

## ***EL TELEFONO DE LA ESPERANZA***



## ***VOADES – VOCES AMIGAS DE ESPERANZA UK A MATTER OF HOPE***

***Improving mental health & supporting you in difficult times***

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### **Trustees' Annual Report & Financial Statement**

**Year ending 31 May 2020**

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**A COMPANY LIMITED BY GUARANTEE WITHOUT SHARE CAPITAL**

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## THE CHARITY

El Telefono de Esperanza Voades (Voces Amigas de Esperanza UK) is dedicated to supporting the mental wellbeing and social integration of migrants and refugees, especially – but not exclusively – of the Spanish and Portuguese speaking communities in the UK. We are predominantly focussed on communities in London.

We provide emergency crisis intervention, a low cost 'Talking Therapy' service, personal development programmes and support for good mental health of migrants.

At our office we operate our crisis intervention phone line and low cost therapy service, in addition to conferences, courses, workshops, seminars, one-on-one therapy, couples and/or family therapy, and group therapy.

We have 30 volunteer members who have supported around 3,203 people during the last year. People contact us through personal recommendations, self-referrals via our publicity, and referrals from the NHS.

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Twitter: [@voadeslondon](https://twitter.com/voadeslondon)

## DIRECTOR'S REPORT

Hope is an important value and a great attitude I always want to have in my life. It is an attitude of expectancy provoking an unconditional positive outlook. Hope is faith and faith is hope – and this is at our core in promoting wellbeing and mental health.



This past year has been another challenging one for El Telefono de Esperanza (Voades UK). We had a year of financial difficulties facing an uncertain future with regard to premises in Kennington.

Despite this, our vital work has continued and, with the efforts of our member volunteers and supporters, we have been able to turn our fortunes around.

In line with our strong and continuing commitment to international cooperation we have relationships with organisations such as: IFOTES (International Federation of Telephone of Emergency Service, based in Geneva), Spanish Universities (Barcelona, Comillas), Queen Mary University Roehampton, Lambeth College and the Berne Institute. We also have the link with RED ATENEA and the Viktor Frankl Institute (in the UK and internationally in the USA and Austria), the International Association of Suicide Prevention (IASP) and we are formally linked with the World Health Organisation (WHO).

In the UK, we continue to work closely with the consulates of Spain, Portugal, Colombia, Ecuador, Mexico and other Latin American countries, Southwark and Lambeth councils and various local businesses in London.

We pioneered the CLAUUK (Consortium of Latin-American organisations in the UK) and have linked our services with other local professional organisations, such the South London and Maudsley Hospital (SLaM/NHS), IAPT in Southwark and Lambeth.

We have worked on projects with the Young Lambeth Cooperative as well as LAWA (Latin-American Women Aid), IRMO (Indoamerican Refugee and Migrant Organisation), LAWRS (Latin-American Women Rights), CASA LATINA (legal advocacy and legal aid), Mental Fight Club (Dragon Cafe promoting wellbeing and good mental health), The London REEL-FILM Festival (promoting a mental wellbeing through culture and film events), Mano Amiga (legal aid and emotional support for Latin-American people), Latin women UK (Birmingham) and Lambeth Portuguese Wellbeing Partnership (LPWP).

Overall around **1820 people** attended our ongoing events and workshops connected with mental wellbeing and cultural programmes.

To support our volunteer members, we provide training programmes and continuing professional development (CPD). It is important that all our members are well trained to ensure that the needs of vulnerable people are met in a professional, confidential and ethical way. All our volunteer member counsellors now receive formal in-house supervision sessions and individual therapeutic support. We aim to follow the best ethical and professional codes of conduct for our counselling and psychotherapy activities. Our members are in the process of gaining their accreditations with The British Psychological Society (BPS), British Association for Counselling and Psychotherapy (BACP) and/or United Kingdom Council for Psychotherapy (UKCP).

Once again I would like to take this opportunity to personally thank all our volunteer members and supporters. Most particularly my co-directors who have worked with me very closely and in general to you all for your ongoing dedication and support, which is so important to me. I wouldn't be able to reach to this point without such support and feelings of hope.

## **HISTORY AND BACKGROUND**

In 2003 Nancy Liscano was working on the Radio program " En contacto" The program audience were Spanish speakers who welcomed the support offered for their emotional well being and mental health through workshops, seminars and events for children and families. In 2004, Ernesto Ortega contacted Nancy in order to propose to her the creation of Telefono de la Esperanza (Hope) UK. Nancy was trained by the president of the Spanish Charity himself whilst achieving her PhD studies in Madrid. She also started to build the basis and structure of the organisation by training future London volunteers with free mental health programs.

On 11 April 2016, the new institution was formally constituted with the settled program: " Agentes de ayuda" (Help agents). In October 2008, the telephone helpline for crisis intervention is opened.

A big restructure took place in 2016 with the name changed to VOADES UK, with Nancy as vice president; the organisation became a member of the International Federation Voces Amigas de Esperanza. This change has brought wider scope and new approaches to the way the organisation plays an important role as an emotional health school for the promotion of the mental wellbeing of Latin and Portuguese immigrants.

## **LINK TO VOADES – VOCES AMIGAS DE ESPERANZA**

In the course of the last year, we have conducted a process of reflection on our mission and vision. We consolidated a link with Voces Amigas de Esperanza (VOADES), and together with Spain, Portugal, Colombia, Chile, Honduras, Mexico, and other centres in Latin-America and Morocco ; we are in a stronger position to serve our communities in the UK. This better reflects the extension of our focus and commitment to migrants more widely than Spanish and Portuguese speakers.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **OUR MISSION, VISION AND VALUES-PRINCIPLES**

#### **OUR MISSION**

The mission of El Telefono de la Esperanza (VOADES UK) is to promote a culture of wellbeing and personal development, preventing mental illness of migrants and refugees, from Spanish and Portuguese-speaking communities living in the UK. We are immigrants working for immigrants, offering ethical and professional support to people in times of crisis and distress. We promote their interaction and integration in British society. We aim to advance our motto: 'Take care of our mental wellbeing'.

#### **OUR VISION**

El Telefono de la Esperanza (VOADES UK) aims to be a pioneer – an altruistic and professional organisation exercising emotional support in the community. Run by trained and committed volunteer members, we use a Relational Skilled Helper approach. We remain open to addressing new challenges and extending our support beyond Spanish and Portuguese-speaking communities.

#### **VALUES AND CORE PRINCIPLES**

1. El Telefono de la Esperanza (VOADES UK) is a non-profit, non-governmental, voluntary, social action, development organisation. Our main purpose is to offer professional, ethical and comprehensive crisis intervention and low cost emotional therapeutic support services to migrants and refugee primarily but not exclusively from Spanish and Portuguese-speaking communities. We promote a culture of wellbeing and emotional health.
2. We believe in the personal capacity of individuals to overcome crises and difficulties, empowering their abilities to develop their full potential as human beings, via a holistic approach of keeping hope alive whilst undergoing difficulties.
3. Our principle of solidarity – 'taking care of the wellbeing of migrants' – is the foundation of our professional practice, offering needs-based assistance in the context of primary care to as many people we can, empowering individuals, families and/or groups in crisis, experiencing change and/or migration.
4. We respect all individuals' rights regardless of their gender, marital status, disability, religious beliefs, political views and ideologies and sexual orientation.
5. We maintain a crisis intervention service 365 days a year from 8 am to 10 pm UK-time.

6. We maintain the highest standards of confidentiality and anonymity for our clients and people who access our services either by phone, on-line and/or individual face-to-face and/or couples and/or group therapy.
7. We are committed to the continuing professional development (CPD), the personal promotion and training of volunteer members, based on the relevant ethical and professional codes of conduct, as an essential element of our organisation.
8. We promote a culture of wellbeing and emotional health through the development and implementation of psychological training programmes and offering professional emotional support and social integration. We are involved in academic research and promote campaigns surrounding mental wellbeing in our communities.
9. We continually update and monitor our communication services and our crisis intervention helpline, and expand our mission through new technology to facilitate the promotion of good emotional health and wellbeing of migrants, lonely people and individuals experiencing difficulties.
10. We share the principles with VOADES and the International Federation in Portugal, Spain, Morocco, Colombia, Chile, Ecuador, Bolivia, and Honduras.



## MANAGEMENT BOARD: TRUSTEES (DIRECTORS)

### Who we are



Ms Nancy Liscano



Mr Richard Carter



Mr. José López

Our directors are nominated by acting directors and selected by the members of the charity in our Annual General Meeting. Day-to-day leadership and management, both professional and practical, are provided by the management committee.

The charity does not have paid staff. All members of the charity provide their services and carry out the charity's activities on a voluntary basis (i.e. unpaid).

All new members, volunteers and advisers must go through an induction process at the start of their work with El Telefono De La Esperanza (VOADES UK). They must have a clean Disclosure and Barring Service (DBS) registration. This process helps to familiarise everyone with the aims, objectives and structures of the organisation, as well as the policies and procedures that are likely to be of relevance to their work.

Each area of activity is managed by a director, assisted by a co-director and volunteer members.

## **OUR IN-HOUSE TRAINING COURSE FOR MEMBERS:**

We provide communication and therapeutic training courses for volunteer members, to give them basic and advanced tools as required, knowledge and confidence to engage with vulnerable people, with sensitivity and professionalism.

In addition, we provide resilience and wellbeing training that provides volunteer members with techniques that support their own emotional wellbeing in their private and/or work life.

For more than 14 years, our dedicated team has delivered these courses under our 'Aid Agents Programme', which consists of two parts:

### **First Part:**

This part focuses on self-knowledge, personal growth, and the therapeutic process of individuals. We believe that when our volunteer members are comfortable on their own personal journey, it is much easier for them to accompany others on their journey.

*Self-Knowledge Course:* Consists of three intensive days of theoretical work, followed by twelve therapy sessions of two hours each, weekly to enable the volunteer to consolidate a personal self-concept and their personality's make-up.

*Personal Growth and Development Course:* Consists of three intensive days of theoretical work, followed by 12 therapy sessions of two hours each, weekly, to consolidate more grounded personal growth and development.

### **Second Part:**

The second part provides guidance on practical listening skills and therapeutic practical. Skilled helpers and relational helping professionals provide this course. This equips all our members with a professional attitude in delivering professional crisis intervention.

#### **Skilled Relational Helper Therapy Seminar**

This seminar consists of a relational therapeutic practice, focused under a humanistic psycho-educational approach, allows for emotional support and an acknowledgement of an ethical framework for duty of care.

This seminar links to three other training options:

- a) The 'help-line crisis intervention course', 'a professional approach to talking therapies seminar';
- b) 'The leadership workshop' and Help-line techniques, short or long term emotional support and guidance for leadership; and
- c) 'Professionals' Seminar', for fully qualified counsellors and/or psychotherapists (or counsellor trainees). This is an advanced seminar for Counselling and Psychotherapy, consisting of 10 practical seminar sessions of two hours, during a period of ten weeks and it is valid to formalise hours of a Continuing Personal Development (CPD).

All of these activities are carried out by 30 members on a voluntary basis.

## OBJECTIVES AND ACTIVITIES

The main objective of the charity is to provide support in emotional and mental health and general wellbeing for migrants and refugees mainly, but not exclusively, for the Spanish and Portuguese-speaking communities in the UK. Our purpose is to help develop the ability of people to overcome a crisis, to keep hope during difficult times and to develop their full potential as human beings.

El Telefono de la Esperanza (VOADES UK) provides services aimed at the prevention and management of emotional and psychological crisis, and the promotion of emotional and mental wellbeing.

We believe in prevention of harm and the promotion of emotional health, and thus we develop programmes and campaigns within the community. People using our services can take workshops, including, 'Think well and feel better', 'Be yourself' (aimed at young people), 'Emotional autonomy', 'Learn to love'. We also run the campaign, 'Your emotional health is as important as your work, study, family'. This campaign is being conducted jointly with CLAUUK (a coalition of fifteen Latin American organizations).

For the last eight years we have organised an International Congress on mental health for immigrants. Last year the event took place in New York, we had activities with participation of 87 speakers and 400 participants. El Telefono de la Esperanza (VOADES UK) presented research on mental health within the immigrant Latin American community in London, with YOUNG PEOPLE SPEAKING ABOUT THEIR WELLBEING AND MENTAL HEALTH LEAD FAMILY MIGRANT SUPPORT

## **THE CHARITY'S MAIN ACTIVITIES:**

- Telephone helpline counselling service that runs all year, operated by volunteers who have been trained in listening and crisis support skills.
- Personal support and guidance: a low cost service, with multidisciplinary therapies provided by professionals (counsellors, psychologists, social workers, lawyers and others) who provide one-to-one support in interviews and/or couples therapy.
- Family counselling: provided by trained family counsellors and therapists in response to specific needs.
- Workshops, courses and conferences on specific subjects, such as domestic violence, improving parenting skills' and healthy relationships with children, the emotional health and wellbeing of immigrants. Facilitated by trained professionals in response to identifiable needs.
- Training for members and volunteers: workshops and courses on personal development, learning to help others, compliance with safeguarding, confidentiality, protection policies, and others.
- Participation in conferences and campaigns to deal with isolation, to promote mental health and foster integration.
- Weekly participation in broadcasts in Spanish by Express News - Extra Radio for the Spanish speaking community, on emotional health issues and education. El Telefono de la Esperanza (VOADES UK) also contributes articles about emotional health for the community newspaper: Express News.
- Activities to promote integration, such as Among Friends, that provides a space for the community as a whole.
- Wellbeing activities, such as, 'Body tapping balance' and 'Mindfulness'.
- Activities for the social-emotional development for children and teenagers during school holidays.
- Activities for lonely people at Christmas, providing spaces for integration and celebration of Christmas festivals.
- Celebrations of International Mental Health and Prevention of Suicide days, involving other organizations and the media.

- Celebration of Mental Health Awareness Week on 18-23 May, as part of a campaign for emotional support and activities promoting emotional help.
- A conference on emotional health for one week annually.
- 'Listening to the Loneliness People programmes'.

## ACHIEVEMENTS AND PERFORMANCE

During the year from 1 June 2019 to 31 May 2020, the charity's key achievements were the following:

- Our telephone helpline service assisted 1,383 people in crisis.
- Personal support and assistance was provided to 73 people in 220 one-to-one sessions.
- Family counselling was provided to more than 60 families.
- Workshops, courses and conferences were carried out with more than 1,175 participants in total, on the following subjects: managing stress and anxiety, improving parents' relations with their children, suicide prevention, self-esteem and personal development, mental health challenges faced by immigrants, and developing healthy communication.
- A Congress and campaigns to promote good mental health and foster integration led by El Telefono de la Esperanza in partnership with 15 other organizations members of CLAUUK.
- All in all we have participated in more than 40 events with over 4,200 participants in total.

## ACTIVITIES CARRIED OUT

Our programme of activities included courses, workshops, conferences and events for children, lonely people and couples. Furthermore, El Telefono de la Esperanza (VOADES UK) supported integration to the community with the programme of prevention and promotion of emotional wellbeing.

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**TABLE 1**

COURSES AND WORKSHOPS						
DATE	DESCRIPTION	USER	SESSIONS	HOURS	TOTAL HOURS	RESPONSAB.
14 Sep	Self-knowledge Course	15	11	2	90	Nancy 1, 2 Conchi, Yerson
9 Nov	Be yourself	10	10	2	40	Carlos-Tania
18 Jan	Parents School	50	10	2	40	Nancy 1-Tatiana
15 Jan	Affective Separation	10	9	2	36	Nancy 1, 2-Raul
22 Feb	Personal Growth Course	12	11	2	90	Nancy 1-Conchi
28 Mar	Be yourself (11-13)	8	10	2	20	Nancy 1
28 Mar	Be yourself (14-18)	10	8	2	32	Tania-Kevin
29 Mar	Be yourself 18+	8	8	2	32	Ely-Juanfra
1 Apr	Happiness of living workshop	7	10	2	20	Raul-Yerson
Total		130			400	18

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**TABLE 2**

AMONG FRIENDS				
DATE	DESCRIPTION	PARTICIPANTS	HOURS	RESPONSIBLE
22 Jun	Celebration of indigenous languages	200	4	Yerson
29 Jun	Lets Talk About Anxiety	15	2	NL-Iris Garavito
22 Jul	Biodanza Happiness of living	30	2	Conchi-Leonor Garcia
10 Agu	Solidary Picnic	100	6	NL, Yerson Raul
10 Agu	Heal through painting	30	2	Nancy Liscano-Dairo Vargas
18 Sep	Quechua Clases	15	8	Yerson
16 Nov	Donor Afternoons	30	10	Donna y Carmen
28 Dec	New Year Eve party	40	4	Nancy, Conchi Yerson
9 Feb	Valentines Day party	70	6	Olga-Yerson
18 May	Mental Health Awareness Week	100	10	Conchi
TOTAL		530	54	9



TABLE 3

ALTERNATIVE THERAPIES					
DATE	DESCRIPTION	PARTICIPANTS	SESSIONS	HOURS	RESPONSABLE
16 Sep	Body Tapping	100	18(2)	36	Maria
19 Sep	Yoga	50	12(1)	12	Olga
21 Sep	Children's Mindfulness	90	18(1)	18	Blaise
21 Sep	Relaxing Dance	80	12(2)	24	Giovanna
28	Mindfulness	70	10(2)	20	Any
29 Mar	Among Friends	70	10(2)	20	Conchi
TOTAL		460		130	6



TABLE 4

PERMANENT EDUCATION					
DATE	DESCRIPTION	VOLUNTEERS	SESSIONS	HOURS	RESPONSAB.
24 Nov	Helper Therapy Seminar (new volunteers)	8	4 (5)	20	Nancy L, Conchi, Ever
21 Feb	Policies Training	15	2 (2)	4	Ever-Conchi
18 May	Helper Therapy Seminar Recycle	10	8 (2)	16	Conchi-Yerson
TOTAL		33	14	40	

El Telefono de la Esperanza (VOADES UK) cooperated with the development at the international and UK-level:

**TABLE 5**

EXTERNAL EVENTS					
DATE	ORGANIZATION	DESCRIPTION	PARTICIPANTS	HOURS	RESPONSIBLE
9 Sep	Colombia Consulate	Migratory Grief	30	2	Nancy Liscano
13 Nov	Brixton Reel Film Festival	Demasiado Latinx Demasiado Cuir	150	2	Raul Person
15 Nov	Brixton Reel Film Festival	A Nossa Historia	100	2	Nancy Liscano-Giovanna
2 Dec	Colombia Consulate	Emotional Recovery	30	2	Nancy Liscano
1 Jan	Carnaval del Pueblo	New Year Parade	5000	3	Nancy Liscano, Raul
15 Feb	CLAUK	Prepare for Brexit	70	4	Nancy Liscano
TOTAL			5380	15	

