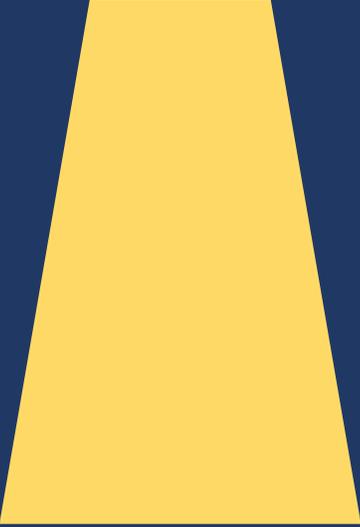
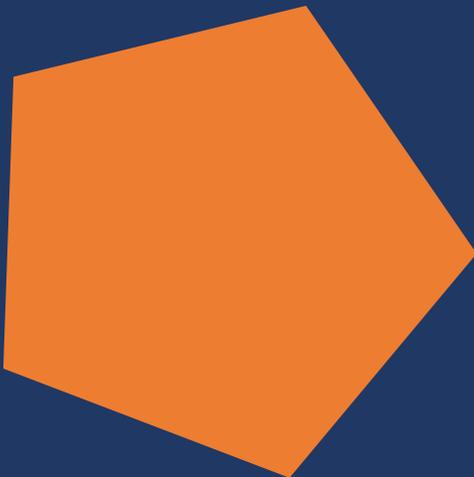


THE MOSAIC COMMUNITY TRUST



ANNUAL REPORT



Uniting, Empowering and Celebrating Caring Communities

Message from the Chair:

2021/22 was another productive and rewarding year for MCT as we responded to the needs of the communities we work with. We are enormously proud of the positive impact we have on people's lives. Throughout the pandemic, we kept our focus on building people's resilience with dedicated support of our community based trained well-being advocates. They are our strongest social sustainable assets totally dedicated to serving the local vulnerable communities.

We were able to achieve so much because of the incredible generosity of our partners and supporters. This year, MCT secured additional funding to support the integration of Afghan refugees into the area and further strengthened partnerships to deliver our projects.

MCT has positioned itself as a strong representative and authoritative voice of the community within the voluntary sector and has successfully influenced policy making and sector planning to ensure that the voices of marginalised BME communities are heard at key decision making fora. We are represented on all the relevant committees and working groups, e.g., the NHS Central London Clinical Commissioning Group's User Panel and Patient Participation Working Group, Westminster Community Network and Leaders' Forums, Imperial College NHS Trust's Strategic Lay Forum, Church Street Health and Wellbeing Working Group and Bi-borough Health and Wellbeing Board.

In line with our 3 -year Strategic Plan, we will continue to tackle and challenge health inequalities that prevent people from realising their right to healthcare services. We will continue to collaborate and partner with all the relevant partners, particularly in health and well- being sector, to strengthen their strategies and capacity to provide culturally appropriate and accessible services to reduce health inequalities. We will do this with our newly developed "Asset Model", which focusses on building local people and their capacity to develop solutions for their health and social care needs and effectively engage in community- based interventions for Integrated Care programmes.

I am proud of our work and MCT's commitment to innovation and impact and the leadership provided by our CEO Lena Choudary-Salter, along with the work of her Programme Team, Heike Gloeckner, Habiba Haque, Fahmida Yesmin, Louise Hall, Janatul Fardousi and the Community Advocates worked tirelessly throughout the pandemic, which disproportionately increased demands for our unique services that we are proud to present in this report.

I would like to thank all our donors who supported us this year. We are also deeply grateful for the backing provided by Westminster City Council, Muslim Charities Form (Global Majority Fund), Westminster Amalgamated Charities, British Land, Cask Trade Ltd, Choose Love and several other friends and supporters.

I encourage you to read this annual report and learn about the progress we have made this year. Please contact us at any time, whether simply for more information or to offer your support.

Mark Gifford
Chair, The Mosaic Community Trust

Summary

The Mosaic Community Trust (MCT) is an award-winning community-based organisation based in North Westminster, London where we have been working for 10+ years. Our **low-cost, high-impact** approach to building stronger communities is well established in the Church Street, Maida Vale, and Harrow areas, some of the most deprived wards in London.

Community Cohesion and Strengthening

Uniting, celebrating, and integrating communities is at the core of our work. This year, we further developed the skills of our **Mosaic Women**, adapting our systems and structure to strategically support our core group of women develop into a dynamic, strong, vocal, and rooted community group. Our work focused on transforming the lives of socially and economically disadvantaged communities, addressing health inequalities, the effects of the COVID19 pandemic, skills development, mental health, and wellbeing and building stronger, safer communities.

"The capacity building training sessions have helped me develop my skills further. I feel confident in supporting my community and being their voice".

MCT ADVOCATE

"My views about the police were very negative, but after joining the monthly workshops I feel confident in expressing my views on youth crime and womens safety on the streets. The police are understanding and helpful".

Police workshop participant

We collaborated with the local police to improve mutual respect and understanding, facilitated weekly drop-in sessions for isolated BME women and responded to the sudden influx of Afghan refugee families into the area.

Advocacy and Influencing

MCT established itself as a "go to" organisation in the health and wellbeing sector. Throughout the year, public and corporate sector partners regularly sought our advice and expertise. We actively focussed on our strategic objectives of reducing health inequalities and promoting community-led interventions as a member and participant on local networks. During the reporting period we also collaborated with several key organisations, developing strong relationships to influence policies that address health inequalities and champion community-led interventions.



Achievements and Impact

Achievements in numbers:

15 BME women trained as Community Health and Wellbeing Advocates

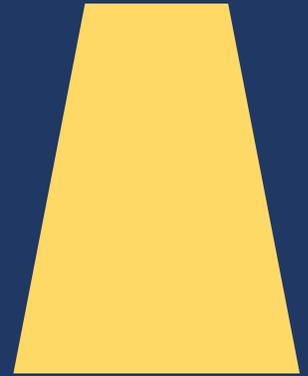
5 community-based networking events facilitated

20 online health and wellbeing workshops facilitated

43 weekly health and wellbeing drop-in sessions facilitated for 40+ women

76 women and men directly supported during Covid19 lockdown

300 BME mothers supported during Ramadan



Impact in Numbers:

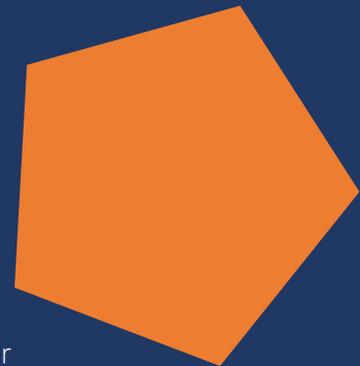
550+ households with improved access to health and wellbeing services

690 socially excluded and isolated BME residents have improved their mental health and wellbeing

120 older BME women made positive lifestyle changes to improve their mental health and wellbeing

550 BME women are less anxious and stressed and better able to manage depression

40 BME women empowered to challenge existing inequalities in accessing health care services.



Uniting, Empowering and Celebrating/Integrating Communities

This year, we further developed the skills of our core group of Mosaic Women, adapting our systems and structure to strategically support our core group of women develop into a dynamic, strong, vocal, and rooted community group. Our work focused on transforming the lives of socially and economically disadvantaged communities and continued to be centered around our three strategic objectives.

Objective 1: To promote community cohesion, mutual understanding, and respect by strengthening community integration and celebrating diversity.

MCT worked with Social Prescribers based in local Health Centres reducing social isolation and loneliness in the BME South Asian Communities in Church Street and Harrow Road areas of North Westminster. Together with our core group of **Mosaic Community Advocates**, we provided befriending and health and wellbeing support to 100 BME women and men at risk of social isolation and loneliness.

Funded by Westminster City Council Community Contribution Fund

Objective 2: To reduce health inequalities by improving disadvantaged BME communities' access to and provision of appropriate local statutory services and resources.

Our partnership with Imperial College Healthcare Trust continued to grow as we collaborated on a research project to address the low uptake of childhood vaccinations in BME families. With the results of a community survey, this collaboration has enabled a deeper understanding of childhood vaccinations in our communities.

During the second Covid19 lockdown, MCT delivered a phone-based support service and socially distanced support groups to improve the health and emotional wellbeing of 50+ BME residents in the Church Street and Harrow Road wards of North Westminster. Our project focussed on providing culturally sensitive holistic wellbeing services to reduce isolation and loneliness and strengthen intergenerational relationships in BME communities. We reached out to 76 women and men.

Funded by Westminster City Council Community Contribution Fund and the Global Majority Fund

Our weekly 40+ Drop-in Service has supported **200** BME women in the Church Street and Paddington Green areas to improve health and wellbeing and has addressed existing health inequalities. Our **Mosaic Community Advocates** continued to offer free health and wellbeing advice and massages to 40+ women unable to cope in managing their long-term health conditions, their anxieties and stress.

Funded by the Neighbourhood Keepers Programme

Objective 3: To create the conditions for sustainable economic and social development by working in partnership with local stakeholders and advocating for the empowerment of disadvantaged communities.

With funding received from Westminster Adult Education Services, MCT trained 45 BME women to practice as community-based Indian Head Massage Therapists to improve the health and wellbeing of residents. Our culturally appropriate skills development courses enabled participants to gain in confidence and attain skills and knowledge to enter the employment market.

Funded by
Westminster
Adult
Education
Services

Advocacy, Influencing and Representation

"The insights gained from speaking to and engaging with diverse communities was considered invaluable to the research team who will be making recommendations to make health information more easily available to people from different communities. This information will be used by the NIHR Centre for Engagement and Dissemination to make the research they produce more inclusive, easily accessible to everyone and reach wider audiences".

Professor Tushna Vandrevala from Kingston University

MCT established itself as a "go to" organisation in the health and wellbeing sector. Throughout the year, public and corporate sector partners regularly sought our advice and expertise. We actively focussed on our strategic objectives of reducing health inequalities, promoting community led interventions and advocating for improved policies and services. Mosaic's involvement encouraged patients to seek support and gain knowledge and information to make informed decisions about their health, otherwise ignored at the primary care level. Such collaborations and partnerships have shaped the way healthcare research is developed and information collated. During the reporting period we also collaborated with several key organisations, developing strong relationships to influence policies:

- Westminster Community Network (WCN) - The CEO was appointed as the Chair of WCN. The WCN works to build relationships, share ideas, and influence strategic decision-making across the City and Tri-Borough, for the benefit of the diverse communities that make up the City of Westminster and the voluntary sector. It is a core vehicle for informing the co-design and development of a vibrant civic community sector and plays a pivotal role in communicating with the statutory sector and commissioners of services, delivered by the voluntary and community sector in the borough.
- Bi-borough Health and Wellbeing Board (Westminster and Kensington and Chelsea) - As the WCN Chair, the CEO accepted the invitation to be a member of the Wellbeing Board. The Board works to improve the health and wellbeing of people who live in and visit Westminster by delivering the four main priorities of the Joint Health and Wellbeing Strategy 2017-2022. The board is headed by Westminster City Council's Cabinet minister for Health and Social Care and membership include representatives from the Clinical Commissioning Group Bi-borough Council members and Health Watch representatives.

- All the Directors of Public Health and CCGs report to the Board, which approves all programmes and policies for the Bi-Borough in relation to health and wellbeing in the two boroughs.
- Independent Metropolitan Police Advisory Group (IAG) - This is a bi-borough group which informs and influences police operations in Westminster. The CEO is a member on this advisory group, raising issues as well as monitoring and advising on policing and support to local communities in crime prevention as well as keeping communities safe and secure.
- Patient Participation Group at Maida Vale Medical Centre - The CEO chairs this group, protecting and advocating for the interests of patients, working with GPs and CQC to ensure patients have access to quality healthcare services.
- Westbourne Park Family Centre - The CEO chairs this local charity which works closely with MCT in strengthening family lives and early years interventions.
- Central London Clinical Commissioning Group PRG – As a member of this group, the CEO represented the voices and the interests of local communities to improve commissioning of health services in Westminster.

Responding to the Afghan Refugee Crisis

Towards the end of 2021, MCT received funding from the **Choose Love Fund** to support the integration of newly arrived Afghan refugees to the UK. MCT facilitated a series of workshops and drop-in sessions for Afghani women. During these sessions women interacted with community members from different backgrounds to understand and acknowledge the diverse cultures that make up UK society.

Sessions included functional English literacy classes, information on accessing healthcare, improving social skills, managing money and transactions. Women gained the knowledge, tools and understanding to operate confidently, effectively, and independently in a new setting here in the UK.

MCT also facilitated sessions with the local police to discuss British Law, safety, awareness, reporting crime and citizens' rights.

"I am very proud of myself, as I have never studied before or been to school. And I didn't believe in myself that I could learn. ...I have now learnt to write my name and date of birth, and I feel this is something I wouldn't have been able to achieve if it wasn't for Mosaic. The benefits of attending the group made me stronger and helped with my mental health, it helped me to manage my problems. I have made many new friends and Louise has supported me a lot and made me feel part of the community..."

Afghan Refugee

Organisational Development and Strengthening

Mosaic's approach towards organisational development and strengthening is built on understanding the organisation and its service users, the team, and their roles. During this reporting year, we established a core team, consisting of previously wider team members, who received training which helped to develop their management skills to effectively participate in the decision-making processes of the organisation.

Strengthening of Mosaic's programme team has enhanced their effective participation in needs assessment and programme development. They have regularly participated in focus group discussions and research development co-produced with organisations such as Imperial College Biomedical Research, ARC/PERC, Kingston University and IAPT services. MCT reviewed and strengthened its existing safeguarding policy and procedures with the support and advice from Dee Jethwa, an international Safeguarding specialist.

Programming: MCT moved towards an **asset-based implementation model** to better address the health inequalities among BME communities.

Our structured capacity building programme was developed and implemented to build on the existing knowledge, skills, and experience of local BME women. With our programme we have strengthened local social assets and created strong and sustainable resources within the community. These local resources now complement and supplement existing health and social care services, which are unable to meet specific cultural needs, and to reduce the health inequalities being experienced by BME communities.

Our capacity building programme included awareness raising and health literacy workshops delivered in collaboration with the Imperial College Healthcare Trust, Biomedical Research Centre, Patient Empowerment Research Centre (PERC), Applied Research Collaboration (NWL), London School of Hygiene and Tropical Medicine and several local specialists and experts including IAPT Services of the NWL Mental Health Foundation.

This year, at least 60 BME families benefitted from the practical support, provided by our **Mosaic Women**, to manage their stress, anxiety, and depression as well as signposting, and self-care tools to manage long-term health conditions.

Funding: MCT raised £91,327 in this financial year to support the delivery of our work in the Church Street, Maida Vale, and Harrow Road areas of North Westminster.

A Culturally Appropriate Response

Innovation and flexibility continue to drive our approaches as we strive to put three key conditions in place to facilitate lasting change:

- **Strong Community Leadership**
- **Empowered Women as Sustainable Social Assets**
- **Collaborative Projects and Critical Partnerships between Service Providers, Development Partners, Communities.**

MCT's approach to community empowerment is based on a 'culturally appropriate response'. In training our core set of '**Mosaic Community Advocates**', our community-based health and wellbeing therapists and advocates, we ensure that all our activities are rooted in the community, and are a direct response to residents' needs and appropriate to the specific cultures we work with. Our 40+ Drop-in Service focussed on addressing stress and pain relief for 40+ BME women, our Befriending Service supported residents referred to us by local Health Centres, IAPT and other voluntary services. In addition, our weekly Social Drop-in created a safe and friendly space for BME women to connect and support each other and our monthly Police Workshop facilitated regular interaction and discussion between the BME community and the local police representatives on issues relating to crime.

Key Events and Awards

KEY EVENTS



MOSAIC facilitated two **Graduation Events** for our trained Community Health and Wellbeing Advocates. 45 women graduated with the tools and skills to take up their roles in the community to promote improved mental health and wellbeing and strengthen community cohesion. The events were attended by Cllr Ruth Bush and Arinola Edeh, Principle, WAES.

"By attending Mosaic's courses and sessions I have become confident in myself. I have learnt how to manage my emotions and stress and gained skills, which I can pass onto others and support my community"

Service user

International Women's Day was celebrated with community members sharing their stories of transformation and acknowledging MCT's role in promoting the value of community-led interventions. The event was attended by Local Cllr Ruth Bush, Cllr Aicha Less, Grant Atkin public health WCC, Senior council officers NW CCG Joe Nyguyen, NWL CCG Andrew McCall, representatives from Imperial Research College and Community representatives.



To promote **mutual respect and understanding between faiths**, MCT facilitated a visit to a local church, hosted a Christmas Party and an Eid event for residents.



"I enjoyed my visit to the church and felt very welcomed. I asked questions to the vicar".

Service User

Other events included:

- **Health and Wellbeing** workshops co-facilitated with IAPT with a focus on sleep and healthy lifestyles: 'Ramadan Healthy lifestyle', 'How to get a good night's sleep'.
- **Breast Cancer Awareness** workshop in partnership with Imperial College London, Macmillan Cancer Support and The Institute of Global Health Innovation
- **Long-Covid** workshop in collaboration with Imperial College London.
- **Focus Group** discussion on access to health information by BME communities co-facilitated with Professor Tushna Vandrevala and Dr Celayne Heaton-Shrestha from Kingston University

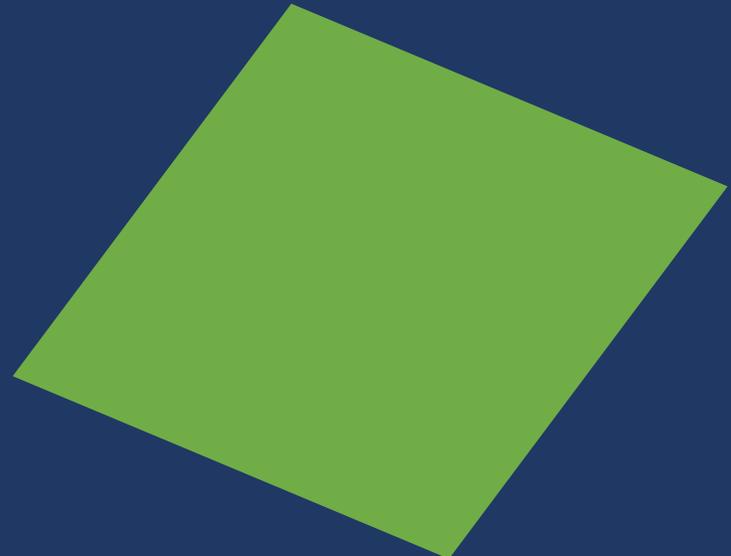
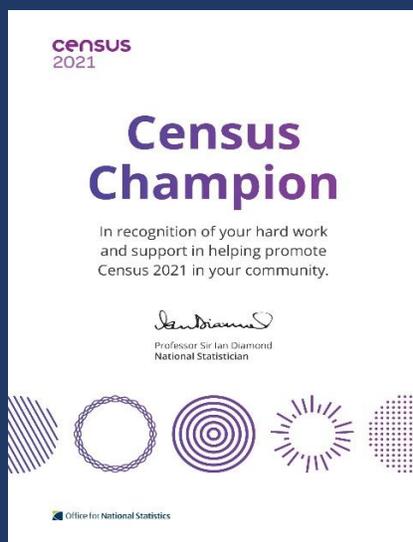
AWARDS

MCT'S achievements in uniting, empowering, and celebrating caring BME communities were recognised by the **London Faith & Belief Forum** and the **UK's National Office for Statistics**.

MCT was awarded a Certificate of Recognition from the Faith & Belief Forum and Her Majesty's Lord-Lieutenant of Greater London's Council on Faith.

MCT was also awarded the Census Champion Award by Sir Ian Diamond, Chief Statistician, National Census 2021 in recognition of MCT's Support. Here is what ONS said about our engagement:

"I would like to thank you for your support over the last few months; it has been invaluable to us and contributed to the high response rates we have achieved. Your support in the lead-up to Census 2021 and in the period around Census Day has helped boost return rates. We're committed to making sure that the census includes everybody, and your work with us has been a crucial part of the picture".



TESTIMONIALS

"Since I have joined the course, I have learnt how to manage my stress better through massage and self-reflection. I enjoyed the course and met new people and made new friends. I have become more confident and happier.

Alina

I was given the opportunity to express myself and talk about my fears and worries and was given support by my peers. The course is not just about massage, but more than that. It's about taking care of your mental wellbeing. The pastoral care was very helpful for me, and I was able to complete the course with the support of the teacher and my friends".

Learner Z.

"I suffer with anxiety and stress, having joined the course I have learnt how to cope better with my anxiety. The course teaches you the importance of Indian Head Massage for your mental wellbeing. I have learnt massage techniques and client consultations. I have used these new skills to provide massage for family and friends".

Madhu B

We would like to thank the following organisations and individuals who supported us this year:

TRUSTEE BOARD

Rev. Mark Gifford, Chair
Dr. Natubhai Shah, MBE, Vice-Chair
Mr Reza Reshad, Treasurer
Dr. Saima Rana, Trustee
Ms. Tandy Deane-Gray, Trustee
Ms. Abena Serwaa Boateng, Trustee

STAFF TEAM

Ms. Lena Choudary-Salter, CEO
Ms. Heike Gloeckner, Head of Operations
Ms. Habiba Haque, Head of Community Programmes
Ms. Fahmida Yesmin, Community Projects Co-ordinator
Ms. Louise Hall, Community Engagement Co-ordinator
Ms. Asmahan Al Nidawi, Outreach Co-ordinator
Ms. Janatul Fardousi, Community Mobilisation Officer

Supporters

Westminster City Council
Paddington Partnerships
Westminster Amalgamated Charity
Hyde Park Place Estate Charity

IAPT Westminster
BME Health Forum
London Community Foundation

City of Westminster Charitable Trust
City of Westminster Neighbourhood Keepers
Metropolitan Police
British Land

Imperial College NHS Trust
National Lottery Community Fund
Walterton and Elgin Community Homes
Westminster Community Network
Prism the Gift Fund, UK
Cask Trade Ltd.



City of Westminster

The **Paddington** Partnership

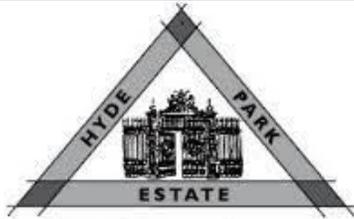


WESTMINSTER AMALGAMATED CHARITY
Supporting people in need in Westminster

BME
healthforum

iapt

Improving Access to Psychological Therapies



HYDE PARK ESTATE ASSOCIATION
Registered Charity 269305
Patron: The Lord Bishop of London



City of Westminster
Charitable Trust

**The London
Community
Foundation**



Resident Control In Action



CASK TRADE
MASTERS OF WHISKY APPRECIATION



**British
Land**



**METROPOLITAN
POLICE**



**Imperial College
Healthcare**
NHS Trust



**COMMUNITY
FUND**



City of Westminster

Neighbourhood
Keepers



**westminster
community
network**

**Westminster
Academy**

International Business and Enterprise Academy



**TOKIO MARINE
HCC**

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