

Five years since we started, we are proud to announce that SHB has grown from a team of four volunteers in January 2014 to a group of 17 volunteers in 2018. The strength of SHB has always been its volunteers who work enthusiastically, innovatively and tirelessly; listening to the community patiently, deeply and carefully.

In 2017 and 2018, SHB launched some new programmes, but also withdrew a couple of programmes, as we learnt that some needs were better combined than dealt with individually.

CONTINUED INITIATIVES:

Our foundational program called Listening Post continued through 2017 and 2018. A total of one hundred forty-four individuals sought out this initiative making us more sensitive to the need for such spaces in our communities.

Taking lead from our year in 2016. SHB continued to reach out to senior citizen through their **Smartphone Assistance Programme**. Our records tell us that a total number of 250 persons reached out to us through this programme in these two years.



SHB also continued with its **PMILs** programme. Over two years, SHB extended support to sixteen individuals seeking help with tackling mental illness related issues. The programme also involved raising awareness about mental illnesses, providing support in terms of information and practice to caregivers of such individuals.

Started in the second half of 2016, SHB ran a **support group for members of the LGBTQi** community reaching out to more than thirty individuals and their families. This programme

was timely, in response to and in solidarity with the campaigns that began to support the revision of the Supreme Court judgement re-criminalising homosexuality passed in 2014. The petition was re-submitted to the Supreme Court. SHB's support group activities were concluded in March 2018.

NEW INITIATIVES:

In response to an analysis of respondents accessing the Listening Post initiative, SHB began a **Legal Clinic for Women** in April 2017. Partnering with lawyers, SHB took up the task of providing individuals with information about their legal rights in instances where advice of such nature was sought by respondents in order to make their life decisions more holistically. Often, information on legal issues is sought out and given in a solitary form where disputes are examined by lawyers and clients as abstracted from their contexts. Unique to this initiative run by SHB is the pairing of Listening Post volunteers and lawyers which acknowledges the complex intertwining of emotions and disputing situations making the impact of support extended by the legal clinic more in-depth and sustainable. The legal clinic at SHB, which like its other programmes remains free of cost, has catered to forty-two individuals in a span of 20 months.

From June 2017 to March 2018, SHB partnered with a finance expert to run a **Finance Cell** for women that was aimed at providing information regarding questions about finance, investments, succession and shares. The need for such a programme was identified in close connection with the objectives of the legal clinic, because enquiries often had financial and legal questions tied together. The finance cell as regular programme conducted on a monthly basis was eventually suspended. Support is now provided on a case-by-case basis as and when such a need is identified.

Between April 2017 and February 2018, SHB started **two different initiatives under** Expressive Movement Therapy. Both Hang Out with Art and Hang Out with Creative Movement were spaces

where people could indulge in their favourite pastimes (Art/Dance) without anyone judging them. Both our Art and Creative Movement Therapies received favourable response.



TRAINING PROGRAMS:

Training programs for setting up and working of the Internal Complaint Committees were conducted for the employees of various Mumbai based companies.

LOOKING AHEAD:

SHB is looking to introduce a few other group support programs in 2018-19. One in Animal Therapy and the other for Women.

SHB concluded the LGBTQI support program in Mar 2018, wanting to withdraw it and re-introduce it after understanding middle class attitudes towards LGBTQI. In the summer of 2018, a survey on attitudes is proposed. Once the feedback from the Survey was received, SHB may have a better handle on where the support was required and could intervene appropriately.