropriate pathway.

Opportunities for young people to earn while they learn, through part-time jobs, work experience, internships, traineeships and apprenticeships, should equip them with the experience and skills to compete successfully for jobs and progress into longer-term and more fulfilling employment. We believe that we need to do all we can to support young people, access further education and help those who can work into good jobs that will enable them to live independently.

Work experience: The young people we help constantly tell us that vocational training opportunities are vital to helping them find work. Many high school, college and university students believe they have few skills and nothing to add to their CVs when they come to us for support, having faced multiple issues such as discrimination, social deprivation, destitution, getting into trouble with the law, or growing up in care.

Structured hands-on work experience under supervision from day one coupled with individual training and work placements help them to break the cycle of 'no experience, no job - no job, no experience'.

Our work and volunteering programmes are about so much more than work experience. We also provide long-term support to unemployed young people, focusing on building soft skills like teamwork, confidence, motivation and communication. We get young people involved in their communities and working in a team; we offer one-to-one mentoring; a buddying scheme, and we help them get the qualifications they need to find work. We find that it is a combination of all these things that helps to get unemployed young people ready for and into work.

Recently Tudor Trust commented: 'Fantastic that you are able to work with so many students: there is a real win-win situation here with improved access to advice for local communities and really valuable experience for the students themselves. Similarly, a feature of your work is that you make really excellent use of volunteers: again, it is clear that involvement with WLEC is invaluable for many of your volunteers in helping them to progress into paid employment. (Tudor Trust End of 3 year Grant Report August, 2018). (Also see the comments of volunteers below in this report).



Hate Crime: Transgender training session with students, volunteers, including a Judge

WHAT HAPPENS NEXT - POSITIONED FOR THE FUTURE

We are now positioned to help people into gainful employment taken from among Service Users, Volunteers, and Students. It is one of the main reasons why we exist. These volunteers are responsible for delivering the help, advice and advocacy for disadvantaged persons. Thus, we experience a kind of 'double effect' namely, that while helping others, volunteers are actively becoming skilled and are ultimately helping themselves.

So, we have opened 30 volunteering opportunities per annum over 3 years (90 volunteers) for UWL students to learn how to help people experiencing all forms of hate crime. This means that these students will become highly employable as they are learning skills which even the Met police have said they find difficult to comprehend (City Hall, MOPAC Challenge).

These students will make a great difference to people who experience discrimination on housing estates, in employment, when travelling, including disabled and all persons covered by the Equality Act. In the light of the discrimination shown to migrants post-referendum this is great experience for students, many of whom are from ethnic minorities, refugees and EU backgrounds.



Training students and volunteers

Our experience of involving young people in designing services and running the organisation can be seen from the fact that all our staff members were former volunteers with us and some were also service users. Their involvement is appropriate because we create a cycle of continuous success as these service users are able to use/reuse/redesign the same tools acquired to help themselves and others.

All our volunteers are automatically enrolled as members of the organisation with the encouragement that they have an input into service design and delivery and that they should aspire to become employees and our trustees.

Our Treasurer started with us as a volunteer and became a qualified Solicitor via training through the 'equivalent means' route along with 3 other volunteers who all went on to become staff members. All four of them had the full input regarding service design and roll out of service. This has continued with current staff members, who were all volunteers but have had a large input into all our service delivery and training/buddying of each other and of volunteers who are aged from 72 to 16.

We train volunteers and staff weekly. This is done to help the student/young person/unemployed become successful and a credit to themselves as it is important that we help nurture the correct mind-set designed to equip them with the tools to so do, encouraging the correct

‘growth’ mind-set, one based on the assumption that through learning and effort one improves, that “I can do better if I apply myself” (Carol S Dweck).

Employers are looking for this quality in their workforce. With this advanced training we can assist students/young people/volunteers to smooth their pathways into paid employment, successful lives and enhance their well-being.

Hate Crime training with student volunteers



Future projects will address:

- * Volunteering - Training people into work
- * Hate Crime Support Services funded by the Lottery
- * Anti-poverty work, including helping food bank clients
- * Advice and support services
- * Addressing loneliness
- * Helping those suffering deprivation

For example: The Hate Crime project aims over a three-year period, are to achieve the following major outcomes:

- * Reduce sense of isolation and alienation for people who have experienced hate crime and improve independence;
- * Improve quality of information and advice provision for victims of hate crime and their families

- * Improve referral arrangements and collaboration among voluntary, community, statutory service providers and the criminal justice system;
- * And empower people impacted by hate crime to have increased confidence and self-esteem in reporting hate crime (access training and volunteering opportunities).

VOLUNTEERING AND TRAINING



This is Princy Thavarajah from Paris, at the end of her seven week internship.

**Below are some contributions of Volunteers
Princy Thavarajah**

My name is Princy. I came from Paris, France to the West London Equality Centre to gain professional experience and to improve my English.

Working with this company is amazing.

I found this internship very interesting with the difference between French and English companies. This internship gave me an opportunity to improve my English and was my first professional experience. I learnt so many things like some laws in English, how to welcome clients, and how to organise the administration and do various things to ensure that the organisation functioned properly.

Mabel Ekezie

I chose to volunteer with WLEC to gain empirical experience from the professionals. During that time, I have learnt that man's inhumanity to man is more real and harsh than we may think.

Volunteering with WLEC has contributed to my being awarded a First Class Honours in LLB. Furthermore - like I have always said at our WLEC weekly training meetings, it is 'quantifiably priceless'. It boosted my confidence all the more and awakened in me an experience and a burning zeal to attempt to correct existing community anomalies. Moreover, I liken it to a 'community legal practice training'. It sets the stage for me ahead of my Legal Practice Course (LPC) commencing later this September. Finally, I was the only year two student who took part in the Pioneering Criminal Appeals Competition done at the EEC/WLEC. WLEC and UWL came first in the competition, partly because of the training we get from CAP.



Positive Link Seminar



Home Office Funded Project: Positive Link Delivery Team at the Kensington & Chelsea College: Ali, Ricky, Soumaya, Balahl and Yousif.

Yousif J. Karauli

Personal Experience

I first started volunteering at WLEC approximately three years ago. I still remember the first day I attended and met with the director Ricky Singh and other members of the team.

During that time, I have worked on numerous cases in several areas of law and assisted barristers, solicitors and Dr/Judge Bernard Andonian. The WLEC has provided me the opportunity to not only learn the law but more importantly to apply it.

The WLEC family

During my first week Ricky called me in for a meeting. We discussed a variety of subjects including what goals I wanted to achieve out of my career, my experience at the WLEC and generally. He and the rest of the team provided me with the confidence to achieve those goals.

Since then I have focussed my energies in Commercial, Employment, Company and Medical Law. Guided under the supervision of practitioners I have taken cases head on.

I have also been involved in a number of projects during my time at the WLEC including Positive Link and being given the role of Team Leader and Co-ordinator of a European Union funded project called MILAR specifically working for refugee betterment and integration.

“Professionalism, kindness and compassion. These are all traits that can be taught and the WLEC provides that reminder that working in the legal advice profession can and should embody all of those traits.”

Fatima Nurkic

I chose to do volunteering work with West London Equality Centre because I have always been interested in human rights since I'm coming from a post-war country where lack of human rights affects people's life every day. Therefore, I have been working as a volunteer for many years, I enjoy being able to provide the service for people in need, and West London Equality Centre gave me an opportunity to continue being part of something very important for society.

What have you learnt when volunteering?

As a part of legal advice services, I got an opportunity to see the function of the English Legal System in practice and learnt how to provide good legal services through the interviewing of clients, drafting a legal letter and researching the relevant matter. Also, I'm so glad to be a part of the Hate Crime Support Project which will give me a chance to see from the beginning how case law will in the future impact on hate crime in the UK.

How I have been helped to develop?

Since I had not been in London more than 5 months when I started volunteering, I did not have confidence surrounded by the culture and mother language that I am not used to. In a very short time volunteering in WLEC helped me to gain confidence and to see London in depth with all that economic and cultural diversity supported by the real-life stories.

I have been given the confidence to progress and am pursuing an Associate Degree in Paralegal Studies from NALP in order to ensure a thorough knowledge of the UK's legal system.



Fatima and other volunteers and students at training on Wednesday

Sandy Derbyshire

Since I retired from work I wanted to use my spare time constructively so I decided to volunteer. I went to the Ealing Volunteer Fair where I talked to various people who were looking for volunteers for their organisations. I was very impressed by the two representatives from the West London Equality Centre and the work they described to me, so I chose to volunteer here.

I have been a volunteer for about three months now, coming in for two afternoons a week. Wednesdays are very busy with clients coming in for advice all afternoon. I usually sit with an adviser and take notes of the clients' concerns. I have learnt a lot from the different advisers I have shadowed. They all show respect to the clients and listen carefully to their concerns, then offer them advice based on their own knowledge of the law or of welfare benefits. On Thursdays I usually help with office administration, including helping with the filing system, so there is a big contrast between the two days, which makes it interesting.

The staff and volunteers are all friendly, caring and supportive and have made me feel welcome and involved. The student volunteers are given mentoring by the staff and more experienced volunteers, valuable experience for them in their future careers.

Symran Gill

I wanted more of an insight into Hate Crime which is why I chose to be part of the Hate Crime Project. Also hate crime is a big part of my final project at university so I knew working with a hate crime project would be really beneficial.

I've only been here for a short time, but I have learnt that hate crime is misunderstood and not often recognised. It is becoming more known with more people filing complaints and reporting situations to authorities from the victims. However, the people actually committing the crime do not always class hate crime as a proper crime, which is shocking. That's why I'm glad the hate crime project exists to bring awareness to hate crime actually being a serious crime.

It has helped me with understanding that hate crime isn't actually as known as it should be and it has only recently been recognised to be a crime. It has helped with my knowledge as I am currently a psychology student in my third year at UWL.



Gamila Mohamed and alumni at training on Saturday at UWL, St Mary's Rd

I joined West London Equality Centre in 2018. I am currently studying LLB with Foundation at UWL. I volunteer 4 days a week on the Hate Crime Project. Initially I volunteered here so I could gain valuable experience inside in a charity that combated hate crime.

I chose to work as a volunteer in this charity because I believe that I can assist my community at a time where there is increased hate crime occurring towards minorities and religious groups.

One thing that keeps me motivated is the positive response from victims, who sometimes say that all they need is someone to talk to. Being able to see the positive impact I make for my clients is what makes me enjoy my work.

The weekly training sessions from Ricky Singh gives me a strong motivation to give my clients my best. In my time here, I have gained confidence, and this has helped me to develop as a person.

Even though I have only been coming here for 4 months, I have massively enjoyed collaborating and receiving incredible guidance by my senior colleagues. Law has always been my passion and I truly am grateful for the support I have received from the staff. WLEC is a big family which supports volunteers from all walks of life.

Alejandra Vazquez

My name is Alejandra Vazquez and I have lived in London since 2012.

I knew about West London Equality Centre when Barbara approached Acton College where I was doing English for the first time in March 2017. She introduced us about what they do, I loved it.

Months after I needed help and I got advice in different areas of law. In one of the last opportunities where I approached them, I felt the necessity of joining. I wanted to be part of such a humanitarian and warm environment. I wanted to help, to learn, to be prepared to help others in my situation, and in different situations.

I started as a volunteer in West London Equality Centre in March 2018, it was my happiest time in London. I felt that I got back my essence, I was in my place.

West London Equality Centre gave me the opportunity to be useful again, after a long time doing things I do not choose to do, I was doing something I really liked. In a very short time, I became confident to talk with people by phone and in person, able to listen and able to ask to repeat without to be a shame, this helps me a lot to communicate and encourage people to be confident also. For many people is not easy to talk about their personal problems, they need to feel comfortable in order to be helped.

In June 2018 I was offered a Part-Time position as Office Administrator, the second best time in a while.

Today I am in constant movement, I want to start to interview people, I want to be a case worker soon, I like to investigate and find the way to clarify and resolve matters by their merit. At the same time, as a mother of grown children, I am doing my English GCSE with the hope to become professional in my writing, and to be able to express myself clearly.

West London Equality Centre put me again in a race. I will learn. I will try to do my best to help people, to make a difference for those that have problems to solve.

Something needs to be changed for those in need, and I will try to contribute to help them. This is my hope.

Experience of a work experience school student

Dear Ricky,

Thank you for allowing me to do some work experience with you last week. I found it very interesting and it opened my eyes up to a different side of life. I enjoyed working with everyone, particularly Edmund and Adrienne who made me feel very welcome.

I can see that the West London Equality Centre does very good work which has fuelled my enthusiasm for law.

Thank you again, I hope to come up and do some more work experience with you in the future. "A"

Dear Ricky

It's great to see that your strong links with UWL have been maintained and developed over the life of the grant, and fantastic that you are able to work with so many students: there is a real win-win situation here with improved access to advice for local communities and really valuable experience for the students themselves. Similarly, a feature of your work is that you make really excellent use of volunteers: again, it is clear that

involvement with WLEC is invaluable for many of your volunteers in helping them to progress into paid employment.

Thanks again and congratulations to you and all the team on all you achieved over the life of the grant. With best wishes “N”

Emily Aghili

I have been working as a volunteer case-worker with WLEC for over a year now. From the outset, I quickly realised that WLEC was unlike any legal practice I had worked at before. The staff there genuinely cared about their clients and strived to provide the best legal service they could. Everyone made me feel truly welcome and I was entrusted with case-work quite early on. The exposure I have received there also helped to equip me with the skill set I needed to take on the Legal Practice Course; which I will be finishing in the next year. I have found my experience with WLEC to be so positive that I am hoping to stay on with them and qualify as a solicitor once I finish my LPC.



Volunteer Training: Gabby, Fatima, Joseph, Adri, Paula, Edmund, Gamila, Julita, Alejandra, Afia

WLEC HATE CRIME PROJECT REPORT

Project Aims: The project aims over a three-year period are to achieve the following major outcomes:

- Reduce sense of isolation and alienation for people who have experienced hate crime and improve independence;
- Improve quality of information and advice provision for victims of hate crime and their families across Ealing through publications, information packs and website;
- Improve referral arrangement and collaboration among voluntary, community, statutory service providers and the criminal justice system;
- and empower people impacted by hate crime to have increased confidence and self-esteem in reporting hate crime.

The Activities undertaken: We developed a mapping of hate crime stakeholders, 58 organisations who were contacted and approached. These contacts will enable cross referrals and are key and integral to hate crime delivery and support services.

Freephone: We have set up a dedicated Freephone number for the project, 0800 294 3479, the line is up and running for victims of hate crime and witnesses to report through. It is constantly monitored by staff and a team of volunteers working on the project to answer calls immediately or to return calls left on the voicemail.

We circulated a press release on the project to local media organisations such as Get West London and Ealing Gazette and commissioned the production of a free-standing backdrop banner for use in our community outreach and training meetings.

The project is active on Facebook and twitter: our handle is @wlecagainsthate

The Borough Commander, Paul Martin, pledged the Met Police's continued support for the Project.

Training: We have done over 25 weekly training sessions with staff. And since the end of January 2018 we have delivered training on Hate Crime in preparation for the start of the project to over 20 volunteers per sessions on Wednesdays.

A number of training sessions were delivered by our partnership organisations, such as Spectra-UK, and hate crime legal personnel and judges.

Some hate crime victims also played a part in the training and some of these have become hate crime delivery volunteers. One of them has become a staff member.

We also trained Voluntary Community Sector (VCS) and Residential Social Landlords' (RSL) staff on Hate Crime delivery on 6 separate occasions, towards achieving the project aim of improving referral arrangements and collaboration among voluntary, community and statutory service providers, we delivered hate crime specific training to selected staff of partner organisations.

Volunteers: The project has afforded opportunities for 30 volunteers to conduct advocacy, support and casework in tackling hate crime; engaging in all the necessary processes for successful resolution of individual cases, from taking inward referrals over the telephone or face to face, interviewing clients, taking detailed notes, interrogating evidence, conducting research and making outward referrals where necessary. Thus, they have not only been able to build on their current strengths and skills-set but are also developing new ones and we are seeing them deploy these strengths incrementally.

Clients: We were able to help clients deal with their issues surrounding Hate Incidents and Hate Crime – helping them to become resilient, by being able to articulate their feelings and helping them to feel that we are interested in helping them. Often some find just talking to us is sufficient (as an enabling factor) helping them resolve their problems.

Connections made with other organisations, and ongoing working partnerships: Towards inward referrals, we have established ongoing collaborations with resident social landlords, these include A2 Dominion Housing, Catalyst Housing Association and Thames Valley Housing Association. For two-way referrals, we have successful meetings with key partnership organisations such as Victim Support, WHY-ME (restorative justice), Spectra-CIC, GOSAD, MenCap, MIND and ESAS, and for outward referrals, Anxiety UK.

We have entered into partnership with Thames Valley Housing Association who have requested that we help their tenants to volunteer on the project and will be coming with their 'responsible' staff to a training seminar on 12 September. We also envisage having an outreach on their

housing estates along with our current outreach locations in Southall and Acton.

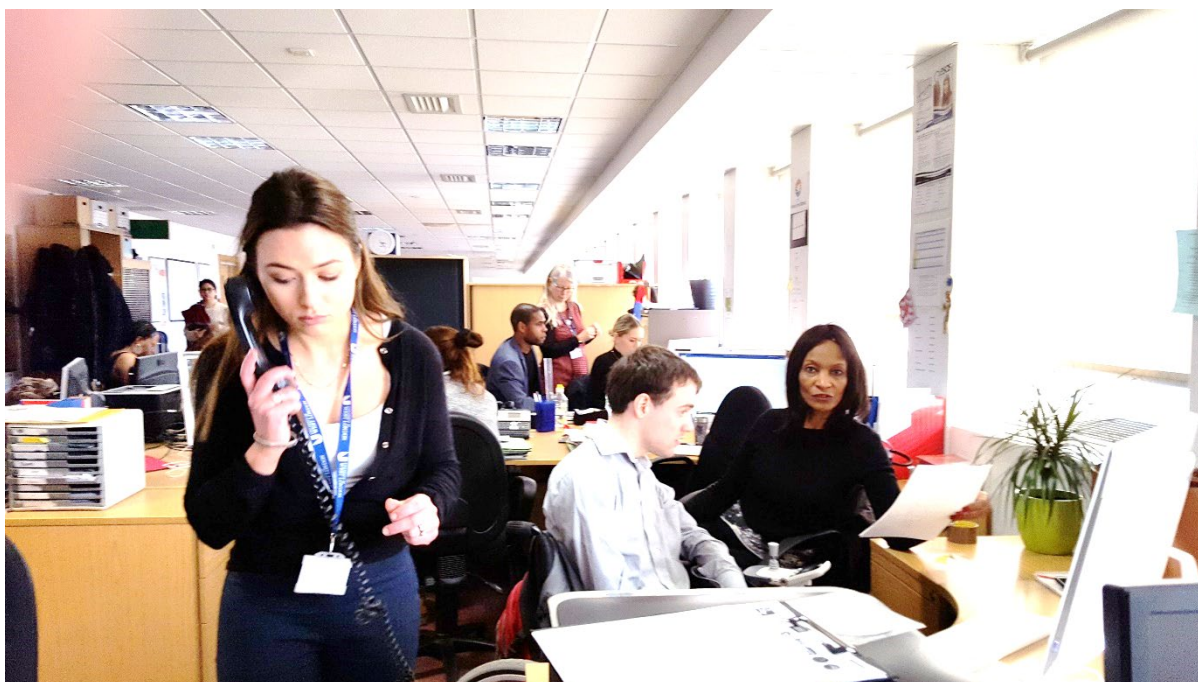
The difference our project is making: We have currently logged 60+ individual cases of reported hate incident/crimes within the five monitored strands of: race, religion, disability, sexual orientation and gender identity. We are receiving an increased number of calls to the hate crime reporting Freephone. Through our intervention we have provided advocacy and made representations to the police, employers, local authorities and housing associations on behalf of the clients for satisfactory outcomes.

Service users have reported increased confidence in standing up to hate crime and reporting hate crime incidents in the future. This is consistent with our project outcomes. Some persons experiencing hate crime have also become HC volunteers.

Issues - Hate crime is a particularly serious issue that can seriously affect the quality of life for people and communities. Addressing this is a key priority for WLEC. By developing and implementing this project, we will demonstrate our commitment to tackling all forms of hate crime and building a safer and stronger borough. We note that housing and employment are key areas for concern. MOPAC's suggestion is to have an RSL working group to address hate crime issues on housing estates and in individual residences.

This project aims to address the following areas of hate crimes and incidents:

- Race hate – crimes/incidents motivated by ethnic origin, nationality, asylum seeker status.
- Faith hate – crimes/incidents motivated by religious belief or lack of religious belief.
- Homophobic hate– crimes/incidents motivated by sexual orientation.
- Transphobic hate– crimes/incidents motivated by gender identity.
- Disability related hate– crimes/incidents motivated by disability or ability, including learning difficulties



Students, volunteers and staff

Gabby

I joined the West London Equality Centre (at the time Ealing Equality Council) back in 2016. In my first year as a Criminology with Law student I learnt that I really enjoy the law subject and it made me realise that this is what I want to do in my professional career. I was lucky to meet my lecturer, Prof Kwame, who initially told me about the organization and was also happy to accommodate me as a volunteer.

During the time of volunteering I learnt a lot about the laws and policies, participated in discussions and criticisms of the relevant topics, which broaden my perception and lead to a more critical thinking and analysis of the topics. In a huge sense, working here has given me great foundations to not only becoming a good professional but also made me an independent thinker who can think outside the box.

Working here massively improved my social skills with the public at large, assisted in gradually overcoming public speaking that I find difficult at times.

It also given me an opportunity to meet incredible people who taught me so much which I am really thankful for.

It is an amazing 2.5 years I spent here and hopefully will continue being a part of this organization making people's lives better every day. As an

individual who is passionate about how the law can assist all people, the human rights enthusiast, I really look forward to one day becoming a solicitor and continuing the work I have started.

This being said, I believe I am extremely lucky to be a part of all the great work we do, and that I was able to meet so many wise and incredible people whom changed my life for the best!

Kind regards, Gabby

From L M

Good evening Dear Ricky I hope that you are well.

I always have you and the team at Ealing on my mind. I dearly treasure the time I was there. The memories I have will last me a lifetime.

More especially so all the inspiration that you gave to me to pursue higher goals and demand more of myself. It is no exaggeration to say that all the success that I have achieved lately has been to a large extent down to this.

I therefore wanted to write to you and thank you for your inspiration and the rest of the team. Please extend my appreciation to them.

Whenever I face a difficult situation I always call upon some of the wisdom you shared with me, my favourite being::

1. Winners win in advance, this has really helped me out in planning ahead and overcoming challenges.
2. My second favourite is excusitis is a disease for failures, every time I am about to make an excuse for my shortcomings, I can almost hear you say this to me and I just have to stop and find a solution.

I was truly blessed to have met you and I am eternally grateful for it.

P.S, I was on the tube the other day and I saw some posters on Hate Crime I think the project is really having an impact. Many Thanks, L.



Hate Crime Case Study -Paula Howell

A man with severe learning difficulties came to see us regarding bullying at work.

He told us that he has been working for a food manufacturing company for 4 years and, during that time, he has been the subject of abuse because of his disability and was often challenged for being white in a

largely non-white group of employees. The company is a family run business that was taken over by a large corporation some years ago.

Our client described two incidents at work, one of which was clearly an accident and the other a deliberate physical attack on him by a colleague who had been previously warned about the continued racial abuse of our client. The attack was a result of our client complaining to his line manager about the continued racial abuse by the colleague. It was immediately reported by our client, again, to his line manager who told him that it was “banter” and he should go back to work.

We advised our client that the attack amounted to a hate crime because it was based on his race and his disability and he should report the matter to the police, which he did. He subsequently resigned as he feared reprisals.

Our client was reluctant to attend the police station alone to make a statement, so we were able to arrange for the police to come to our offices to interview him and take his statement.

We are also assisting him with his employment claim based on race and disability discrimination and we have also added constructive dismissal, following his resignation. Evidence will be difficult to obtain because the employer is denying everything, and we are finding it difficult to obtain information from current employees.

There are health and safety issues arising from the accident which may be reportable. Our client may be able to pursue a claim for personal injury and we have advised him to obtain the necessary medical reports.

HATE CRIME - Edmund Akeju



Hate Crime Weekend Estate Outreach

Early this year we secured funding from the Big Lottery Fund to run the hate crime service. Through which the West London Equality Centre provides advocacy and case specific support to clients who have been victims or witnesses to hate crime or hate incidents.

The importance of this project is underlined by the rising incidence of hate crime following the Brexit Referendum of June 2016. Even though hate crime is known to be under reported, there were 278,000 hate crime committed in England and Wales in 2017 and of these only 43, 000 were reported, figures recently released by the Home Office in October 2018 highlight an upward trend in this phenomenon, hate crime offences were reported to have increased by a further 17% over last year's figures. WLEC as organisation is proud of our rich history of being in the forefront of tackling issues of discrimination, deprivation and inequality. Our pioneering work in Hounslow hate crime project delivery was recognised by The Mayor's Office for Policing and Crime (MOPAC) as a model of good practice.

This gives us confidence to pursue a project that is geared to not only contribute and increase the collective response to tackling hate crime but also to provide real help to the victims to deal with the hate crime and the aftermath, the mental and emotional anxieties, feelings of isolation and possible frustrations, but also to engage with them in their interactions with the criminal justice system to bring perpetrators to justice, to forestall and discourage repeat offending.

Through this project, WLEC aims to achieve amongst others the following outcomes for the hate crime service users: improve independence, reduce sense of isolation and alienation for people who have experienced hate crime. As well as, improve quality of information and advice provision on hate crime issues through publications, information packs, website and social media interaction for hate crime victims and general members of the community.

As one of the three full time staff members coordinating the team of over 30 volunteers working on the project, our aim is to recruit and train at least 30 volunteers per year as part of the project remit. I observe from the cases that we have engaged with across all five monitored strands of: race, religion, disability, sexual orientation and gender identity that hate incidents are presented in employment situations, public transport, random retail customer service transactions, and in housing where they are sometimes mis-recorded as anti-social behaviour. We have seen, it is often the case that incidents are recorded and treated as antisocial behaviour instead of the hate crimes that they are.

A few examples of the cases are presented below:

Miss NN is of mixed black parentage, she was travelling on the way to her educational institution on a London train when a commuter targeted her in a vitriolic comment about the discomfort of travelling on the same train with 'all these strange people'.

Mr RO presents as gay, he was living in temporary accommodation provided by the council while his homeless application was being assessed. He was taunted and addressed with vile homophobic slurs by a member of staff of the hostel and also threatened with physical assault by the person. The victim reported to the police who attended but said they would not do anything because there was no assault committed, though this is clearly against the home office guideline that all hate incidents reported must be investigated. Not too long after, other resident in the hostel began to address the victim by the same homophobic slur

word used by the staff. The victim called our freephone number after receiving one of our leaflets from the local library. He was understandably agitated and frustrated by his experience. During our first interview with him, he said he was already contemplating physically attacking the perpetrators in revenge. We intervened by making representation to the police and the management of the residence. The police have revisited the matter and are now actively investigating the hate incident. We have also requested that the residence management investigate and advise of the outcome, including disciplinary actions taken against the concerned member of staff if the allegation of abuse is established.

Miss LY is black and African, she shops regularly online with a popular national high street retail brand whose product range includes fashion. The brand recognising her as a regular shopper awarded her a complimentary gift voucher on her birthday, she then used this voucher to buy herself a dress. However, when the dress was delivered, she discovered the size was not right and decided to take it to a store to have it changed. She reported that she had this changed and was on her way to exiting the store, when the customer service advisor called her back and sternly warned her that she had put a note on the system and she should not think that she will be able to reuse the voucher to make another purchase in another store. The victim said she immediately perceived that this statement was made because of her personal characteristic as a black African and she was therefore deemed to be potentially fraudulent by the staff member.

We have also seen the case come through of a victim who had been subjected to persistent verbal, emotional abuse in an employment environment. He is white and disabled in a work setting that is predominantly staffed by Asian men.

There is also Mr SK who is disabled, his employer was aware of his disability but failed to make any reasonable adjustment taking this into account. He was targeted by other employees who collectively complained about him to HR, he was then offered a redundancy that did not follow procedure, he was subsequently sacked when he refused this. We appealed against this decision and successfully fought this case; the employee was reinstated.

These cases highlight the varied nuances of hate crime and hate incident faced by persons in our community and the enormity of work that is required to tackle this malaise. We are employing diverse ways to reach and engage with our project target through direct telephone

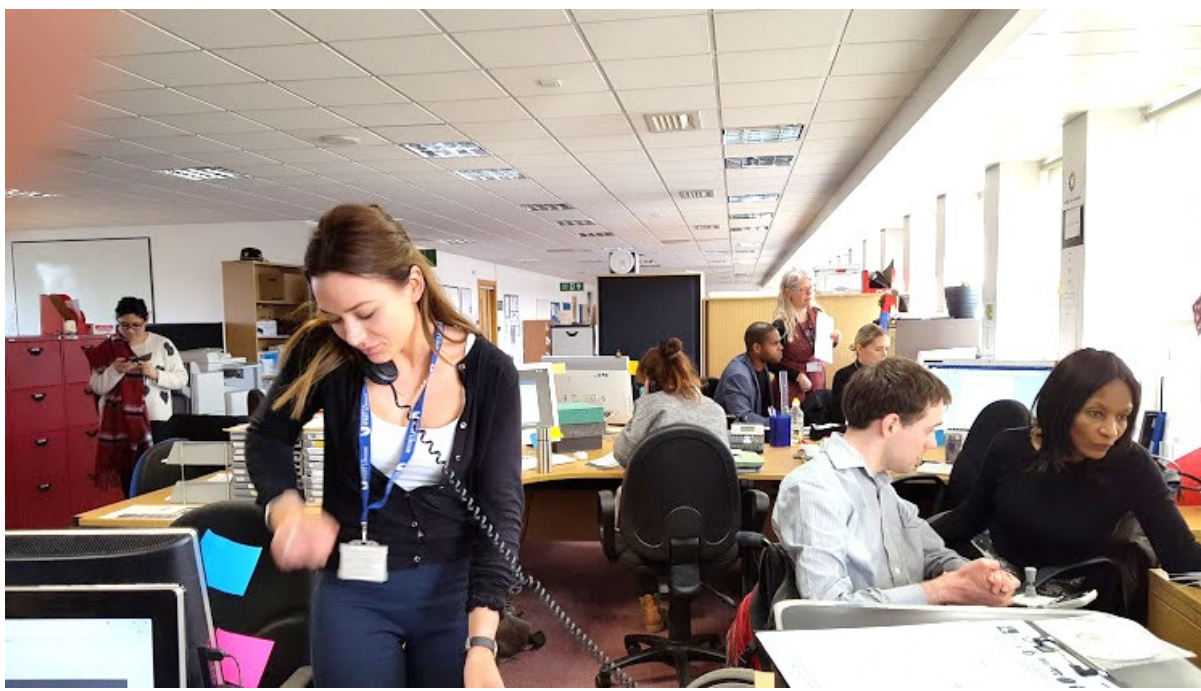
contact, emailing, website and social media activity, leafletting, community outreach talks, membership of safer partnership group, delivering training with partnership organisations and on the street presence.

In October, we successfully facilitated a major hate crime conference during the hate crime awareness week which was hosted at the University of West London and opened by the Vice Chancellor, Professor Peter John. Our conference participants were drawn from key partnering organisations such as Restore London, Spectra CIC, Galop, the Metropolitan Police and the keynote speaker was Ms Natasha Plummer, Head of Engagement at the London Mayor's Office for Policing and Crime (MOPAC).



Natasha Plummer, Head of Engagement at the London Mayor's Office for Policing and Crime (MOPAC) at the Hate Crime Conference.

Following on, we are receiving an increased number of calls to the hate crime reporting freephone line. Through our intervention we have provided advocacy and made representations to the police, employers, local authorities and housing associations on behalf of the clients for satisfactory outcomes. Service users have reported increased confidence in standing up to hate crime and reporting hate crime incidents in the future.



Students and volunteers busy at work

Adrienne Khan – Crisis Navigator / caseworker

I have been volunteering for the West London Equality Centre/Ealing Equality Council since 2014 and in early 2018 I was given the opportunity of becoming a staff member. The role I occupy is that of the WLEC's Crisis Navigator. A Crisis Navigator (CN) is a caseworker who supports clients on our Help Through Crisis Project.

The Help Through Crisis Project is a project that is run with the support of a number of organisations across Ealing to provide much needed help to residents currently facing hardships in their day to day lives. The other organisations involved are The Trussell Trust/Ealing Food Banks, ECVS, Ealing Mind, and Ealing Law Centre.

There are currently three CNs involved in the project at the moment, including myself. Our role as CNs requires us to support users of the

Trussell Trust food banks across Ealing by providing an outreach face-face service at the food banks themselves. The clients we encounter there come from many walks of life and each person has their own unique set of problems and circumstances. For example, some of our previous clients have been men in single person's households, single parents, and people suffering from medical and mental health conditions. The only thing our clients tend to have in common is that they are all in need of help and the HTC team are the only people that they have come across that are willing to help.

Please see below for an overview of our work for this year:

1) When we met Mr A he was going through a financial crisis as the rent for the studio flat he was living in was quite high and was subject to the benefit cap. This meant that his monthly Universal Credit (UC) payments were not enough for him to pay his full rent, bills and have money left over for necessities, such as food. Mr A was also suffering from severe depression and an on-going medical condition, which meant that he was unable to work. We were able to help Mr A by assisting him with a claim for Discretionary Housing Payment (DHP) and Personal Independent Payments (PIP). Thanks to our hard work Mr A was able to pay off his arrears and the benefit cap was removed due to a successful PIP application.

2) Ms K is a single mother of a child who has sensory processing disorder. She came to us for help as she was struggling to make ends meet and needed financial assistance. She was living in temporary accommodation provided by the Council, but this was semi-furnished, and she urgently needed help acquiring basic furniture and equipment, such as a bed, toaster, kettle, etc. We were able to successfully apply for a Local Welfare Allowance grant from Ealing Council to assist her with this. We also went one step further and communicated on her behalf with her utility companies to ensure her bills were much more manageable. Due to our constant support, Ms K was able to regain her confidence that she had lost due to the amount of stress she had been under to provide for herself and her son. She is now a volunteer on the HTC Project and helps us support clients who are facing the same difficulties that she had experienced.



Training session - Judge Dr. Bernard Andonian and students/volunteers

The WLEC's Community Advice Programme (CAP) is a hugely inspiring voluntary organisation catering for those members of the public who can ill afford legal fees.

CAP has an army of professional volunteers comprising of solicitors, barristers, legal executives, judges and Queens Counsel and other specialists, in all branches of law, who make time to volunteer their professional services for those in need.

This amazing organisation is much more than just a 'citizens advice bureau'. It has been part of my extended family, where colleagues have not only genuine care towards their clients, but towards each other, always being there in times of need. Furthermore, CAP's long term association with the UWL continues to mentor and inspire law students to achieve their full potential.

I have for many years had the privilege to be part of CAP and to help in whatever way I can, not only vulnerable persons who seek its assistance, but to impart knowledge I have gained as a solicitor of many years standing to my amazing colleagues and the students who attend its weekly sessions.

Bernard Andonian
Consultant Solicitor

PAULA HOWELL

Personal Independence Payment (PIP) Appeal Case Study

We assisted a client to submit an appeal to the first-tier tribunal because he was awarded the lower rate of PIP as he was deemed able “*to understand basic and complex written information either unaided or using glasses or contact lenses.*” He scored zero for this descriptor on the assumption he was literate, which affected his PIP award.

Our client disputed this because he can neither read nor write but had never been assessed as to the reason for this. Normally, the tribunal requires evidence in the form of a formal educational assessment.

We assisted the client to write a statement outlining his schooling and early working life abroad, his work history in the UK and his attempts to improve his literacy skills. He further described how his inability to read and write impacted on his life and, in this regard, provided details of his struggle to identify the side effects of medication because he is unable to read the information that accompanies his medication.

We instructed the client to hand his statement to the tribunal on arrival, which he did.

He reported that he was questioned on his statement and that he felt comfortable as he was being truthful and had nothing to hide.

The decision of the tribunal was to award our client the higher rate of PIP. He was extremely grateful for the help we gave him and was delighted that he was able to deal with the process on his own. His new-found confidence was unmistakable.



Housing law training by Elizabeth Salmon



Training session with Funders Thames Valley Housing (Community Chest)



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c/o Comunità San Benedetto
Istituto Don Calabria
Vicolo Pozzo 23
37129 Verona

Sede Operativa
c/o Cefal
Bologna
Via Nazionale Toscana 1
40068 S.Lazzaro di Savena (BO)

ERASMUS+ KA2

MILAR

Modelli di Inclusione e Lavoro per Rifugiati

PARTNERS

- OPEN ITALIA
- REGIONE EMILIA ROMAGNA
- VHS HANNOVER
- EALING EQUALITY COUNCIL
- FOLKUNIVERSITETET LUND/STOCCOLMA

SUMMARY

The growing number of people seeking refuge in Europe makes it increasingly difficult to match the labour supply of this target with the actual demand for professionals by European enterprises.

In the absence of more targeted measures, after the first phases of reception, the new refugees risk being marginalized by the social and production community, falling victims to criminal activities.

The MILAR project fosters the learning and testing of a new route towards the employability of refugees, adopting the model of Social Community Enterprise (SCE), at transnational level and in local communities in Italy, Sweden, Germany, and England.

SCEs, innovative but still relatively unexplored experiences, consist of a set of economic and social activities which are defined as ‘hybrid’, i.e. not supported by a single stakeholder/body but rather by multi-stakeholder networks (public and private, profit and non-profit stakeholders), sharing the same collective need, such as for example providing jobs for unemployed people. This results in multisector (agriculture, tourism, environment, etc.) micro-projects which are mutually functional, and of both volunteer and commercial/productive nature.

The partnership aims to experiment ‘bottom-up’ projects integrating social and production-oriented enterprises, with a view to promoting the labour integration of a heterogeneous target, such as the refugee population in Europe.

The project is promoted by training agencies, social organizations, and institutions, all of which are equally involved in the phases of:

- **RESEARCH:** collection and analysis of successful community welfare experiences and preparation of a transnational research framework
- **MODELLING:** transnational peer-to-peer training pathway for learning and sharing experiences, with a view to developing the Guidelines for a common model of Social Community Enterprise
- **TESTING:** in each partner country, testing of Social Community Enterprise projects and of learning pathways for refugees, gathered in a Compendium of experimentations and Toolkits for refugees
- **COMMUNICATION AND DISSEMINATION**

The **METHODOLOGY** used in MILAR, precisely because it is focused on the community model of social community enterprise, promotes the constant participation and sharing among the partners, towards territorial networks and institutional stakeholders.

The multidisciplinary and multi-stakeholder development of new learnings - of trainers, refugees, profit and no-profit stakeholders, and local communities involved in experimentation projects, in a dimension which is always set in operational contexts – is promoted on two levels, transnational and local.



MILAR EU Funded Project-Multiplier Event held in London with Rupa Huq MP



MILAR – Ealing Mayor's Reception for MILAR Conference Delegates from Italy, Sweden, Germany and Ealing

Yousif J. Karauli:

The MILAR project has provided a unique opportunity with the aim to integrate Refugees and Asylum seekers into society economically by way of employment, socially and through education. Working closely with multiple organisations, both from a national and international platform including Germany, Sweden and Italy; the project is based on carrying out research, developing a social community enterprise and most importantly the implantation of the successful pattern testing achieved.

The West London Equality Centre has carried out and conducted these works in the United Kingdom. The project aims to evaluate and apply a 'bottom-up' approach specifically by empowering individuals, providing refugees and asylum seekers with the skills, knowledge and tools to enable their individual development thus creating community cohesion.

Why did I get involved?

During my reading of law and the experience I have gained by volunteering as WLEC under the supervision of Ricky Singh the importance of Human Rights, equality and justice have become an integral part of my ethos.

There is a real risk which has in some cases become a reality, one where refugees have been marginalised, excluded and demonised; a reality that through the work being done during MILAR has and is being challenged.

The MILAR project enabled the WLEC to work very closely with refugees and to date has created for several individuals the following opportunities:

- 1) To enter into employment for the first time since arriving in the UK. Business start ups including private limited companies and partnerships.
- 2) Work experience placements
- 3) Interpersonal skill development.



During the time I have worked on MILAR it has brought together both organisations and individuals who are working towards the betterment of society and particularly refugee integration. Organisations such as the West London Equality Centre, The Street Mission, Dadaal, Action West London, HASVO, GOSAD, and many others.

Individuals such as Ricky Singh, the Director of the West London Equality Centre, legal practitioners such as Barbara Karayi, Hate Crime co-ordinators Edmund Akeju, Paula Howell, Dr Bernard Andonian, Ali Abdi founder of Dadaal, Dr Rupa Huq a Member of Parliament for Ealing Central and Acton, Dr John Blackmore and Marcin Lewandowski of Action West London. Working on MILAR has enabled me to use my legal and commercial skills specifically company law, immigration law and human rights law to promote the social and economic inclusion of refugees and asylum seekers in the UK. I have worked with organisations, local authorities, MPs and experts in order to promote a sense of community inclusive of all.

I have presented MILAR to large audiences and conducted focus groups with refugees specifically working on individual development from both a social and economic aspect. I attended a meeting in Hannover in October 2018 for the purposes of MILAR whilst representing the WLEC and met with refugees from Syria, Iraq and central Africa.

A positive change is being made.

Yousif J. Karauli



Casework & Operations Report

I am very pleased to report on the progress of our casework and development of our operations over the last year; this report demonstrates not only the range of legal work our caseworker service undertakes in both generalist and specialist areas but also different methods deployed through our specialist project work towards providing legal advice, guidance, support and where appropriate taking legal action to achieve

our client's objectives. It is vital that our clients get the resolution which is in their best interests, as quickly as possible and acquire redress for their issues through the legal solutions we build for them. The purpose of this report is to give a greater understanding of the casework service we provide and an indication of the types of cases which we receive and deal with. The casework service is unique - that is only possible through the hard work and dedication of our legal practitioners and the volunteers that support them.



Casework & Advice Figures

We delivered **projects** aimed (among others) at: alleviating poverty and destitution; hate crime; equality and human rights; community cohesion and integration. We provided help, information and general advice to 6005 enquirers in various languages; delivering 1040 cases in Arabic and Somali languages in addition to 3007 casework, advocacy, and advice, free of charge in the areas of:

Housing

- Disrepair
- Notice seeking eviction
- Access to/provision of accommodation
- Temporary accommodation
- Judicial review
- Homelessness

Landlord Tenant

- Unlawful eviction
- Harassment
- Tenancy deposit abuse and dispute
- Overcrowding and multiple occupancy
- Breaches of tenancy & Anti-Social Behaviour
- Unlawful rent increases

Refugee Support Service

- Asylum & Refugee
- British nationality
- Naturalisation
- Unaccompanied minors
- Volunteering into work
- Trafficking & Human Rights

Hate Crime /Incidents & Discrimination

- Physical attacks and violence
- Racist and verbal abuse
- Religious attacks
- Homophobic abuse
- Disability abuse
- Assistance at police stations

Debt

- Unsecured loans
- Bankruptcy
- Fuel poverty
- Loan sharking / payday loans
- Credit agreements
- Bailiffs actions

Social Welfare & Benefits

- Social security tribunals
- Housing benefit tribunals
- Employment support allowance
- Payment recovery
- Working / child tax credits
- Personal independence payments

Family Law

- Access to children
- Ancillary relief
- Divorce
- Domestic violence
- Injunctions
- Financial settlements

Employment

- Zero-hour contracts
- Unlawful dismissal
- Breach of contract
- Pay & entitlements
- Early conciliation
- Unlawful redundancy

CASE STUDIES

Mr A has been given notice to quit due to rent arrears. He advised the council of his change of address but this did not lead to the rent continuing to be paid. Upon investigation he is now applying for Universal Credit and we are going to pursue a complaint against the council.

Mr D has multiple disabilities including a learning disability (though it doesn't seem to me as bad as he thinks!) and now terminal cancer. He is a regular at the foodbank with his carer friend. We first met them when his car had been towed away for non-payment of tickets. We were able to get the car back as it had a disability badge on display, which is a reason for not removing the car. Then, his housing provider has failed for years to provide adequate heating and hot water. This is a large housing association and a newbuild block. He kept being passed between various engineers and no one could tell him if his heating or water was communal or in his flat, or if there was even a gas or electric boiler. This is about to go to the housing ombudsman.

Ms D has been letting a house to an agency to be used for council tenants, but the agency never passed the rent on to her. She has had to borrow thousands from friends and family to pay the mortgage. We were almost

successful, but then the agency went into administration. We are now pursuing the matter with the official receiver.

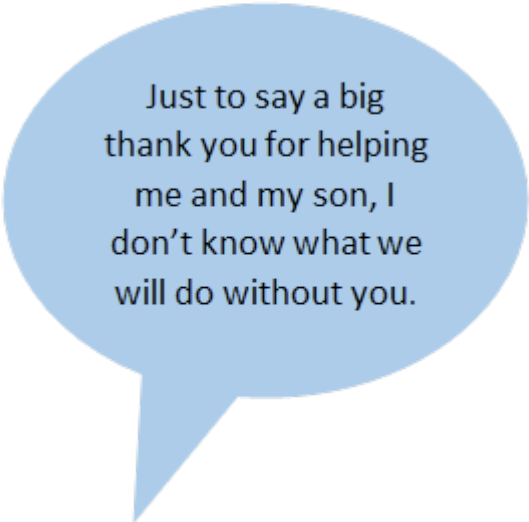
Mr M, a Polish man, had been told he doesn't qualify for pension credit as he was working without the proper registration documents when he arrived in the UK in 2007. We asked him for this document and sent it to the pension service who gave him over £6000 in backdated payments.

Mr S has been in the UK for over 20 years working as an employed and at times as a self-employed builder, declaring and paying his taxes. He was attacked and left with permanent brain damage from a head injury. He was told he cannot claim employment and support allowance because he didn't have 5 years' national insurance contributions. With some persuasion and help from his landlord friend he searched and finally found documents showing that due to identity theft he was issued with a new national insurance number. With that evidence we were able to piece together an almost perfect record of his NI contributions and he is now getting ESA and help with rent.

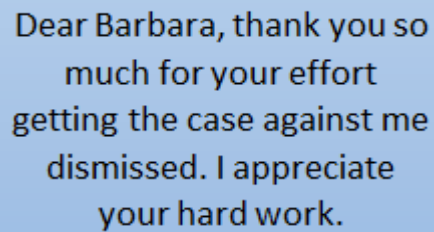
Mr K, a famous musician and composer (original cast of HAIR!) suffers from dementia and COPD, having returned to the UK after 20 years in the US. Due to his erratic behaviour various GPs won't treat him when he needed care. He was so ill, he needed to be in a care home. We worked with Help Musicians UK to get him into a care home, and enough attention from Ealing social services that we think he has now settled.

Ms V has won £300 from her solicitor via the legal ombudsman complaints service, after being ignored many times and failing to respond to her matter. Ms V is a victim of torture and trafficking from Sri Lanka and is here on her own. Her housing association left her in a leaky property where she fell several times injuring her elbow and knee. The disrepair is fixed and the personal injury matter is ongoing.

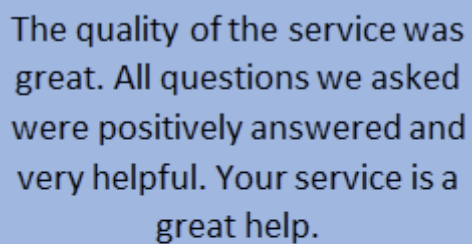
Ms K, who suffers from epilepsy and mental health issues, has been harassed by her neighbour for years. He records her, bangs against the ceiling, once made a noise complaint when she was actually having a fit, and watched as the ambulance staff went upstairs to carry Ms K down. He barks when she passes his door as she occasionally has a dog. He takes her mail including important benefit paperwork. Ms K now has an injunction against him and we are looking into an equality act prosecution against the housing provider as Ms K is disabled and they have failed to protect her, treating her like any other tenant.



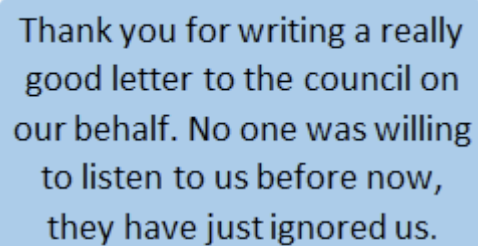
Just to say a big
thank you for helping
me and my son, I
don't know what we
will do without you.




Dear Barbara, thank you so
much for your effort
getting the case against me
dismissed. I appreciate
your hard work.



The quality of the service was
great. All questions we asked
were positively answered and
very helpful. Your service is a
great help.



Thank you for writing a really
good letter to the council on
our behalf. No one was willing
to listen to us before now,
they have just ignored us.



This is a very good
service, specially over
here where all solicitors
charge so much even to
talk to you for few
minutes and here, they
give us advice free of
charge. Thank you

Acknowledgements

Over the past year we have seen the departure of our former volunteers who went on to become staff members [including Farah] and then trained with us to become solicitors: Sumerum, Irfan and Elizabeth. We appreciate your hard work and send you all, good wishes for now and the future. Do visit us and come to CAP.



Sumi



At MILAR EU Project Meeting in Bologna, Italy



Elizabeth and valued colleagues



WLEC's Community Involvement:

- Membership of NCVO
- Membership of ROTA
- Membership of HEAR
- Membership of Advice UK
- Supporters of the Advice Forum
- Membership of Ealing Community Network
- Membership of Hounslow Community Network
- Membership of West London Community Network
- The EEC Director is a Member of Local Strategic Partnership Executive
- The EEC Director is a Member of the Safer Ealing Partnership Executive
- Membership of the Discrimination Law Association
- Membership of Ealing Racial Crime Advisory Group
- Membership of Ealing Community Network Executive
- Membership of the Lesbian, Gay, Bisexual and Transgender Forum

Volunteers

Volunteers are the life blood of our organization and we salute their contribution:

Elizabeth Salmon; Irfan Arif;; Jo DeSouza; Johanna Cargill; Sara Al-Mohsin; Jyoti Kumar; Nada Al-keem; Harish Kakaiya; Sandy Derbyshire; Rezan Youssef; Claudia Margarida Neves Antunes; Raheema Yousuf Mohamoud; Nora Nwadigo; Julita Danilewicz; Gamila Duale; Abdi Ali; Ranjini Yogananthan; Luca Petrone Gomez; Sele Nono Musongo; Mohammed Mateen Alam; Hawah Catherine Judith Kargbo; Olufemi Ademola Adeeko; Jahmila Thompson; Princy Thavarajah; Harbans Sinait; Sonia Qasemi; Malwattage Kanchana Peiris; Fatima Nurkic; Afia Konadu Morrison; Lydia Mwanzia; Mojdeh Aghili; Charlotte Legg; Radek Kaleta; Gabija Grigaliunaite; Symram Gill; Laura Friday; Soumaya Eddridi; Mona Barakji; Sonila Berisha; Aya Mohamed; Barbara Karayi; Nayomin Kebde; Yzu M-Ferguson; Mohamud A. Ibrahim; Godfrey Kandawaswika; Layla Ali; Ayan Ismail; Babatunde Odediran Mohsin; Balahl Khan; Naz Shah; Joseph, Naziana Ayed; Yousif Al-karauli; Abena Asiamah; Michelle Hart; Alessa.Jacome; Lisa Berlet; K Shah; Sue Gibbons; Emily Aghili; Miss Jahmila Thompson; Nikita Bedu;; Nifemi Babalola; Nazifa Haqpal; Hilary; Kuljeet Dobe; Kwame Akuffo; Bernard Andonian; Ana; Matt Cresser; Roshna; Rasha; Annetta Jackson; Zeline Campbell;Marie Sheehan; Nazim Hussain; Rebecca Okoria; Barbara Karayi; Patricia Glass;Sami Sartank; Ms Francesca Pierangelo; Rasha Iyada; Harbans Singh; Sheena Fernandes; Nadine Campbell; Karim Fawaz; Leeda Feriduni; Sanjar Najibi;Mohammad Sheikh; Seun Palmer; Zeline Campbell; Joseph Thompson; Monique Edwards; Leonardo Ferrando; Farman Haqpal; Tamkin Malakzda; Ulric Quee; Jasmine Chowdury; Sandra Isabel; Sevgul Metin; Ahdiya Yaqubzada; Ana Lopes; Abigail Amarteifio; Ana Martinez; Tanya Prince and Abigale.

Our gratitude and thanks to all our Funders for providing the financial assistance to the most deprived in our Community, experiencing deprivation and destitution:

CAP



azdominion



community
legal advice

The
Henry Smith
Charity
founded in 1628



Funded by the
Erasmus+ Programme
of the European Union

TDS
Charitable Foundation

The London
Community
Foundation



POSITIVE ABOUT
DISABLED PEOPLE

aq5
advice
quality
standard

Mrs Smith and Mount Trust

THE CLOTHWORKERS'
FOUNDATION


Home Office

the
Tudortrust

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Charity Reg. no. 1116413

