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**Registered charity from 2003**

# WELCOME

## It's a pride and honour to welcome you to our annual report.


The 2013/14 was another challenging year for the Polish Family Support Centre. We worked very hard to make impossible, possible, and to make the organisation sustainable.

I would like to say a big thank you for every single person who contributed to achieve our goal during the past year. We proved to everyone in Scotland that with our determination and a little money we can achieve a lot and deliver great service for our beneficiaries. I would like to say thank you to our funders who believed that we can succeed. We proved that our voluntary contribution had a significant impact on the wellbeing of the biggest minority in Scotland.

In my opinion, the organisation is playing an important role to help drive the key themes identified by the Christie Commission.

I believe that our organisation is unique, there is no other organisation providing such comprehensive range of services, in particular in Polish language in Scotland. We are covering the gap on the market and I believe that we are a strategic key player in that area of expertise. I also believe that we can build a solid bridge to link over 100,000 Polish people living in Scotland. Every year we make the organisation stronger and larger in terms of providing number of services to the public.

Our successful expansion into a new location at the heart of Leith is a huge advantage for us and our beneficiaries. We are another vibrant community in the area, which aim is to deliver services to people in need. We have started to work with other local organisations to make our services even more effective and stronger.



**Andrew Kocaj**  
Chair of the Board of Directors  
Polish Family Support Centre

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# ABOUT PFSC

Polish Family Support Centre is a voluntary organisation established in 2009. We are a growing charity focusing on providing support to the Polish minority in Scotland. We offer comprehensive support for disadvantaged people through offering professional counselling, psychological and advocacy services, principally targeting the difficulties Polish face after leaving their native country.

PFSC aims to provide the best quality of services for Polish community residing in Scotland. This is why we have a team of professionals, qualified in their fields of practice and committed volunteers that provide help, support and advocacy for Polish minority in Scotland, particularly in Edinburgh.

PFSC put emphasis on four core aspects of its practice:

**Mental wellbeing:** psychological individual and group sessions, workshops and support groups

**Education:** educate adults on their rights and improve their language skills. Moreover, we support children to adapt to the new culture and environment.

**Advocacy:** we take action to help people say what they want, secure their rights, represent their interests and obtain services they need

**Integration:** we organise many events throughout the year for the Polish families in Scotland such as: Children's Day, Christmas Day, support groups and workshops

## Our Outcomes

## Our Targets

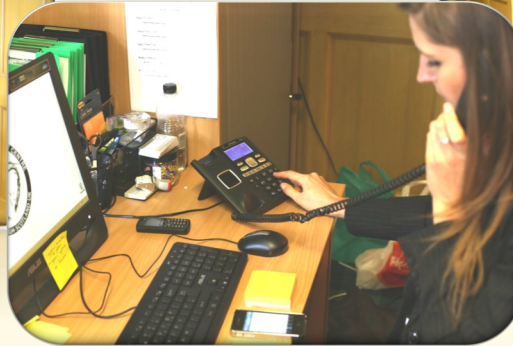
- ⇒ To help people with mental health problems, eliminate barriers and challenges faced by moving to a different country
- ⇒ To reduce stress and anxiety related to settling in in a different country
- ⇒ To increase emotional and mental wellbeing of beneficiaries by 80%
- ⇒ To help disadvantaged families by advice, information and support
- ⇒ Provide advocacy for those who cannot cope with the new environment, language barriers and culture.
- ⇒ To provide more services for

- ⇒ We provided 520 psychological consultations for the beneficiaries. From our research, most of people participating in individual consultations did notice improvement in their overall wellbeing.
- ⇒ We provided 314 advocacy consultations to help adults cope with their first steps abroad e.g. help in filling out applications, translations, phone calls, advice on benefits, employability and education
- ⇒ We organised support groups and workshops for children and youth to integrate, learn new things and talk about their problems.



# The PFSC offered:

Services provided to the community



The Polish Family Support Centre with a small budget offered **1283 sessions** of comprehensive support to the largest ethnic minorities in Scotland. Since we expanded to new premises our services become more popular than ever. We find very difficult to meet demands to support everyone. However, we have a hope that we will meet everyone's expectations in the future. We encouraged many volunteers to help us to support our community and our local neighborhoods. Thanks to them we could provide **1916 hours of volunteer time** which is another achievement for the year !



**1916**  
Hours of volunteer time





Polish Family Support Centre (PFSC)

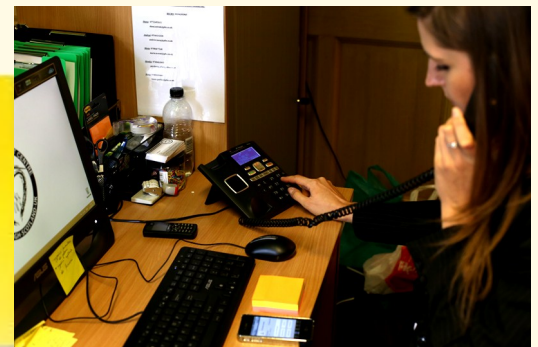
**PFSC** open a new premises on Leith Walk available to public 5 days a week from Monday to Friday



**PFSC** organises many fundraising events over the year, to cover running costs or emergency expenses that may occur. The main aim is to have sufficient unrestricted funds to make sure PFSC could continue to provide services if it loses its major donors. PFSC raise money for activities for families and children, as well as integration events



**PFSC** introduced new form of contact such as: helpline, skype and email advice, where people from all over Scotland could contact the Centre and seek help and support.



**PFSC** also have support of the Polish Government Foundation which provides PFSC with learning books and school materials to enable Poles to gain access to books and journals available in Polish. Foundation have donated to PFSC 150 books

### THE YOUNG UNITED KINGDOM AND IRLAND PROGRAMME 2014!

One of our volunteer Agata was nominated among candidates to represent **Polish Family Support Centre** during the three days event 26-28.03 at Gretna! The event was organised by SR's publisher, the Institute of Contemporary Scotland.

**Well done!!**



**PFSC** also held various events for families and disadvantaged children such as the Christmas Day for Children, cinema and paintball outings, which aim was to integrate Polish youth abroad





**PFSC** organised Christmas Day for children in Citadel Youth Centre premises, with around 100 individuals participating, including children, their parents and grandparents. Many thanks to Citadel for their help and support!



**PFSC** participated in the Leith Neighbourhood Partnership project 'Leith decides' with the purpose to introduce and promote PFSC organisation and its projects among local community. The two projects presented by PFSC focused on volunteer's development and raising awareness among Poles about environmental issues.



**PFSC** organised English classes for adults, who would like to improve their language skills, while living abroad.

**PFSC** organised development workshops, consultations, training workshops for parents and children held in our Centre on Leith Walk.



**PFSC** developed a new website and improved communications between patients and professionals. Moreover, we increased awareness about our services via social media.



# 172 LEITH WALK

“A new and vibrant community in Leith and Scotland”

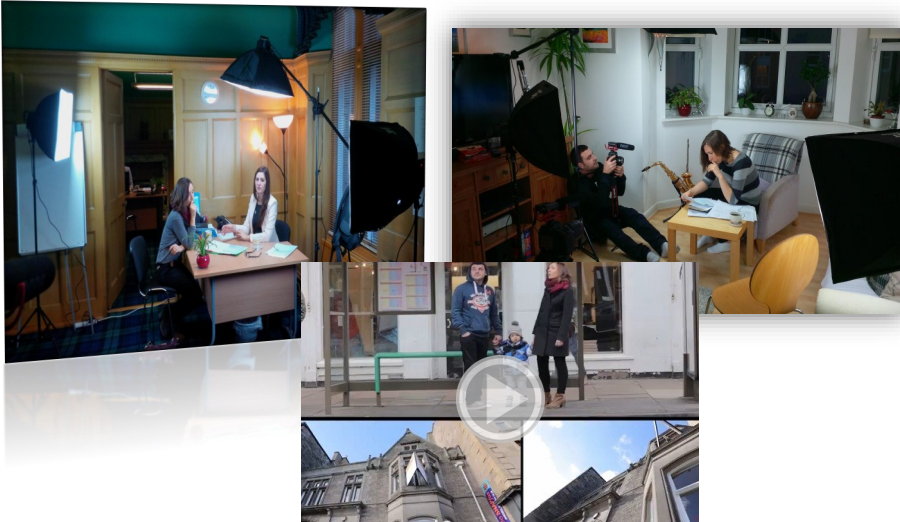
**We relocated to 172 Leith Walk on the 1st October 2013!**

PFSC expanded its services to Edinburgh and Lothian's to reach more people and promoted our services in the local area. The change was inevitable as the demand for the services raise appreciably. Our new place is fully adaptable to deliver different services and activities.

We opened a new office based in Leith Walk, in the heart of the Polish population in Edinburgh, to serve a wider group of the Polish community. It is a significant achievement for small organisation like PFSC. The rooms are suitable for many events and initiatives, including support groups, workshops, training purposes, private individual consultations and advice as well as integration events.

**We can Support Local Neighbourhoods!**

Our new promotional video clip available at our website: [www.pfsc.co.uk](http://www.pfsc.co.uk)





.. INVITATION ..

Polish Family Support Centre

**OPEN DAY**

**10<sup>th</sup> October 2013**

10:00am – 17:00pm

172 Leith Walk  
Edinburgh  
EH6 5EA

0131 281 0429  
info@pfsc.co.uk



Come and find out  
 • Who We Are  
 • What We Do  
 • How We Can Help

Registered Scottish Charity No. SC034152



Retweeted by PFSC Edinburgh



**Kenny MacAskill SNP** @KennyMacAskill · Oct 10

A pleasure to visit the Polish Family Support Centre on Leith Walk with @DeidreBrock . A new and vibrant community in Leith and Scotland.

5



**Polskie Centrum Pomocy Rodzinie**

A pleasure to meet Minister of Justice Kenny MacAskill. We are grateful that the Minister and Councillor Deidre Brock visited our office on Leith Walk!



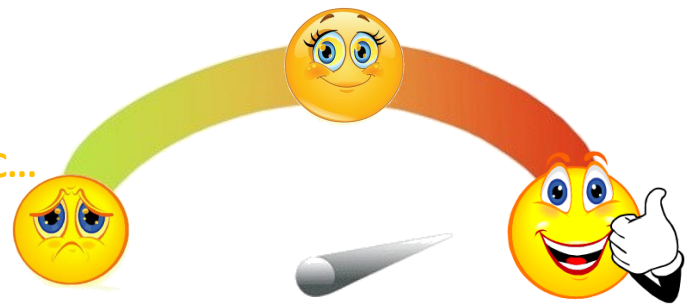
**The Scottish Government**  
Riaghaltas na h-Alba

# Satisfaction Feedback

How do you rate our services?

We listen to our beneficiaries constantly!

Here is a feedback of 44 beneficiaries about PFSC...



## PFSC new location is...

Excellent - 37  
Very Good - 6  
Good - 1  
Average - 0  
Poor - 0

*"I participated in one of their projects, at first I was not sure what to expect, but this was the best decision in my life, I am a better person and this is who I wanted to be"*

## The support is...

Excellent - 32  
Very Good - 8  
Good - 4  
Average - 0  
Poor - 0

*"I can't believe my life changed so much, I am now more confident person, I am not afraid to take on new challenges and I am coping with my life better than I could ever imagine. I can't be grateful enough, THANK YOU!"*

## The information is...

Excellent - 41  
Very Good - 3  
Good - 0  
Average - 0  
Poor - 0

*"The only Polish organisation in Edinburgh that helps in such comprehensive way"*

*"This was a tough year, but with your help and support I am standing on my own two feet!"*

## How would you rate our services...

Excellent - 30  
Very Good - 10  
Good - 4  
Average - 0  
Poor - 0

*"I couldn't ask for a better place to help me, I am now a better men because of you all"*

*"Lovely, helpful, supportive, this is how I would describe PFSC staff, they just seem to put an extra effort to help us!"*



PFSC provides a high quality service and experience for our service users. We are proud to create a trust and safe environment to our beneficiaries. Fresh and open minded organisation which can recognise demand, and serve the public. We listen to our community, people in need and meet their expectations. We are proud to share our knowledge with others. We are proud to be unique and extraordinary and we are happy to learn.

During private sessions, face to face, in group meetings or befriending, we create safe, comfortable and friendly environment which has been recognised by our beneficiaries.



# OUR PROJECTS

## Support People and Local Communities

With a little support we were able to implement during the past year small projects to recognise the market demand for services we offer.

### 1. FIGHT DEPRESSION WITH THE HELP OF FAMILY!



Cost: free

Apart from the traditional consultations, our unique project also includes support groups for the families and friends of people suffering from depression and also outdoor activities. Thanks to these three types of therapy, our patients enjoy a long-term recovery. Families' active participation in the recovery of the patient is a particular innovation in our programme.

### 2. You Are Not Alone



Cost: free

The project "You are not alone" is to achieve by the beneficiaries-Polish immigrants in Scotland language skills, employment in occupations corresponding to their qualifications, gain financial independence and permanent residence and full participation in social and public life. The project helps break down barriers in society and it helps to improve overall wellbeing of the beneficiaries.

### 3. SUPPORT GROUPS FOR YOUTH!



Cost: free

Polish Family Support Centre organises support groups for young people aged 13-18. Our 12-month project aims at supporting young people who start their new life in the foreign country. Support is particularly important for the young migrants because generally they did not have a say in the decision to move to a foreign country. They are also often the only ones in the family who can communicate in English. Such a situation creates a paradox in which a teenager is taken away from his everyday life and friends, and has to help solving the adult problems.

### 4. Social media in mental health services-Scotland



Cost: free

This project involves psychological help for Polish people in Scotland who are not able to visit our Centre. We offer free psychological consultations for people in a difficult financial situation who are not able to pay for psychological services, who cannot travel because of distance, disability or financial issues. The project aims at improving the self-esteem of the patients, reducing stress and barriers of moving abroad and also overcoming insecurities regarding the job and integration with the local community.

### 5. NEW, BETTER LIFE! Comprehensive Psychological Help



Cost: free

We offer comprehensive psychological help and support for people living in Scotland who struggle with mental health problems and social deprivation. Our support includes individual psychological consultations, workshops and support groups.

### 6. COMPREHENSIVE SUPPORT FOR POLISH PEOPLE!



Cost: donation

We offer a comprehensive range of services for Polish community residing in Scotland. These include: **Mental wellbeing:** psychological individual and group sessions, workshops and support groups. **Advocacy:** general advice, help with forms and applications, translation, telephone and email services, benefits. **Social help:** support families and individuals to overcome difficulties in life. **Education and culture:** English classes, educational workshops, learning Polish. **Integration.**

# FUNDERS AND DONORS

Accounts to 31st March 2013

Very many thanks to all funders and donors whose generosity has enabled us to carry out our work over the past years. We could not have done it without your support.

## Income:

• SEMPER POLONIA-POLISH GOVERNMENT	£20,504
• FOUNDATION SCOTLAND	£3,744
• EVOT	£1,840
• COOPERATIVE	£1,580
• CITY OF EDINBURGH COUNCIL	£4,570
• AWARDS FOR ALL	£4,500
• UNITY MORTGAGE LTD	£300
• TRUEMARK TRUST	£1,000
• OTHER INCOME	£5,849

## TOTAL INCOME

**£43,887**

## Expenditure:

• STAFF COSTS	£18,030
• RENT AND PROPERTY COSTS	£9,626
• EVENT EXPENSES	£98
• TRAVEL COSTS	£362
• GOVERNANCE COSTS	£400
• OFFICE RUNNING COSTS	£4,553

## TOTAL EXPENDITURE

**£33,069**

## FUNDER'S LOGO



Ministry of Foreign Affairs  
of the Republic of Poland

The co-operative

# FORESEEABLE TRENDS IN THE MARKET PLACE

## Key figures

**There are many Polish societies to be found throughout Scotland today**

1. In 2011, the top three countries of birth of non-UK born residents in the UK were, in descending order, India, Poland and Pakistan.
2. Since 2001 the number of usual residents born in Poland and living in the UK has increased nearly ten-fold from 61,000 in 2001 (1 per cent of the non-UK born population) to 654,000 (8 percent of the non-UK born population) in 2011. Making Polish people the country's largest immigrant group.
3. Scotland appears to have had a much larger proportional increase in Polish born residents. Poland contributes the largest numbers of births in Edinburgh
4. Poles especially settle in Edinburgh, Glasgow and Aberdeen
5. Increasing need of translation services due to Poles language barriers, thus giving us an opportunity to be not only an intermediary but provide direct service for people without the need of translators/interpreters.
6. City of Edinburgh Council, confirmed that huge proportion of interpreters help Polish minority in Scotland.
7. There is dramatic increase in the number of Edinburgh residents from Poland, rising from just 416 in 2001 to 11,651 in 2011 (2.4% of the city's residents were born in Poland- higher than anywhere else in Scotland) Polish is the second language for 2.4% of the population
8. Poles now comprise nearly one-third of EU born Edinburgh residents and over 15% of all those born outside the UK, comprising the highest proportion for any individual country outside the UK.

Ref: National Records of Scotland

# MARKET SIZE

“SCOTLAND’S immigrant population is growing faster than in any other UK country, with a 93 per cent increase in a decade”.

(MacFedyen, S. December 2013, Express.co.uk)

- The largest number of Edinburgh citizens born overseas are from Poland (11,700)
- Number of migrants from Poland has increased dramatically over the last decade
- The most common nationalities are from Poland (84,000), Republic of Ireland (15,000), India (12,000), United States of America (11,000) and Pakistan (10,000).

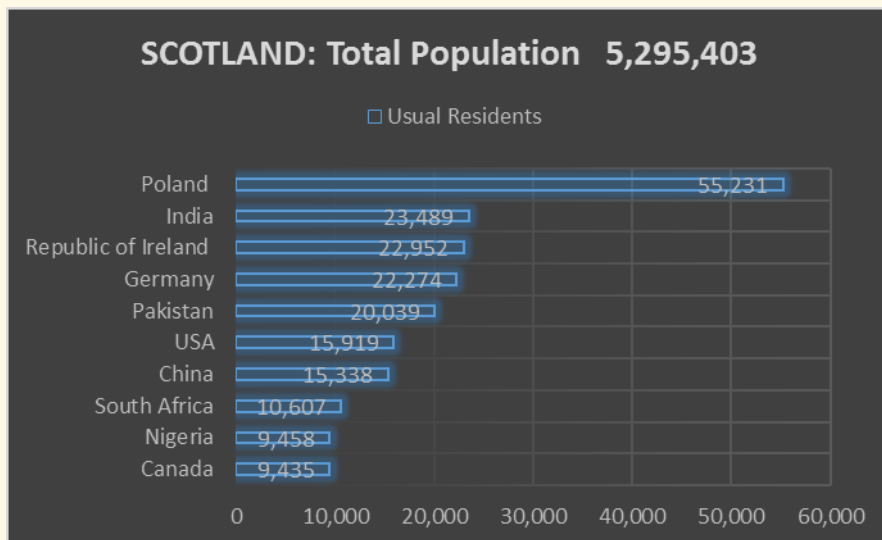


Table 1: Top 10 countries of birth for the non UK born population in Scotland 2011  
Source: Authors own analysis of 2011 Census (ONS, 2013 and NRS, 2013)

- The 5 most common countries of birth were Poland (74,000 – 21.0 per cent of the non-UK born population in Scotland and 1.4 per cent of the usually resident population), Germany (19,000), India (18,000), Pakistan (18,000) and Republic of Ireland (17,000)
- The number of Roman Catholics have grown by 19%, mostly accounting from Polish immigration. Additionally churches are also the centre for Polish people
- Poland among other countries is noted to be the largest individual contributors in terms of non-UK birth
- 13,000 people or 2.7% of the city’s total population are Polish
- Edinburgh has the highest incidence of Polish being spoken as a second language in Scotland: 2.4% compared with 1% across Scotland as a whole.
- Poland has been the biggest sender of East Central European migrants since the enlargement of the European Union in 2004. Polish migrants now form 15% of all foreign born residents living in Scotland and 8% in England.

References: Census (ONS, 2013 and NRS, 2013)



# A SIGNIFICANT EVIDENCE AND SERVICES URGENCY

## SOURCES:

### Rapid rise in global family disputes

„The number of international family legal disputes, in which UK courts intervene, has quadrupled in four years, a new report has shown. In 2012, 127 cases involved European countries; 39 the Middle East and Asia; 35 the Caribbean, north, central and south America; 26 Africa and 15 Australia and New Zealand - according to the report.

The country with the highest number of cases was Poland, with 14, followed by Pakistan (13) and Spain (12)”

Reference: [www.bbc.co.uk/news/uk-22358741](http://www.bbc.co.uk/news/uk-22358741)

BBC

"The costs of translation and interpretation have grown in line with increases in the size of our population, and the rising birth rate in Lothian. Of the 26,100 hours spent on face-to-face translating, **12,940** were for Polish. Chinese was the second most popular, with 4,000 hours, while 2,000 were spent communicating with Arabic-speakers."

Reference: [www.scotsman.com/](http://www.scotsman.com/)

Scotsman



The University of Edinburgh

"Influences by their sense of identity, family and community networks, cultural norms, and previous experiences with services in Poland and Scotland. Impacted decision on whether to seek psychological help"

Reference: [www.dcop.bps.org.uk](http://www.dcop.bps.org.uk)

MCFB

"The Polish Family Project: A Pilot Support Program for Individuals and Families Affected by Domestic Violence and Alcohol Misuse"

"Around 90 % of the PFP service users required the support of a Polish speaking worker, as they did not speak English well enough to communicate their issues and receive support."

Reference: [www.mcfb.org.uk](http://www.mcfb.org.uk)



# CHARITY INFORMATION

## Registered Office:

10 North Grange Grove  
Prestonpans  
EH32 9JP

## Edinburgh Office:

Polish Family Support Centre  
172 Leith Walk  
Edinburgh  
EH6 5EA

 0131 281 0429

 [info@pfsc.co.uk](mailto:info@pfsc.co.uk)

[www.pfsc.co.uk](http://www.pfsc.co.uk)

## PFSC Staff List - May 2014

Marta Nowak-Projects Co-ordinator  
Magdalena Lewandowska - Secretary  
Diana Nowak-Psychologist  
Anna Lisinska - Accountant/Receptionist  
Ewa Nowak- Support worker  
Marta Paszkowska - English teacher  
Karolina Wolska - Support Worker

## Board of Directors

Andrew Kocaj (CEO)  
Kyle Reid  
Marcin Nowak  
Malgorzata Raczynska  
Jakub Zegadlo

**A BIG THANK YOU TO OUR VOLUNTEERS**



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