

# FARSOPHONE COUNSELLING SERVICE ANNUAL REPORT 2010-2011



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## COORDINATOR'S REPORT

### Annual Report 2010-2011

This document accompanies the annual account. Copies are available on request.

#### Introduction

Farsophone Counselling service is located at:

Information and Advice Centre

First floor, Office one

Edgware Community Hospital

Burnt Oak Broadway

Middx HA8 0AD

Tel: 02089512004

Mobile: 07914965511

Email: [counselling@farsophone.org.uk](mailto:counselling@farsophone.org.uk)

Website: [www.farsophone.org.uk](http://www.farsophone.org.uk)

Farsophone Association Charity No: 1070348

#### MESSAGE FROM THE COORDINATOR

I am honoured to present Farsophone Counselling Service (FCS) Annual Report for 2010-2011. During the last five productive years of our project FCS has been responding to the developing needs of our community to a culturally and linguistically sensitive counselling/psychotherapy service. We have been providing our services aiming to support Farsi speaking families/couples and individuals with their emotional and psychological necessities. This would not be possible without our dedicated professional counselling and psychotherapy team as well as our committed board of trustees. I express my gratitude for all their hard work and support in the last year.

The current economic climate has resulted in a decrease in the level of funding available for third sector organisations and charities. Despite the current economic climate, we are actively seeking to expand our funding base and to secure the financial future of our project. We are also seeking to build up awareness and understanding among policy makers about the distinctive affect of the counselling and psychotherapy on individuals, families and the society as a whole.

On behalf of our team and our clients, I take the opportunity to express my gratitude to our funders who carried on supporting us in the past year. This report focuses on the performance and progress of the project and carries out the continuation of our work during last year.

Atoosa Khosravi-Noori

Counselling Coordinator

## **CURRENT FUNDING**

Funds from the following funders were received during the last year and have been utilising our aims:

- Trust for London, to cover the coordinator's salary and some associated cost of counselling service.
- Milly Apthorp Charitable Trust, to cover some associated cost of counselling service.

## **• OUR HISTORY**

Farsophone Counselling Service (FCS) is a project of Farsophone Association which was piloted by NHS Barnet in 2004 and resumed in 2006. FCS is providing Family/Couple and individual counselling and psychotherapy to Farsi speaking communities (Iranian, Afghan and Tajik) supporting them with their mental health and emotional well-being.

In partnership with NHS Barnet FCS is operating at the Information and Advice Centre, Edgware Community Hospital.

## **STATEMENT OF VALUE**

Every one has the right to standard living adequate for the health and wellbeing of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control [Article 25(1) of the Universal Declaration of Human Rights].

FCS believes that all Farsi speaking immigrants including refugees and asylum seekers have the right to access an appropriate mental health and wellbeing service to address their emotional, psychological and wellbeing needs. FCS is aiming to attend to these needs by providing culturally and linguistically suitable counselling and psychotherapy service.

FCS will challenge lack of opportunity for Farsi speaking communities in its policies and practice and will encourage other Black and Ethnic Minority and Refugee (BMER) organisations and people to do the same.

## **OUR AIMS**

1. To enable Iranian and other Farsi speakers to deal with their psychological issues.
2. To increase mental health awareness within Farsi speaking communities.

## **OUR OBJECTIVES**

1. To provide individual and family/couple counselling to Farsi speakers living with moderate or severe depression.
2. To provide an accessible, safe and supportive culturally appropriate service in mother tongue language.
3. To work in partnership with other relevant community groups, health professionals to support the target group.
4. To contribute to a strengthened and coordinated approach to mental health service provision and delivery to this client group.
5. To organize mental health related seminars/workshops in Persian language for Farsi speaking communities.

## **OUR TEAM**

- **Individual Therapy Service**

**Nazee Akbari, Masters in Counselling and Psychotherapy  
Managing Supervisor/ Counsellor & Psychotherapist**

**Malak Niakan, Masters in Counselling and Psychotherapy  
Counsellor & Psychotherapist**

**Kiran Seth, MA/PGD in Counselling and Psychotherapy  
Dip Integrative Supervisor (Accredited)  
Assessor/Counsellor & Psychotherapist**

**Mahtab Kafi, B.A. Person-Centred Counselling  
Counsellor**

**Maryam Banisadr, PGDip/ MA Psychotherapy and Counselling  
Counsellor & Psychotherapist**

**Mehrshad Arshadi M.A. Clinical Psychology  
Counsellor & Psychotherapist**

**Farhana Mousa  
PGD in Counselling  
Counsellor**

**Abdul Rauf  
Trainee, Doctorate in psychology by Professional studies in  
Existential Psychotherapy and Counselling  
Counsellor & Psychotherapy**

- **Family/Couple Therapy Service**

**Dr. Kamran Saedi MD, MRCPsych  
Consultant Child and Adolescent Psychiatrist,  
Family/couple therapist**

**Dr Pari Farzim  
Consultant Family Therapist/Supervisor**

**Shahrzad PourAbdollah  
Family/Individual Therapist**

## **SUPERVISION TEAM**

**Pari Sabet**

**BACP registered counsellor and psychotherapist  
Certificate in Person-centred supervision  
Individual clinical supervisor**

**Anna Walnes, Dip Integrative Psychotherapy,  
Dip Integrative Supervisor  
BACP and UKCP registered Psychotherapist  
Individual Clinical Supervisor**

**Dr. Barry Mason  
Psychotherapist  
Family/Couple Clinical Supervisor**

## **Administration Team**

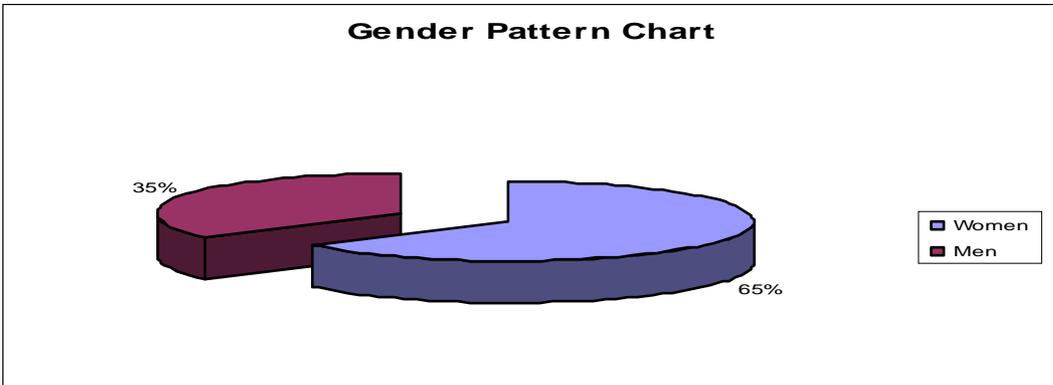
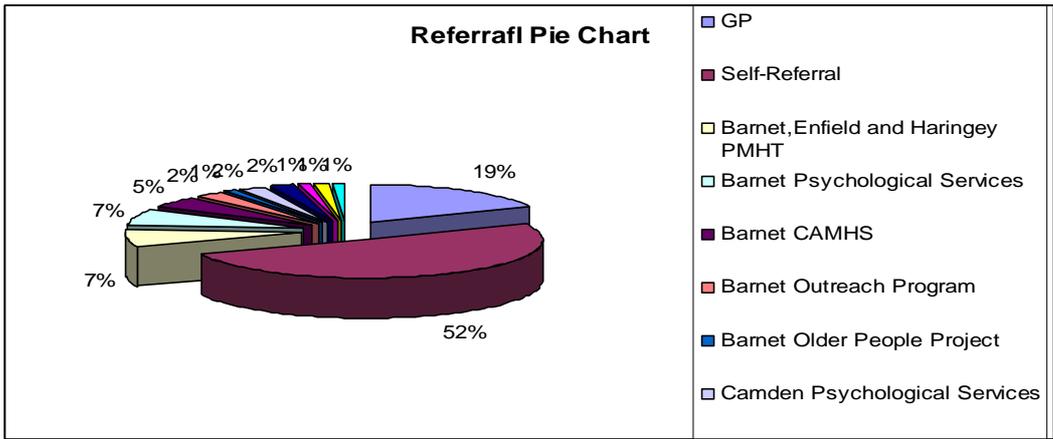
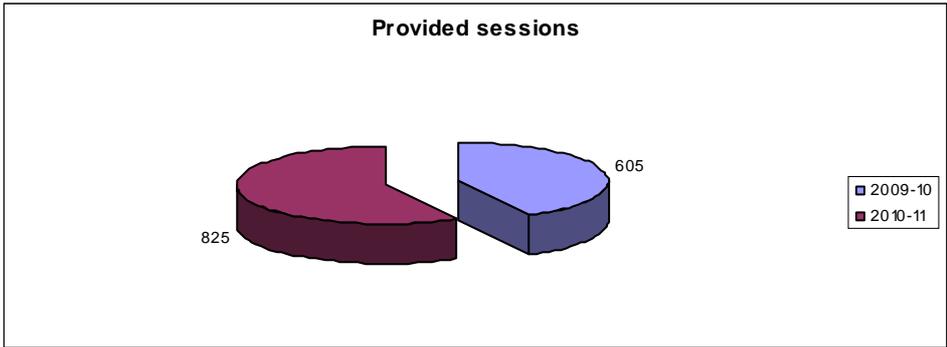
**Raheleh Amiry      Volunteer Admin Worker  
Etti Kia              Volunteer Admin worker**

### **REVIEW OF THE YEAR**

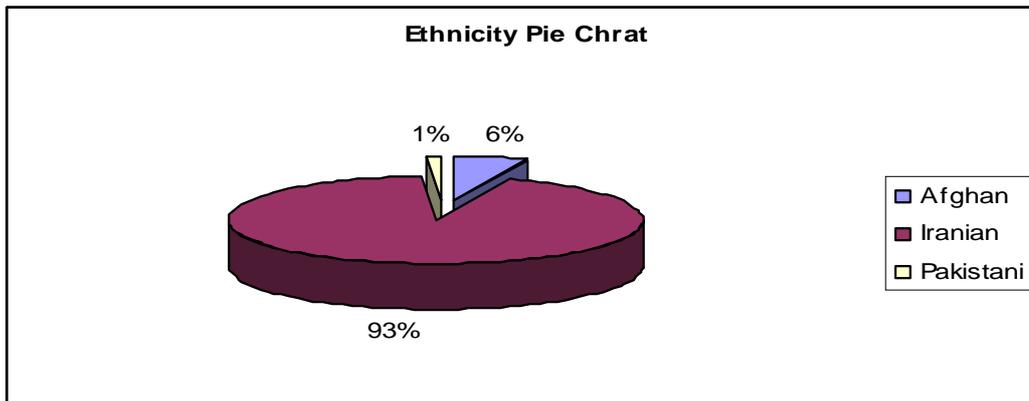
FCS is one of few mother tongue therapy services in London, providing longer-term (Up to 6 months) therapy free of charge to Farsi- speakers with long-standing emotional and psychological issues. Our success at FCS is down to the fact that the majority of our professional team members have an immigrant or refugee background and bring with them a wealth share of linguistic, cultural and shared experiences.

We have been receiving referrals through GP surgeries, Psychological Services; including IAPT services, Psychiatric Units, Child and Adolescent Mental Health Services, Primary Mental Health Teams, Social Service, Refugee Community Organizations, Voluntary Organisations, Statutory Services as well as self referrals. Please note that we are accepting referrals through Barnet as well as other boroughs such Enfield, Haringey, Camden, Brent, Westminster and Chelsea. The high volume of self-referrals confirms the positive change of the community in regards to the stigma attached to mental health. This also validates the cultural growth and the new approach of our community towards mental health issues including accessing the appropriate services.

We have had 63 individual and 21 family/Couple referrals from April 2010 to the end of January 2011. This will bring the total number of referrals to 84 and the total number of provided session to 825. In comparison to the last year's statistics, it confirms an incredible increase on the number of sessions provided. Please see the charts bellow:



The gender pattern chart confirms the increase of referrals within male clients by 5% comparing to the last year.



## NETWORKING

FCS has been involved with different networking groups including Mental Health Partnership Board and Mental Health Network since the beginning of the project. It enabled us to establish more links with other services such as IAPT employment service, provided by Richmond Fellowship in Barnet. The IAPT Employment Service focuses on supporting mental health sufferers to get back to employment and facilitate their social inclusions. This would be a good opportunity for our client groups who are more deprived in social and employment skills.

FCS also has been involved in Re-planning of Mental Health Services; Joint Strategic Needs Assessment process; by NHS Barnet and Barnet Council in the beginning of 2011. The aim was to address the needs of the community in regards to accessing the available mental health services throughout the borough. There were few numbers of service users focus groups designed to implement the re-planning in which FCS service users were actively involved. They had the opportunity to provide active feedback on the services they received and share their opinions.

## PARTNERSHIP INITIATIVES

As a lead organization, FCS has been actively involved in establishing, management and operation of the Multilingual Wellbeing Services (MWS), a consortium established in partnership with Paiwand Association, Barnet Refugee Service, Chinese Mental Health Association and Somali Family Support Group in 2008. We managed to get the MWS registered as a company since Jun 2010. The aim of this project is to address the gap for multilingual counselling service and culturally appropriate service provision within the community. The importance of our partnership with this consortium is confirmed through the increased number of cross referrals on both counselling and mental health advocacy between the partners.

FCS, as the main counselling and psychotherapy service provider within MWS partnership, added few other most common languages spoken in the borough including Urdu, Hindi, Gujarati, Punjabi, Bengali and French by recruiting more bilingual volunteer therapists.

FCS initiated a new partnership with Barnet Psychological Services; IAPT (Increasing Access to Psychological Therapies) Team which led our service to participate in two different IAPT courses through Barnet NHS. These courses were funded by British Association for Counselling and Psychotherapy (BACP) and the Metanoia institute ran in January and March 2011. This allowed us to provide IAPT compliant counselling service to BMER couples and individuals. As an IAPT compliant service and by providing Person-Centered Experiential approach and Couple Therapy for Depression to our client groups we are aiming to expand the

access of BMER communities to therapy services throughout Barnet and neighbouring boroughs.

## MENTAL HEALTH PROMOTION

- **PARENTING WORKSHOP**

Promoting mental health has been always our priority since the beginning of our project. The feedback from our clients and those who attended our seminar; “Adolescent Mental Health and Addiction” in April 2010 identified a gap regarding the parenting skills within the community. In response, FCS held a one day parenting workshop at Edgware Community Hospital in June 2011. Dr. Mahbod Ebrahimi; MD and Dr. Mohamadreza Pazooki; family therapist facilitated the workshop. The aim was to help parents to develop new parenting skills to manage the challenging behavioural problems of their children age 5 to 12 years old. The workshop was included some short role-plays which highlighted the most common parenting challenges. The workshop covered few aspects of parenting skills with regards to Eating, Sleeping, Play, Positive and Negative Reinforcements.

The group discussions throughout the workshop gave the attendees the opportunity to share their experiences as parents, review and reflect on their parental skills. The workshop evaluation confirmed more than 88% increase of parenting knowledge and information. 67% of attendees asked for the similar workshops in the future.



Role Plays



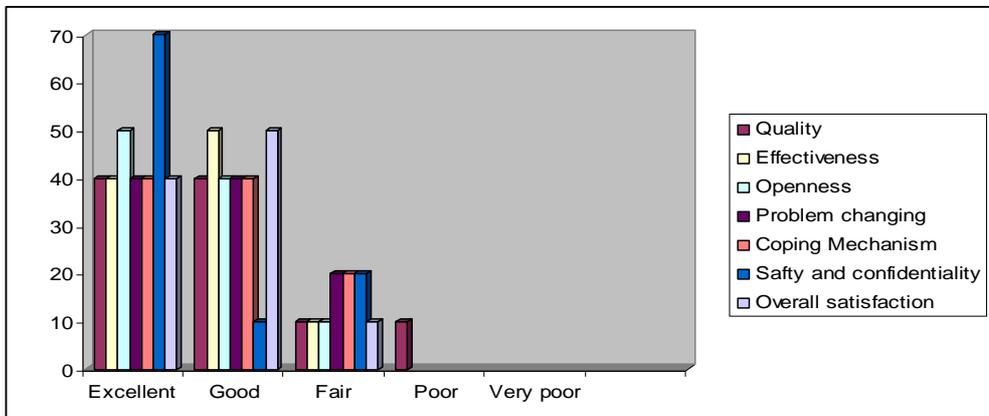
Group Discussions

### CONTINUING PROFESSIONAL DEVELOPMENT (CPD) WORKSHOPS

To update and improve the professional knowledge and skills of our counselling team, we encourage our volunteers and staff to take relevant Continuing Professional Development (CPD) workshops and training that are paid by FCS. During last financial year the following trainings were provided for our professional team: “The Fast Trauma and Phobia Cure”, “Brief Psychotherapy Strategies”, “Positive Therapy”, “CBT Introductory Course”, “EMDR Workshop”, “Clinical Assessment”, “Cognitive Behavioural Therapy Across Culture”, “Working with Depression and Anxiety in Counselling”, Systemic Approaches into Recovery and Wellbeing in Primary Care” and “Abuse an object”.

### EVALUATION OF OUR SERVICE

We also continued monitoring and evaluating our individual service through a survey questionnaire which is sent to the clients who have ended their counselling contract. Their feedbacks are recorded anonymously. The survey questionnaire is assessing 9 different items in regards to the provided counselling sessions. The outcome of our survey substantiates the willingness of more than %70 of the clients; who considers our services to be safe and confidential which is the main foundation of a therapeutic relationship.



To evaluate our individual IAPT service, we use Patient Health Questionnaire (PHQ9) and Generalized Anxiety Disorder (GAD7) questionnaires on a weekly

basis. A Partnership Questionnaire is also used in addition to PHQ9 and GAD7 for the IAPT couple counselling service. The questionnaires are designed through IAPT program and demonstrate the progress of the clients (Individuals and couples) on a weekly basis which confirm the development of our clinical work in becoming a more outcome-focused service.

To develop our evaluation system we also designed pre and post treatment questionnaires for our family/couple therapy service. The forms reflect on the provided information before therapy, treatment options, waiting list, and satisfaction of the clients from the service in general.

To follow the code of ethics and practice of British Association for Counselling and Psychotherapy (BACP) and to verify the client's clinical progress, we continued our confidential fortnightly supervision groups. This updates the clinical supervisors and the counsellors about client's progress regularly. The coordinator has also continued meetings with counsellors and supervisors individually to reflect on the managerial side of the work.

*The following are extracts from clients' feedback. Some personal details have been changed to ensure anonymity.*

***"I feel much better today after 24 sessions. The problem [practical difficulties] has not been sorted out completely but the important thing is that I started a new life which is fantastic. I hope whoever needs your help would be able to find your organisation and get help as I did".***

***"Counselling gave me emotional support and [helped me find] found the problem which I could not see".***

***"Thank you for the service you provide, it's helped me get through some very difficult times".***

## **Associated Organisations**

1. Afghan Association Paiwand
2. Barnet Child and Adolescent Mental Health Service
3. Barnet College
4. Barnet Drug and Alcohol Service
5. Barnet Housing support Team
6. Barnet Mental Health trust
7. Barnet Psychiatry Unit
8. Barnet Psychological therapy Services
9. Barnet Refugee Service
10. Barnet Social Services
11. Chinese Mental Health Association
12. Community Barnet
13. Freedom From Torture
14. Helen Bamber Foundation
15. Iranian Association
16. Barnet IAPT Team
17. Local GPs
18. Mapesbury Clinic
19. Maya Centre; Counselling for Women
20. Nafsiyat Intercultural Therapy Centre
21. Somali Family Support Group
22. Omid International
23. Waterloo Community Counselling