



Apna Haq

Addressing the Imbalance ~ Working towards Justice

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Background



Apna Haq is a charitable organisation which was established in 1994 to meet the needs of South Asian women experiencing or at risk of domestic violence. As a responsive and flexible survivor-led organisation, our identity and work focus has transformed in line with national policy changes, research findings, and the changing demographics and survivors needs in Rotherham. In 2010 Apna Haq expanded our organisational identity to become a Black and Minority Ethnic (BME) women-led by and for organisation and we expanded our focus to all forms of Violence against Women and Girls (VAWG).

We have developed particular expertise around forms of violence that disproportionately impact on BME women including forced marriage and honour based violence and we have become sector leading experts on the unique experiences of BME women around Child Sexual Exploitation and other forms of sexual abuse.

Target audience

Our work involves many BME communities in Rotherham including: Chinese, Thai, Iranian, African, Roma, Bengali, Caribbean, Indian, Yemeni, Pakistani, White Muslim revert communities and others. A high percentage of our referrals come to us as self referrals or from family friends and community member referrals from the south Asian Pakistani community as that is the community that has been established the longest within Rotherham. however we ensure that all our awareness raising work targets the various community groups representing the different communities to ensure that women from those communities begin to understand what constitutes violence and abuse as played out in their communities and then feel able to reach out for support.

Women from these communities share the same characteristics in that they are often foreign nationals from other countries for who English is not their first language and who do not have an understanding to what support is available. There is also the issue that in order to seek support you first have to understand what constitutes violence and abuse. For many BME women this understanding is missing, particularly due to the fact that within their countries of origin there are no specific support organisations for issues of violence and abuse, thus there is no culture of being able to seek support in abusive situations.

BME women face considerable family pressure to keep the family together, particularly if they have children and they also face community and cultural pressure in relation to their family's reputation. It is also known that BME/South Asian women face post-separation violence of greater intensity and frequency, by several perpetrators and for longer periods, in some cases lasting for more than 5 years. As well as these barriers at a personal and family level, BME women face other barriers simultaneously in that their isolation and disempowerment results in them not knowing how to seek help or how to access services (Roy and Thiara 2012).

Overview of consultation 2016 and Impact on Apna Haq service delivery

Agency responses

How involved with Apna Haq

That as well as referring in stakeholders see Apna Haq as partners in being able to deliver a service to BME women, also that the advice consultation is seen as an important element of the work that Apna Haq undertakes.

Areas of work support

Asylum, benefits, child abuse, child sexual exploitation, forced marriage, honour based violence, immigration, mental health, and racism and social isolation stand out.

This reflects the delivery of Apna Haq's work as alluded to in our introduction.

Who else to refer

That for the majority of the stakeholders they would not know where else they would be able to refer bme women for support on these issues within Rotherham, if it was not to Apna Haq.

This re affirms our position that Apna Haq is a unique organisation in its' understanding and offers specialist bme womens support in violence against women and girls work.

Why refer to Apna Haq

That professionals within agency stakeholders value Apna Haq's understanding of the issues affecting Bme women, and thus as well as seeing Apna Haq as culturally competent they are also engaging with training offered by Apna Haq and using Apna Haq for advice/consult sessions.

Rating of Apna Haq services

Apna Haq's services are overall rated as above average and excellent by the majority of agency responses within Rotherham.

What agency respondents feel Apna Haq brings to Rotherham

- Representation of women from ethnic communities who otherwise would not be able to communicate outside of their communities and receive legal advice, representation and support
- A resource specific to a particular group, who are under-represented in many other areas
- It brings a specialist element to BME specific services in particular Pakistani So many people would not be coming forward around the issues from Asian communities without this service

Improvements Apna Haq can make

From the feedback obtained Apna Haq will strive to improve its administrative functions and continue to widen its reach in terms of community groups and professionals being offered training to, as well as continuing to broaden the range of violence against women issues support id provided for.

Individual - 37 responses

How involved with Apna Haq

Some respondents had never been involved with Apna Haq, others had either engaged with its awareness raising sessions or training as well as having referred women in to Apna Haq.

Areas of work support

Child abuse, forced marriage, honour based violence, self harm, sexual violence were all ranked at 60/80%

All of the above issues are interlinked and due to a lack of detection lead on to self harm and suicide as reflected in national statistics for Asian women, and thus it is essential to have organisations such as Apna Haq to continue to raise awareness on these issues and provide appropriate culturally specific services.

what support Apna Haq could provide

Forced marriage came out top at 75%,

with Asylum and honour based violence coming out at 70%.

Bullying, child abuse, CSE, and mental health ranked at 60 %.

While housing, Islamaphobia, language barriers, safety, self harm sexual violence and social isolation came out at 50% and above.

For the respondents who had referred others into Apna Haq they were asked for what support they had referred.

Child contact, housing, immigration, language barrier and legal advice came out at 50% or above.

The majority of respondents stated that they would not know where else to refer the women into for the issues they face if not into Apna Haq in Rotherham.

Individual respondents felt that Apna Haq overall offered an excellent engagement opportunity for them.

understanding of my culture scored the highest at 76.9%., followed by understanding of my religion at 69.2%. Both awareness of issues affecting me as a BME woman and access to bilingual workers scored over 50%.

Value of Apna Haq

Individual responses

In your view, what value does Apna Haq bring to Rotherham?
<ul style="list-style-type: none">• Understanding from a cultural perspective approachable a
<ul style="list-style-type: none">• very good understanding of bme communities
<ul style="list-style-type: none">• It's doing a lot of work with Pakistani Muslim women. Its very good work.
<ul style="list-style-type: none">• It is a really good organisation and helps people in real need.
<ul style="list-style-type: none">• Very important, over the past few years it has built a good reputation and now a lot of the women feel comfortable and safe to approach them.
<ul style="list-style-type: none">• Safety and awareness of BME issues
<ul style="list-style-type: none">• Helps women feel safe
<ul style="list-style-type: none">• Without this group I would not have been able to turn to anyone for help. I was scared and alone and they made me feel comfortable and it was so nice having someone to support me.
<ul style="list-style-type: none">• Security to the community
<ul style="list-style-type: none">• Good and helpful
<ul style="list-style-type: none">• They understood my needs and there is no where else that I can get this support
<ul style="list-style-type: none">• I think it's an excellent organisation providing support for vulnerable women and an organisation that is a great asset to Rotherham.

Improvements

From the above the helpline has been mentioned which has come up in other consultations, Apna Haq to look at this in the future as and when resources allow.

Apna Haq currently offers holistic support to the women it supports thus this means that although it is one person usually the woman that is referred into Apna Haq, advocacy staff may end up also supporting the children within the families. Responses reinforce the need for Apna Haq to continue to do so.

Holistic support, consistent trust and being able to come back no matter what the support needs are identified are important elements. All aspects of its work that Apna Haq currently strives to deliver.

Some of the support women would want is out of the scope of the immediate support Apna Haq are set up to offer, so Apna Haq would continue to partner with other agencies and sign post service users to other services which could meet these wider needs.

Other areas of support

The impact of racism and Islamophobia on service users especially as they are bme women and the majority are Muslim. Thus Apna Haq will continue to build on and develop and work in partnership with other local organisations such as REMA, RECN,

and Rotherham 12 campaign to support and work on these issues to make Rotherham a safer place for BME women to live in.

Apna Haq Evaluation 2016

We have used a range of methods to capture feedback in Rotherham to help us with our evaluation of the work that we undertake as an organisation.

A) Information taken from our existing work :

Based on the number of referrals the referral source and the support required since November 1st 2016.

Existing work

1. Who we have been working with since November 2016

141 initial contacts for advice/consult & referrals have come through

60 self referrals	19 family	8 friends'	8 community members
13 from social care = 3 from early health team		4 from school	4 from Red Cross
3 Rotherham College	3 GPs		

Remaining from a range of local statutory and voluntary orgs such as mental health team, potage worker Rotherham Ethnic minorities Alliance, Rotherham Womens counselling service, Rotherham Advocacy Partnership, Solicitors, Interpreter, Eeman Radio

The below cases show the range of support being offered to the 141 cases Apna Haq has supported since Nov 2016. These cases do not fall into the category of being at risk of homelessness due to domestic violence and thus would not be eligible for the Rotherham Rise domestic violence service that the Council commissions.

Benefits issue, debt issue, emotional & practical support as young widow , late husband very elderly issues of HBV	Accommodation , divorce, children, school allegations of CSE with daughter, accessing services, mental health, black magic	Divorce issues with ex husband-language support, HBV from ex and family issues in second marriage
2 nd marriage-husband visa –mental health-black magic-language support for letters-access to services-legal support visa-isolation-previous history of D/V HBV issues	Child contact issues, over stayer-visa pending, financial support as NRTPF, food bank vouchers, ongoing abuse from ex and in laws-social services re child safeguarding concerns, advocacy language support	CSE issues in family, daughter suffering from D/V Granddaughter being bullied at school, hbv from extended family & community due to stigma of CSE issues
Divorce proceedings, benefits HBV from ex and family, pressure from own family to reconcile, language support	Benefits-debt-advice-advocacy-language support , HBV	Basic skills support, practical support, HBV from ex and family
Benefits issues, HBV-family pressure to reconcile with perpetrator (ex), advocacy support and access to services, practical & emotional support	Learning disabilities, physical & emotional abuse from ex, honour issues of defaming threats from ex, Islamic divorce, debts	Trafficking victim-asylum support, accessing legal support-emotional & practical support

HBV = Honour based Violence DV= Domestic Violence Overstayer = immigration status thus NRTPF = No recourse to public funds

B) Apna Haq has undertaken an evaluation of its service provision during July and August 2016 and July 2015 consulting with a range of stakeholders, through a survey monkey targeting both individuals and organisations in Rotherham as well as a 2 consultation events with women service users and non service users.

For the recent consultation of August 2016, a variety of methods were used to gain feedback. Two group consultations were held on the 10th and 15th of August, where the attendees were a combination of existing service users and non service users. For these consultation events we had 10 girls and young women as well as 15 women attend the first event, whereas 15 women attended the second event. Alongside these two, surveys in the form of surveymonkeys were created and launched, one targeting individuals from within the communities and the other targeting organisations agencies within Rotherham. 37 individuals responded to the individual survey, a combination of both men and women, the majority of whom were not or had not been service users of Apna Haq , and 14 agency responses were received.

Surveymonkey responses

For both individual and organisational surveymonkey questionnaires we asked a range of questions to ascertain what the needs of bme women and girls are, what support they require, knowledge of Apna Haq service provision, rating of work that Apna Haq does, and suggestions for improvements that Apna Haq could make.

Agency responses

We received 14 agency responses from a range of stakeholders such as :

Children's Centre

GWBHarthills LLP, Solicitors

Imkaan and Women's Aid sustainability partnership.

REMA

Rotherham United Community Sports Trust

Rotherham wah Hong Chinese associated

(RMBC) Early Help Services

(RMBC) Mowbray Gardens Library

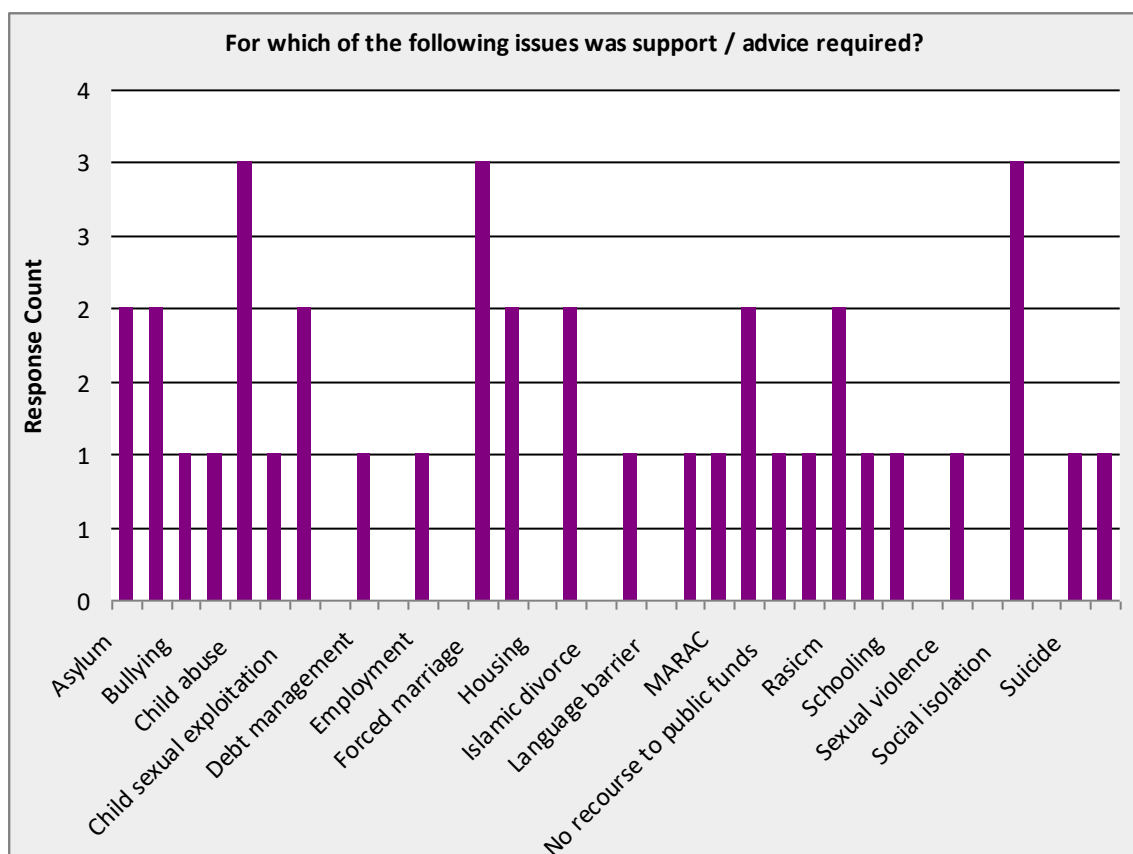
South Yorkshire Housing Association - Homeless Services, Rotherham

Voluntary Action Rotherham

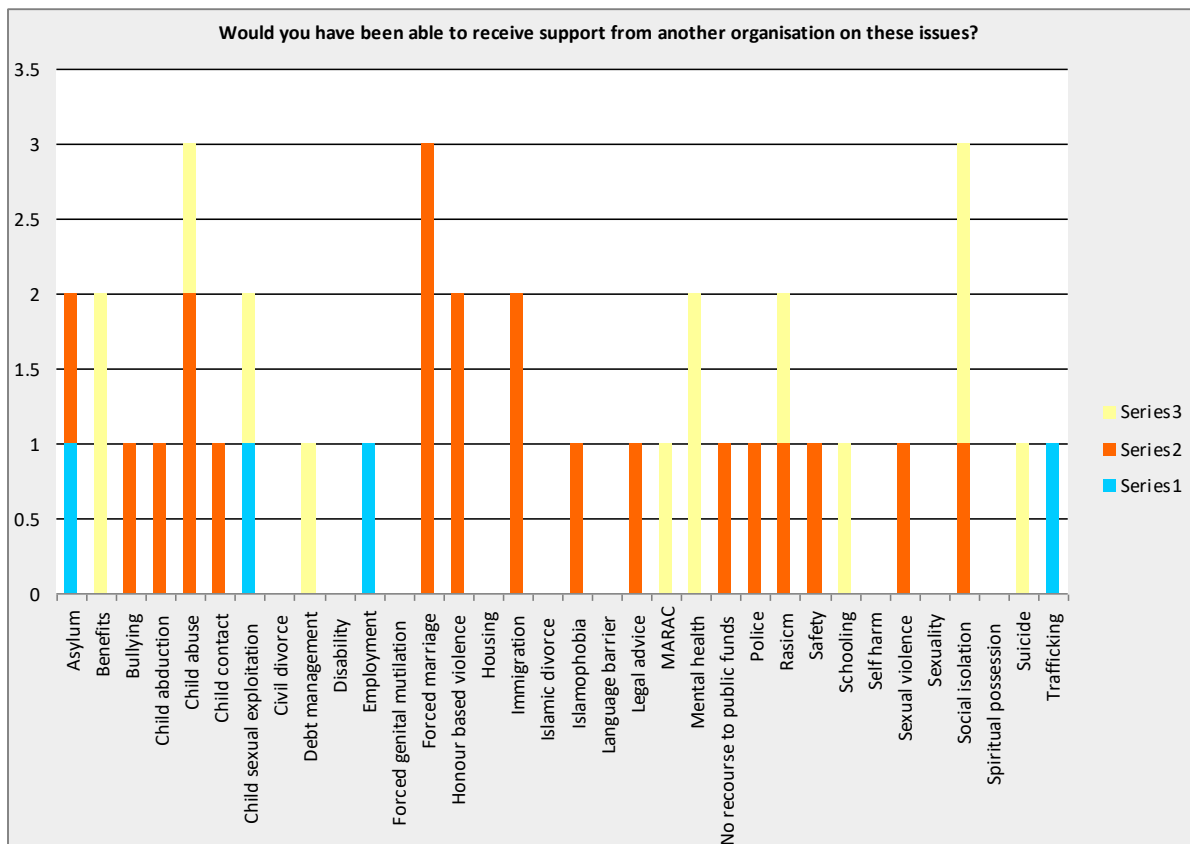
Their responses have been summarised as follows and subsequent Apna Haq actions identified.

How has Apna Haq been involved with your service?	
Answer Options	Response Percent
Referral	42.9%
Advice / consultation	35.7%
Attended training run by Apna Haq	14.3%
Attended conference	21.4%
Partnership work	42.9%
Other (please specify)	21.4%

The above shows that as well as referring in stakeholders see Apna Haq as partners in being able to deliver a service to BME women, also that the advice consultation is seen as an important element of the work that Apna Haq undertakes.



From the above Asylum, benefits, child abuse, child sexual exploitation, forced marriage, honour based violence, immigration, mental health, and racism and social isolation stand out. This reflects the delivery of Apna Haq’s work as alluded to in our introduction.



Series 1 = Yes

Series 2 = No

Series 3 = don't know

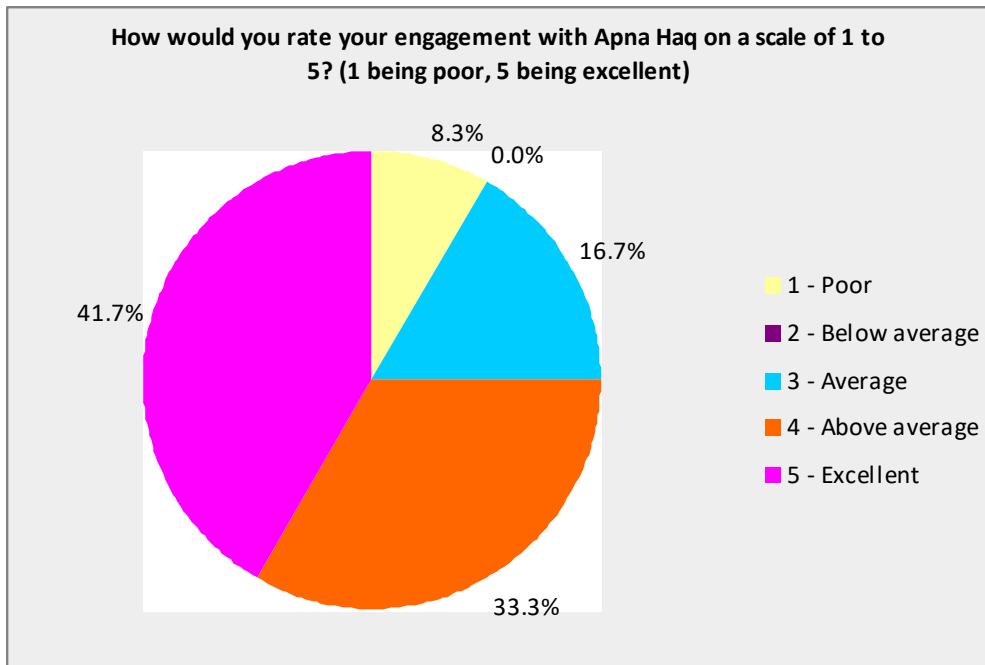
The above shows that for the majority of the stakeholders they would not know where else they would be able to refer bme women for support on these issues within Rotherham, if it was not to Apna Haq. This would re affirm our position that Apna Haq is a unique organisation understanding and offering specialist bme womens support in violence against women and girls work.

Why did you choose to use Apna Haq's services?

Answer Options

Awareness of issues affecting BME communities	83.3%	10
Cultural competency	41.7%	5
Resources	16.7%	2
Training	41.7%	5
Other (please specify)	16.7%	2

The above shows that professionals within agency stakeholders value Apna Haq’s understanding of the issues affecting bme women, and thus as well as seeing Apna Haq as culturally competent they are also engaging with training offered by Apna Haq.



As can be seen from the above pie chart Apna Haq’s services are overall rated as above average and excellent by the majority of agency responses within Rotherham.

Agency respondents were asked what value Apna Haq brings to Rotherham

- Apna haq brings best value of good practice work with BME women .Apna Haq has a strong culture that guides what it is- a specialist service for and by women, this is at the heart of what they and attributes to their business success, providing life lines for BME women dealing with violence against women and girls.
- Integration, confidence building and skills to people
- Representation of women from ethnic communities who otherwise would not be able to communicate outside of their communities and receive legal advice, representation and support
- Wealth of personal experience and knowledge in working with women from minority backgrounds, access to legal advice, and moral support.

- A resource specific to a particular group, who are under-represented in many other areas
- Commitments to bme issues such as racism and more understanding towards it.
- We need BME services delivering services to BME communities that understand culture
- It brings a specialist element to BME specific services in particular Pakistani So many people would not be coming forward around the issues from Asian communities without this service
- A unique perspective on the needs of BME women and girls. Experts in the field and have a good understanding of some of the different issues faced by BME women.

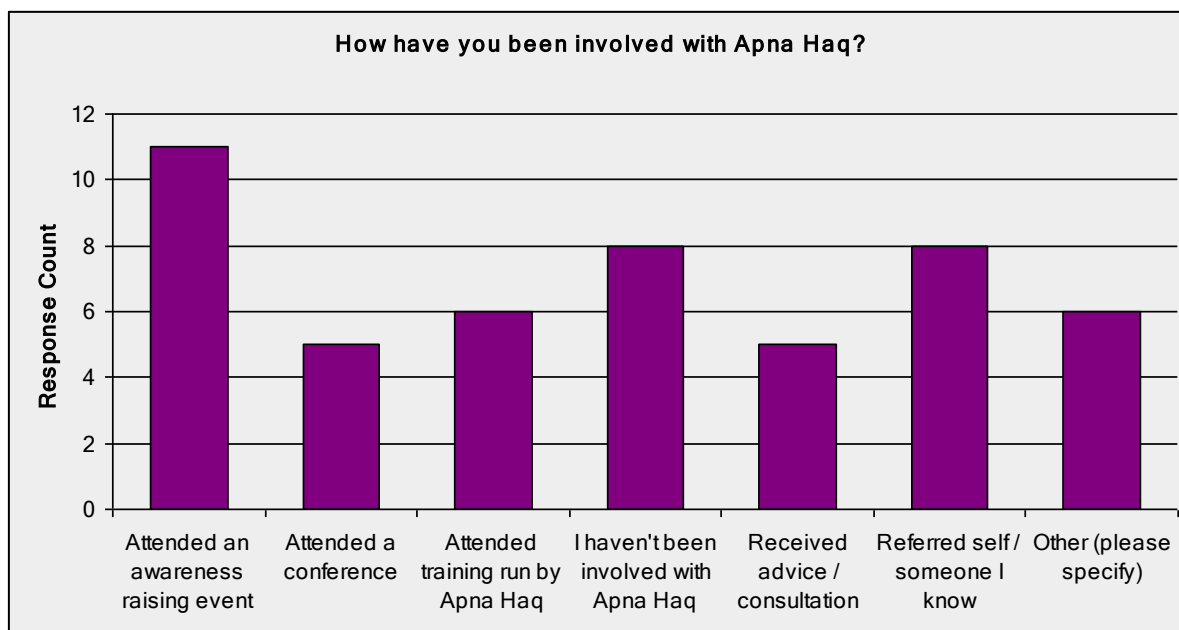
Suggestions for improvements to Apna Haq services:

- No excellent service.
- Raise awareness of their services in more areas and among more professional groups
- More training sessions to bme groups
- Needs to drastically improve the administration of the organisation from telephone to email to calendar management to partnership engagement To do specific work with Yemeni and African communities that don't directly engage with services around showcasing their amazing services
- more welcoming to service users
- Developing a training programme on all forms of VAWG for professionals working in family support

From the above feedback Apna Haq will strive to improve its administrative functions and continue to widen its reach in terms of community groups and professionals being offered training to, as well as continuing to broaden the range of violence against women issues support id provided for.

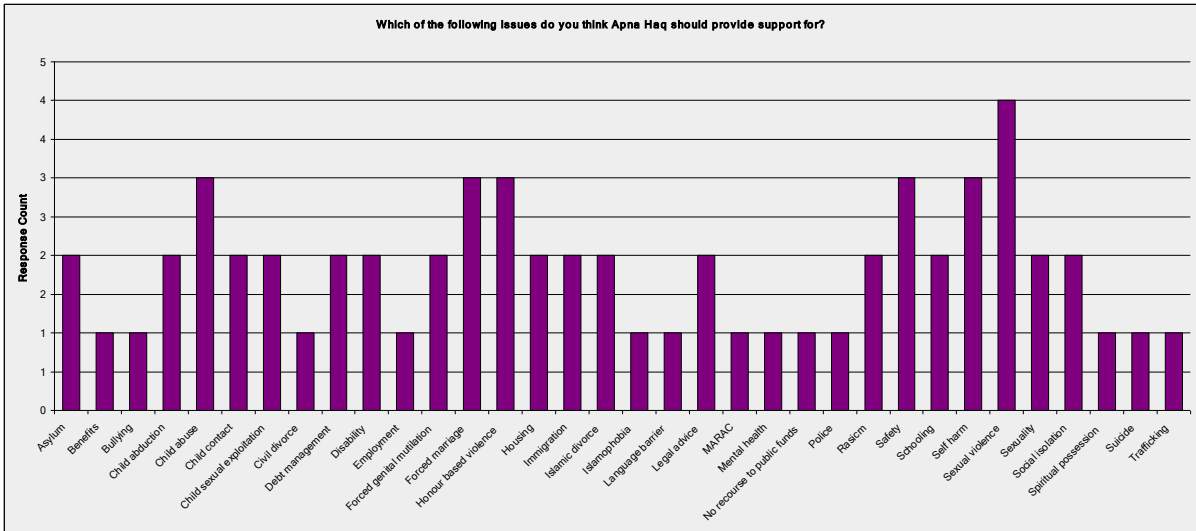
2. Survey monkey with individuals

We received 37 individual responses



Answer Options	Response Percent	Response Count
Attended an awareness raising event	29.7%	11
Attended a conference	13.5%	5
Attended training run by Apna Haq	16.2%	6
I haven't been involved with Apna Haq	21.6%	8
Received advice / consultation	13.5%	5
Referred self / someone I know	21.6%	8
Other (please specify)	16.2%	6

The above shows that some respondents had never been involved with Apna Haq, others had either engaged with its awareness raising sessions or training as well as having referred women in to Apna Haq.



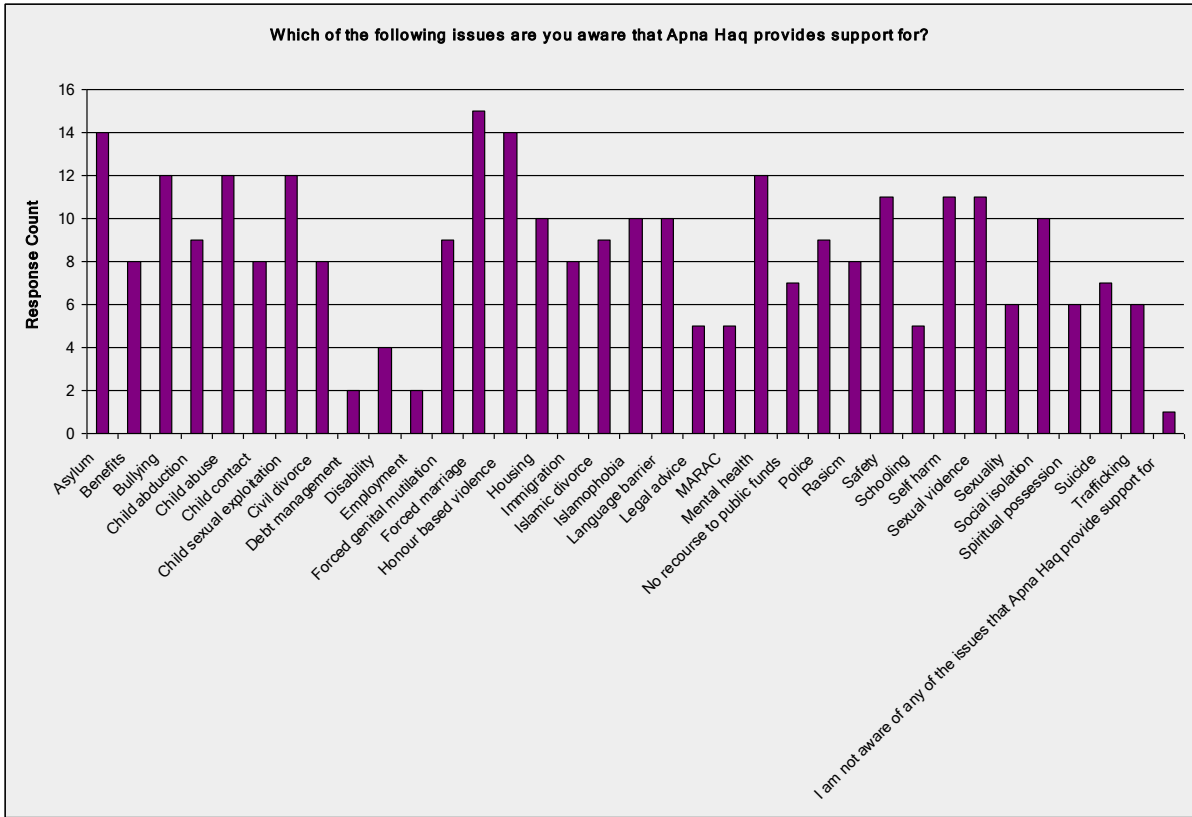
On the question of which issues respondents thought Apna Haq should provide support for the following ranked at 60/80%:

Child abuse, forced marriage, honour based violence, self harm, sexual violence,

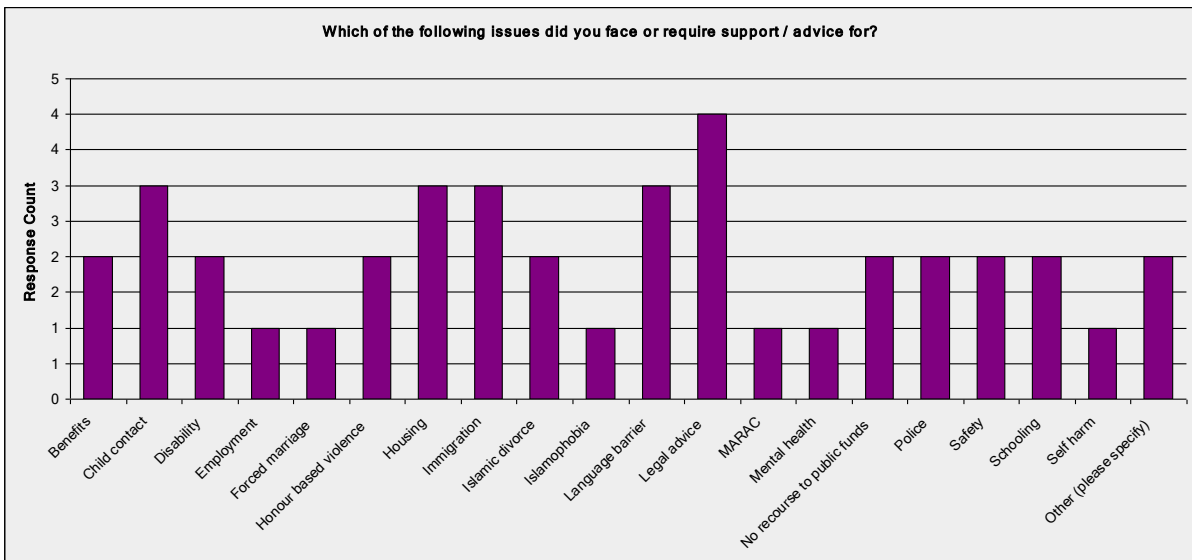
All of the above issues are interlinked and due to a lack of detection lead on to self harm and suicide as reflected in national statistics for Asian women, and thus it is essential to have organisations such as Apna Haq to continue to raise awareness on these issues and provide appropriate culturally specific services.

As reflected in the conclusion of [Self-harm in British South Asian women: psychosocial correlates and strategies for prevention](#) [MI Husain](#), [W Waheed](#), and [Nusrat Husain](#)

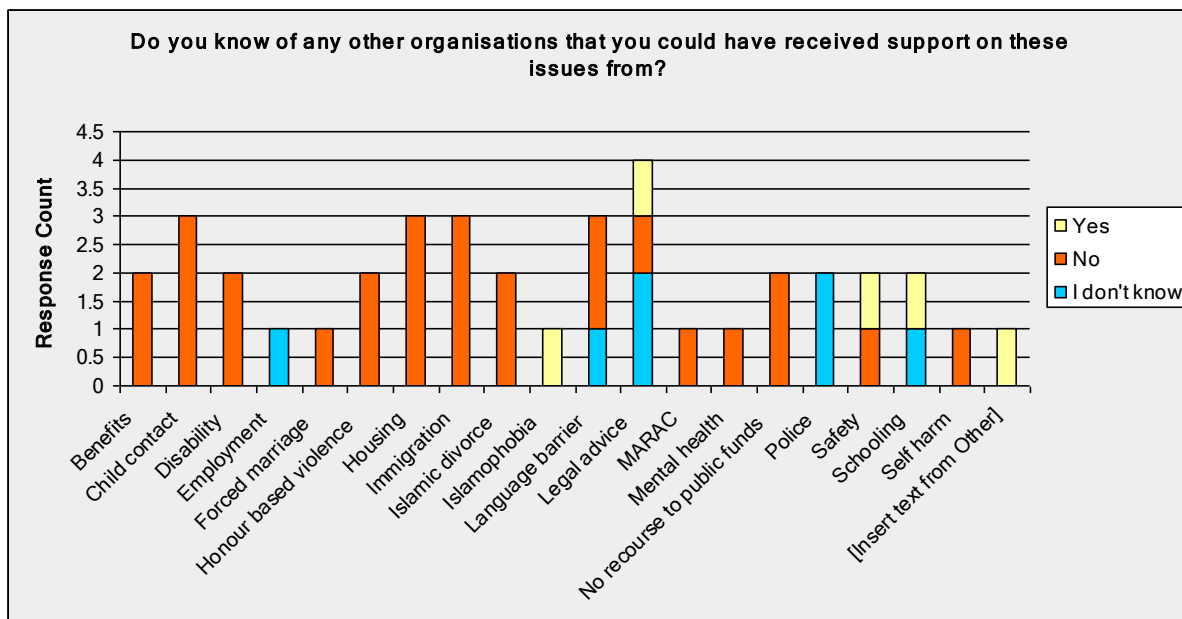
South Asian women are at an increased risk of self harm. Their demographic characteristics, precipitating factors and clinical management are different than whites. There is an urgent need for all those concerned with the mental health services for ethnic minorities to take positive action and eradicate the barriers that prevent British South Asians from seeking help. There is a need to move away from stereotypes and overgeneralisations and start from the user's frame of reference, taking into account family dynamics, belief systems and cultural constraints.



For the above question which asked for which issues respondents thought Apna Haq provided support for, forced marriage came out top at 75%, with Asylum and honour based violence coming out at 70%. Bullying, child abuse, CSE, and mental health ranked at 60%. While housing, Islamophobia, language barriers, safety, self harm sexual violence and social isolation came out at 50% and above.



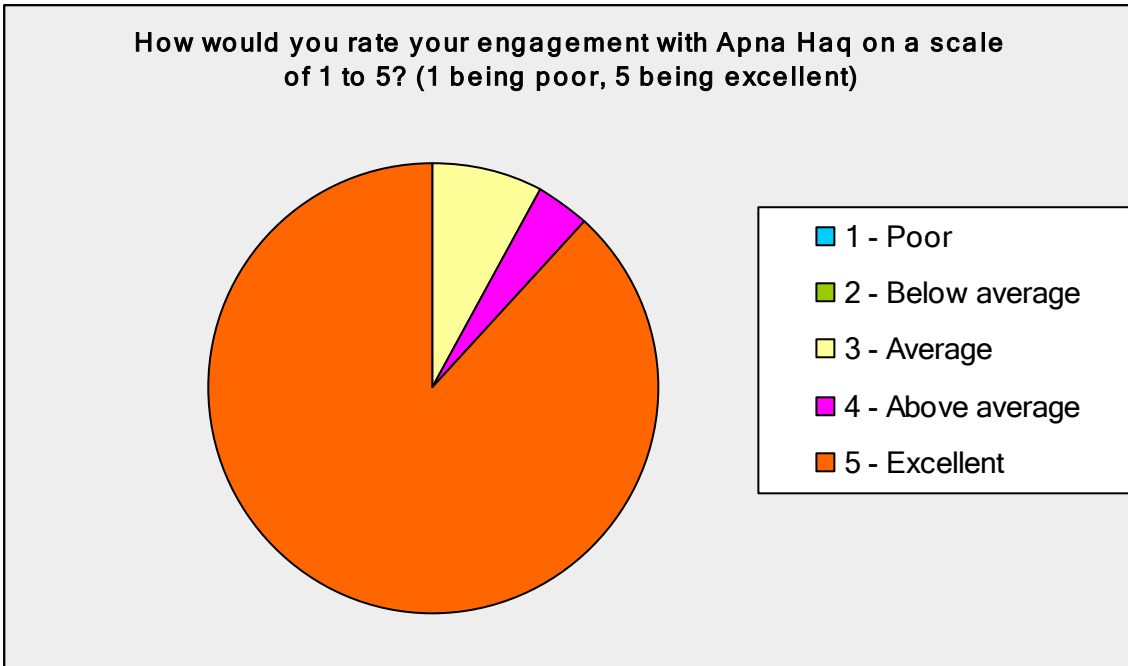
For the respondents who had referred others into Apna Haq they were asked for what support they had referred. Child contact, housing, immigration, language barrier and legal advice came out at 50% or above.



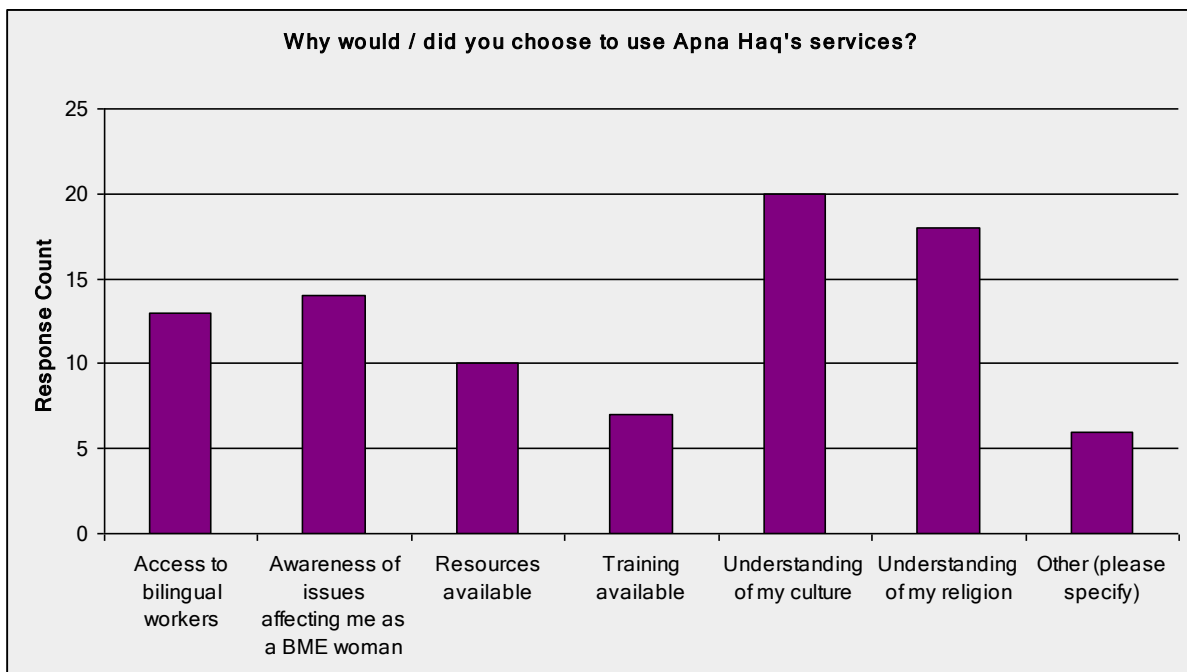
The above chart reinforces the responses of the agency professionals in that the overwhelming majority of respondents stated that they would not know where else to refer the women into for the issues they face if not into Apna Haq in Rotherham.

Whilst recognising that VAWG affects all women, it raises particular issues for BME women who face many barriers to seeking help. BME women stay longer in violent relationships, taking longer to seek help and often knowing little about existing support services. The longer the abuse continues, the less likely BME women are to disclose to others or to leave (Yoshiaka et al 2003; Gill 2004). BME women are disproportionately impacted by particular forms of VAWG and are likely to experience simultaneous, multiple and recurring forms of VAWG (Thiara and Roy 2012).

BME women face considerable family pressure to keep the family together, particularly if they have children and they also face community and cultural pressure in relation to their family's reputation. It is also known that BME/South Asian women face post-separation violence of greater intensity and frequency, by several perpetrators and for longer periods, in some cases lasting for more than 5 years. As well as these barriers at a personal and family level, BME women face other barriers simultaneously in that their isolation and disempowerment results in them not knowing how to seek help or how to access services (Roy and Thiara 2012).



The above responses again mirror the agency responses in that individual respondents felt that Apna Haq overall offered an excellent engagement opportunity for them.



From the above understanding of my culture scored the highest at 76.9%., followed by understanding of my religion at 69.2%. Both awareness of issues affecting me as a BME woman and access to bilingual workers scored over 50%.

What does Apna Haq bring to Rotherham?

Individual

In your view, what value does Apna Haq bring to Rotherham?
<ul style="list-style-type: none">• Understanding from a cultural perspective approachable a
<ul style="list-style-type: none">• very good understanding of bme communities
<ul style="list-style-type: none">• It's doing a lot of work with Pakistani Muslim women. Its very good work.
<ul style="list-style-type: none">• It is a really good organisation and helps people in real need.
<ul style="list-style-type: none">• Very important, over the past few years it has built a good reputation and now a lot of the women feel comfortable and safe to approach them.
<ul style="list-style-type: none">• Safety and awareness of BME issues
<ul style="list-style-type: none">• Helps women feel safe
<ul style="list-style-type: none">• Without this group I would not have been able to turn to anyone for help. I was scared and alone and they made me feel comfortable and it was so nice having someone to support me.
<ul style="list-style-type: none">• Security to the community
<ul style="list-style-type: none">• Good and helpful
<ul style="list-style-type: none">• They understood my needs and there is no where else that I can get this support
<ul style="list-style-type: none">• I think it's an excellent organisation providing support for vulnerable women and an organisation that is a great asset to Rotherham.

Suggestions for improvements to services:

- Helpline service
- none
- just to carry on doing the good work
- More awareness and services they can provide to all the community.
- By continuing their excellent and very important work.
- More training, working with men, more resources and more frontline staff
- They are doing a great job
- Expanding its services with government and council funding
- They doing good as it is.
- I believe apna haq provides the best service in Rotherham
- With such a wide range of issues Apna Haq needs to be broadened and needs support for it to achieve its objectives and continue to raise awareness of pertinent issues

From the above the helpline has been mentioned which has come up in other consultations, Apna Haq to look at this in the future as and when resources allow.

Apna Haq Consultation with Women 10th + 15th August 2016

Apna Haq held 2 different consultation events targeting a range of existing service users, non service users and young women and girls.

The womens group consisted of 15 women, 10 of whom are current service users and 5 who are not.

The Young women/girls group age ranges consisted of the following
Age ranges 19, 18, 17, 13, 15, 13, 13, 15, 11, 15 and 9

They were asked to work in groups to respond to the questions given to them. Their responses have been collated below.

1. In what sort of circumstances do you think women would want help from Apna Haq? Give examples.

a) Womens group

Benefit issues, domestic violence, homeless, helped with refuge, interpreting reading letters, debt issues, legal help, custody, children in care, help to get kids back, help at home disabled child, immigration, financial support through hardship fund, help with bank account, widow, budgeting, honour based violence, bullying at school, mortgage.

b) Womens group

Social services, family problems, children, marriages

c) Womens group

Social, domestic violence, advice immigrations legal housing people with benefits paper work forms children's issues language barriers husband arranged marriage parent's issues

d) Young girls group

Working with schools, career advice, family issues, stress, anger management, university applications, bullying, pressured, eating disorders, colleges, marriages, relationship advice, just to talk, mental health

Apna Haq currently offers holistic support to the women it supports thus this means that although it is one person usually the woman that is referred into Apna Haq, advocacy staff may end up also supporting the children within the families. The above responses reinforce the need for Apna Haq to continue to do so.

2. Why would they want support from Apna Haq?

a) Womens group

Trust, language, cultural/religious understanding, confidential, feel at ease, relaxed, understanding, widow, consider Apna Haq as family, they support women in their personal

journeys from A to Z, staff approachable, other agencies don't take them seriously, police refer

b) Womens group

Language barriers, moral support, improve confidence and lifestyles, confidence, emotional help. Understanding of needs

c) Womens group

confidential, multiple needs, loyalty, satisfaction, nice people, consistent, trust, friendly, full support, confident, attachment, understanding of culture, the effort, educated, can advise, support can be indefinite for as long as have problems

d) Girls group

More culturally similar, offer success stories, respect value, independent, reliable, treated trust, understanding, non judgmental

From the above holistic support, consistent trust and being able to come back no matter what the support needs are identified as important elements. All aspects of its work that Apna Haq currently strives to deliver.

3. What sort of support would they be looking for?

A) Womens group

Financially, (courses such as English, Maths, computing)

Looking for jobs, regular day trips, for single mothers advice re bringing up children on their own, helpline, advice

b) Womens group

Filling in forms, reading writing/solicitors, legal help emotional support

c) Womens group

members of the same family, some where to go, results, to be believed, to make new friends (with other service users), comfortable, emotional support, sorting out solutions, satisfaction, supportive, legal support, awareness, women in similar situations, guidance reassurance, non judgmental,

d) Young girls group

Education, emotional support, family support, personal, with studies, with work, eating disorders

Some of the support women would want is out of the scope of the immediate support Apna Haq are set up to offer, so Apna Haq would continue to partner with other agencies and sign post service users to other services which could meet these wider needs.

4. How can Apna Haq improve what it does?

A) Womens group

More staffing, helpline, 24 hour service, have somebody to go with women to appointments (mentors), counselling tailored towards needs

b) Womens group

More staff, training for women, more funding, prefers if more home visits were available

c) Womens group

Child workers, expand, theory test, confidence building, more facilities, specialist workers for young people, more training, English classes, more funding for fun stuff

d) Young girls group

Funding for entertainment, more youth workers, stress relief, careers advisor, more specialist for specific issues

All of the above responses are to do with a wider service delivery than Apna Haq currently is able to offer, so Apna Haq will continue to sign post and refer to other organisations as appropriate and look for funding opportunities and build on consortium development work to enable a broader delivery of some of these work areas.

5. What other issues have you been affected by/experienced? E.g. racism, Islamophobia

a) Womens group

Racism experiencing verbal abuse, neighbour racist, dirty looks, swearing, Islamophobia, feel like being watched, shouted at, other agencies don't take us seriously, treated as second class citizens

b) Womens group

impact of negative media portrayal ie terrorists, groomers, feel police will support white people, as treat white and black people differently, school children saying 'stay away from here', bomb threat made against mosque

c) Womens group

Stereotype, bus drivers not stopping, name calling, swearing, harassment, too scared to go out alone after dark.

d) Girls group

Institutional racism, judgmental, prejudiced, Islamophobia, stereotypical, pressure of religion/culture, example of stereotyping, both individual from the same culture and those with a different culture are quick to judge from their certain mind set.

The above exemplify the impact of racism and Islamophobia on service users especially as they are bme women and the majority are Muslim.

The heavily skewed and 'racialised' reporting of Child Sexual Exploitation have led to BME women becoming the targets of increased threats and harassment in their day to day public lives. The growth in hate crimes (by 18% over the last year) has also been recorded nationally.

Thus Apna Haq will continue to build on and develop and work in partnership with other local organisations such as REMA, RECN, and Rotherham 12 campaign to support and work on these issues to make Rotherham a safer place for BME women to live in.

Apna Haq Equality impact assessment quotes July 2015

The following are a range of quotes obtained from service users in July 2015 Which reflect how they felt about the support they had received from Apna Haq

I am not happy [to go to another service], I would not be able to open, you can have 5 friends but you can only open up with 1. It is exactly the same with Apna Haq's organisation. I am now standing on my feet, I have become a foster carer due to Apna Haq. Apna Haq have given me a 2nd life. I refused to go to advice centre I only took on Apna Haq's support. Workers in other organisations do not take notice, they just write on paper.

Apna haq helped me and my children to build our confidence and other matters regarding *school. They helped us in all matters; we didn't know how to settle in to new environment.* After getting help from apna haq, we can see change in our life; children are getting good education and feeling more confident. I have done few courses through Apna haq which helped me a lot in my life.

They sent me to college. There is no other organisation that can support us like they do. I wish that this organisation always stays for women and children like us. When I met with Apna haq workers, my children were very upset that they were homeless. School is far from home. Mosque problem. Apna Haq give all support to my children. Take my kids to school *and mosque. They arrange to take parents and kids on days out. If I didn't get any support from Apna haq then life would have been very difficult for me. As I didn't know anything about doctors, schools, shopping centres and I didn't know English. How Apna haq*

supported my children =, I wouldn't have been able to manage without them as it was a very tough time. But it's only become easy because of Apna haq.

I wanted to leave the situation because I went through some hard time. When I came here, everyone said that there are English regulations in place and that I don't know the language so I can't do anything. I spent the first 4 years with great difficulty. I felt very isolated and imprisoned as nobody understood my language and feelings.

I have done 2 different courses, I have learnt about child abuse and domestic violence laws of this country relating to those topics how women can get support if going through this. I did jobs skill course learnt about how to look for work do CV's interviews. My English has improved a great deal since my involvement with them

If Apna haq did not intervene with the problems in my life as I approached them, if the problems persisted I would've had a nervous breakdown.

I am standing up on my feet, I found that when I came to Apna Haq... these ladies are, you know, running the big project... these are women like us... that women can do [anything]
(Kelly 2015)