

# WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP

## Annual Report for 2019

### Welcome

*Tim Whittaker*

Welcome to WTRRP's Annual Report for 2019 and our heart-felt thanks for your continuing support.

This year you have made an amazing response – giving over £10,000 – to an emergency appeal for one of our client families, who were faced with summary deportation of all 5 of them, unless they could start an application process.

You have also allowed us to increase the help that we've been able to provide to an ever-increasing number of people. This has included supporting various applications, helping them to find advice, through helping them with essential education in language and life skills, to providing a range of entertainment and relaxation. We know that the last of these is hugely welcome to so many people living a hand-to-mouth existence as their applications or appeals make their slow way through the system.

Three of our amazing supporter organisations laid on major parties for us: the Northwood and Pinner Liberal Synagogue invited clients and volunteers alike to an afternoon's food and entertainment, even providing a bus for us. Edge Grove School threw open their doors for us to play games, eat, drink and converse. And the Watford Quakers laid on two tea parties during the depth of August when a lot of other volunteers are away. Thanks to all of you!

Finally, we have an office! St Mary's Church has provided us with use of a room within their recently (and fabulously) refurbished church building, with excellent facilities including plenty of space, warmth, and internet to meet all our needs

We're sorry also to report some bad news: Dorothy Knightley – our Secretary, friend, organiser and so much more over the last six years – died in July after a short illness. We are shocked and saddened to have lost such an enthusiastic, supportive and active member. Farewell, Dorothy – you will be long remembered, and a hard act to follow.

Please join us at our **Annual General Meeting at 7:30pm on Monday 30 March**, at the upstairs hall of St Luke's Church, Langley Way, Watford WD17 3EG. We are really pleased to welcome our guest speaker art therapist Miriam Usiskin, who will talk about Art Refuge: hoping and coping on the France-UK border, together with our own Sara Barratt, who is a family psychotherapist and will describe the Refugee Resilience Project, supporting volunteers working in Calais.



Art Refuge uses art and art therapy to support the mental health and well-being of people displaced due to conflict, persecution and poverty, both in the UK and internationally. Established as a charity in 2006, they operated as Art Refuge UK until 2019, changing the name to Art Refuge to reflect a widening remit and reach.

### We're proud to have helped 302 people in need during the year

| Year                           | 2019       | 2018       | 2017       | 2016       | 2015       | 2014       | 2013      | 2012      | 2011      |
|--------------------------------|------------|------------|------------|------------|------------|------------|-----------|-----------|-----------|
| <b>Total caseload</b>          | 114        | 95         | 83         | 74         | 79         | 55         | 40        | 29        | 28        |
| <b>Adult-only cases</b>        | 27         | 25         | 17         | 41         | 29         | 15         | 16        | 9         | 7         |
| <b>Number of adults</b>        | 167        | 135        | 118        | 107        | 82         | 77         | 47        | 33        | 35        |
| <b>Number of children</b>      | 178        | 144        | 127        | 105        | 98         | 69         | 42        | 33        | 37        |
| <b>Total number of clients</b> | <b>302</b> | <b>279</b> | <b>245</b> | <b>212</b> | <b>180</b> | <b>146</b> | <b>89</b> | <b>66</b> | <b>72</b> |

### Life at the front – the Drop In centre

*Paul Tucker*

'How do clients find their way to the Drop In?' asked a volunteer recently. There are a number of different ways. Some come through referrals from Social Services or other public body but most come from a friend or a member of their local community, often one who has been helped themselves. This relationship aspect is one of the key principles that runs through everything we do. People come to us because they have a friendship with someone who has stood by them in their time of need. And the service and support they receive from us is built on listening, empathy and the commitment to treat each person as valued and deserving of the best we can give.

The details below show the reasons why people come. Predominantly it is for legal advice: we are particularly fortunate to have a solicitor, Salma Khan who comes each month (from Pickup and Scott Solicitors in Aylesbury) to give free initial advice to clients who are often lost and confused about the Home Office system. How can they apply for 'Leave to Remain', what has happened to their application, what can they do if they have received an unfavourable decision? A volunteer will have identified the need with them and suggested that Salma might well be able to help. Someone then explains before the interview what will happen and then sits with them to make sure they understand what is happening. Following that they will briefly talk with them to help them consider where they go from there. Empowering people to understand and take forward their application is so important. And from time to time someone has been successful and they come in to tell us: one very agile client celebrated by turning cartwheels in the church!

Clients come for help with a number of other issues, like wanting help filling in a complicated form, a housing issue with their landlord, or financial problems. Sometimes these can be solved on the day but otherwise further help is needed. Again, this is where the key relationship aspects come into play, often liaising with other parts of the Refugee Partnership – food, befriending, ESOL, women's group all have their place. Also beyond the Refugee Partnership, contacting New Hope if there is a homeless issue, Red Cross and Social Services where more expert help is needed.

And then our wonderful group of volunteers so often ‘go the extra mile’, following up afterwards where they can and showing in their concern just how seriously they take this. And working so well as a team: cover is given if someone drops out of one session and expertise is shared, so that we can provide the best possible service.

To them our grateful thanks. And also to our clients who show just how much can be achieved by working in relationship and how resilient they can be under enormous pressure.

### Some statistics

In 2019 there were 262 Drop In visits from clients (compared with 230 in 2018), of which about 83% were existing clients and 27% were new clients. The main reasons were:

| Reason for attendance   | 2019<br>percentage | 2018<br>percentage |
|---|--------------------|--------------------|
| Legal enquiries   | 30%                | 30%                |
| Need for food and personal items (apart from food parcel)           | 14%                | 9%                 |
| Help with form filling  | 7%                 | 10%                |
| ESOL enquiries  | 4%                 | 12%                |
| Accommodation and Housing enquiries                                 | 3%                 | 4%                 |
| Financial advice  | 3%                 | 5%                 |
| Regular callers for food parcels (also seen by a Drop In volunteer) | 39%                | 21%                |

### We rely totally on our Volunteers

*Marie-Jo Churchill*

With 76 volunteers in 2019, our numbers are slightly down from last year. However at the time of writing, we have 5 new applicants so WTRRP should soon return to its 2018 level. We welcomed 3 new volunteers in 2019, one of whom had been a long-term client: in fact we now total 9 clients or former clients amongst our volunteers. They can speak (sometimes literally) the same language as our more recent arrivals and understand their plight better than most.

WTRRP volunteers worked harder than ever before in 2019!

John Gray organised an outing for teenagers to watch Watford FC play at home. This summer, Mel Southin and our social events team organised multiple outings and parties – see section on our social programme – several more than last year.

In August, two events were organised in partnership with the Watford Quakers, and in October, the Northwood and Pinner Liberal Synagogue invited WTRRP to a full afternoon of food, games and entertainment. Edge Grove School in Radlett opened their doors to us in February for children’s entertainment, food and a chance for our clients to chat. More details below!

The 2019 Christmas present packing and delivery operation was organised by Mel with her usual military precision. Boxes were packed in record time and delivered to 98 families, a figure which exceeded last year’s.

WTRRP volunteers now meet regularly once a month (except during the summer holidays) at Quaker House or St Luke's Church to share information and to support each other. These meetings have helped volunteers to keep abreast of upcoming events, training and case work, and to understand the complex situations that our clients face on a daily basis.

Salma Khan, solicitor from company Pickup and Scott, delivered a training session to a volunteers' meeting on Immigration and Change of Condition. Salma's free clinics at the Drop In to clients, and her support to volunteers, have helped resolve or progress many challenging cases.

Our Grants Team, led by Grace Da Costa, Grethe Hansen, Peter Howard and Mick Hayter have been successful in obtaining part of our funding from – for us – new sources. In 2020 they will be working alongside a specialist fundraiser to help meet the increasing demand on our resources and to support our new projects.

We miss very much our Secretary and friend Dorothy Knightly, who died in July after a short illness. Dorothy used to say: 'I am only the secretary!' but her role extended to so much more. From organising activities for teenagers, recruiting new volunteers, finances, the AGM, moving clients and making sure that everything at WTRRP ran smoothly, Dorothy was always there. Her corporate experience coupled with her generous nature made her a truly remarkable person and an irreplaceable member of our team. We were privileged to have worked alongside her and continue to remember her in everything we do.

Iain Fossey who for the last 3 years edited the WTRRP Newsletter, has had to step down following a move to Cambridge. But before putting the final full stop to his last Newsletter, Iain, Steve Bowbrick and Derek Hill organised an amazing fundraising campaign to save a WTRRP family and their children from imminent deportation: over £10,000 was raised in 48 hours. I am delighted to report that the family has now been granted Leave to Remain and the future of their 3 children is secure. Our thanks to Iain for his many contributions to WTRRP.

Rev Tony Rindl has taken over the chair of WTRRP Case Review Team from Sara Barratt. We are very grateful to Sara for the 3 years she dedicated to chairing the Case Review Team, her much valued expertise, dedication and support. Sara remains an active member of the Committee, a befriender and supports WTRRP in a variety of other roles.

The ESOL teachers not only ensure that students improve their English but also prepare them for work, driving tests or citizenship tests. They follow their immigration case, day to day challenges and ensure that they gain confidence as well as make their learning experience enjoyable. WTRRP now has 5 teachers and 15 students with levels ranging from literacy and complete beginners to intermediate and advanced. When possible, students are taken out of the classroom to visit the council's offices, the library, and the railway station in order to put their English to the test. In the summer our ESOL teachers organised a picnic and a visit to the Verulamium museum. 4 of our former students are now in full time employment, 2 have succeeded in bringing their spouse to the UK, others have obtained refugee or settled status and moved away. It is immensely rewarding to

think that as teachers we have been instrumental in helping students achieve a first step towards a settled and independent life in the UK.

The beginning of our clients' journey with WTRRP is often the Drop In centre, with 24 volunteers supported by Paul Tucker and Ruth Jinadasa. The Drop In volunteers welcome new clients, capture information, signpost to all types of help and service, offer reassurance, and ensure that clients feel listened to.

Our Women's Group faced some challenges this year with sporadic attendance from clients. However WTRRP's four dedicated volunteers offered activities such as Easter eggs and jewellery making, cooking, knitting, decorations and manicures. Meetings take place once a month at St Mary's Church and women can chat and relax over a cup of tea and learn or share new skills. Children are entertained by Sue Luff, a former nurse, teaching assistant, and a mother and grand-mother. Rachel Bishop had to step down from the organising group, so Hendrike Bertz-Melzer and Dr Nicola Santamaria would welcome more volunteers as helpers.

The food packing and distribution team, led by Jeanette and Mick Hayter and John Gray, are working harder than ever before as the number of clients needing life's essentials is steadily increasing.

There are still areas which WTRRP would like to develop: We need more Case Workers to second Sue Ellison and a few others who are managing the majority of complex cases. We also need help with Social Media, Admin and our Women's Group. In 2020, WTRRP is holding an Away Day with some of our key volunteers to brainstorm and reflect on how we can continue to develop and grow.

The Committee and I would like to convey their thanks to all our volunteers who have helped us achieve so much during 2019.

| Area of activity                                | Number of people | Percentages |
|---|------------------|-------------|
| Committee                                       | 7                | 9.2%        |
| Befriending / Case work                         | 24               | 31.5%       |
| Drop-in centre                                  | 22               | 28.9%       |
| Coordinating (includes Committee members)       | 12               | 15.7%       |
| Food packing and distribution                   | 7                | 9.2%        |
| ESOL – after school support                     | 6                | 7.8%        |
| Parties / social activities (organisers)        | 5                | 6.5%        |
| Financial / fundraising                         | 5                | 6.5%        |
| Website / database / newsletters / social media | 5                | 6.5%        |
| Women's group                                   | 4                | 5.2%        |
| Moving clients                                  | 4                | 5.2%        |
| Others (liaison / admin / general helpers)      | 4                | 5.2%        |

The numbers and percentages reflect the fact that a given volunteer can often be involved in several areas of activity.



**Volunteering with WTRRP is incredibly rewarding and makes a difference to people's lives. If you're interested in joining us, please get in touch by emailing [volunteers@wtrrp.co.uk](mailto:volunteers@wtrrp.co.uk) – we would love to hear from you!**

## Client cases and our Case Review process

*Sara Barratt*

Our Case Review Committee meets approximately every two months to review the clients on our caseload and the new clients referred from the Drop In centre.

The committee comprises Marie-Jo Churchill, Mary Coleman, Sue Ellison, John Gray and Andrea Hudson, all of whom undertake many other roles within the Partnership. Tony Rindl has recently joined the committee and will take over the chairing of the meeting. We sometimes feel we spread ourselves too thinly and would very much welcome additional members, as it is important to develop new ideas and ways of doing things, or risk stagnation!

In the current year up to January 2020 there were 114 active cases (in 2018 we reported on 95 active cases). During the year we welcomed 51 new clients and discharged 28 clients. Some just attended the Drop In for advice while others want ongoing support, which may include food boxes, English for Speakers of Other Languages (ESOL) classes, legal and financial advice and befriending.

Our client group comprised 61 families or individuals from Ghana (the majority), Nigeria and other African countries, 28 from the Middle East and Turkey. Others come from the Indian subcontinent and from Afghanistan, Eastern Europe, South America and the Caribbean.

The team meets to share information, discuss, and where possible, resolve problems and dilemmas that clients are encountering and make financial requests to the committee. The pressure on resources means that financial support is now restricted to Leave to Remain and NHS funding applications unless there are very exceptional circumstances.

### The structure of our meetings

Now that our caseload has increased, we make sure that everyone is discussed every second meeting and that we prioritise the requirements of those newly referred, usually from the Drop In Centre, and those we know to be in particular difficulty. Thus, we probably discuss around 65 cases in each meeting.

The case review team considers the resources we are providing and what else may be needed. Alongside talking about the inevitable housing and Leave to Remain crises that our clients face in an increasingly hostile environment, we review whether they are collecting their food parcels or attending ESOL classes and make sure we follow up with those who have not been in touch.

### Themes from our work

The issues discussed are many and varied. Many clients are seeking financial help and we try to offer some support towards Leave to Remain applications, which are increasing in cost each year. Our resources were more restricted in the early part of the year and we were obliged to put a moratorium on financial support but the improvement in our

finances means that we are now in a position to contribute to Home Office and NHS applications. We are delighted that one asylum seeker has been granted refugee status so far this year and nine clients have received financial and casework support to renew their Leave to Remain. Their applications are now with the Home Office and we expect positive outcomes.

We try to make sure that those who need support in attending appointments with various official organisations have someone to go with them and we provide fares where appropriate. Central to the help that is provided is emotional support; many of our clients are living in very difficult circumstances and/or have endured unspeakable hardship. Thus, making sure they have a befriender to hold them in mind makes a great deal of difference.

The challenges we face are similar each year: dislocation and relocation is a fact of life for many of our clients. Where possible, we support those moving house and consider what they may need, checking that, if necessary, someone can accompany them to the different charity shops for furniture and household items.

In the past year, a number of families have settled in homes where they can remain for two years or more, which has reduced parents' anxiety and enabled the children to feel more confident in knowing they can risk making friends at school and settle down to learning without the constant stress that their family may be uprooted at any time. We have seen children who were burdened by worry start to smile again, and it makes us aware that the experiences that many of our families go through rob children of their childhoods. It is for this reason that the different social activities are so important.

We are aware that a problem that may be brought by a client is often the tip of the iceberg, and that clients may be fearful and need to feel they can trust us in order to be open about the extent of their needs. Many have questionable landlords and are fearful that they will be made homeless, others find themselves with complicated financial or family difficulties and need the expertise of our caseworkers and befrienders to extricate themselves and direct them to the appropriate organisation. We have been concerned about the risk of being seen as intimidating, especially as some of our clients are in constant fear of deportation. So, we need to be responsive and work alongside them at their pace. The level of approach is often debated within our team.

We also talk about what people may need; has anyone got a wardrobe or a sofa that could be squeezed into a small flat? Why has this client's attendance at ESOL classes suddenly dropped off? Would this client welcome a befriender? If so, whom? Despite trying, we haven't had any contact with this client for ages, should we discharge him/her? There is no room in the New Hope for this homeless person; who could take him to the Red Cross in Luton for support and advice? This client needs help with money matters (Council Tax, benefits, rent arrears, NHS charges, debt more generally); who is best able to advise? Will you write a letter of support for this client's Leave to Remain application? Who will support this client at her next Children in Need meeting? This client needs to go on the food parcels list. And so on.

The Case Review Committee members have a wealth of expertise and I have learned so much from them all. I have learned a great deal in my three years as chair of the committee and am pleased to be handing over to Tony Rindl who will, I am sure, ensure that the team develops new and better ways of working.

## Our social programme

*Mel Southin*

Our volunteers and contributing organisations provided a wide range of activities, including:

### Football match – April 2019

On Saturday 27th April, 20 of our youngsters (aged 12+) and 6 volunteers were thrilled to be given free tickets to watch Watford play Wolves at Vicarage Road. Each attendee was provided with a goodie bag of food, drinks and treats. Events like this give our youngsters an opportunity to do the kind of thing many of their peers are doing. In fact, a couple of the boys bumped into school friends and I am sure this gave them a buzz and a talking point at school the next week. These trips enhance relationships between the youngsters themselves as well.

### Garden Party – June 2019

An opportunity for the public and supporters of our charity to see the work we are doing. Held annually in Cheslyn Gardens, we provide cream teas and light refreshments for a charitable donation. Numbers below are based only on those who RSVP'd for transport, as we do not keep a guest list at this event

Many people attended, including over 25 adults and over 35 children among our clients, 28 volunteers, and a large number of our supporters.

### Summer Activities at Lee Valley – August 2019

We were lucky enough to be supported once again by the Lee Valley Regional Park Community Access Fund which gives our older children opportunities to participate in a huge range of activities.

This year we selected tennis coaching, hockey coaching, a chance to learn to BMX and velodrome track cycling, and the most exciting event – hydrospeeding – which involves going down the white water rapids on an inflatable body-board. All these activities took place at the 2012 Olympic sites across the Lee Valley. How many people can say they have cycled in the Olympic Velodrome?

We spread these activities over 4 weeks, doing two activities per outing. Children had to be aged 10 years and older to participate and 12 (and needing to pass a swimming competency test) for the white water. 12 volunteers attended to drive minibuses and supervise the children – but not to participate, although I am sure many wanted to give it a go!

The children came from 20 different families and for the hockey and cycling days we had around 25 children attend. 10 children attended the hydrospeeding. On each outing, WTRRP provided the children with lunch and snack.



This event involves a great deal of paperwork and organising as there are multiple permission slips to be filled in to provide to Lee Valley as well as our own documentation. We'd love to recruit an administrator to support us in this work, as we did have some problems where the client parents did not fully understand the commitment they were making and what was required of them, which in turn led to some non-attendances.

### **Quaker House play and activities – August 2019**

Over two Saturdays in August we invited 46 children and their carers (from 22 families) to attend a day of play and activities, aimed at the under 10's, in partnership with the Quaker Meeting House in Watford. The clients were selected on the basis of having under 10's (especially if their older siblings had been to Lee Valley) and need – isolated, in need of additional support.

Attendance was slightly down – 11 children from 3 families on 17 August and 12 from 5 families on 24 August – even though families had said they were attending: there was some illness. But those who did attend enjoyed spending some quality play time with their children. Food and activities were provided on both afternoons.

### **Northwood & Pinner Liberal Synagogue party – October 2019**

This event held in October was in partnership with the Northwood & Pinner Liberal Synagogue who approached us about hosting an event for our clients, so we held this instead of our regular September party.

The Synagogue put on a fabulous feast of food in a room set out like a tea room, with their volunteers roaming the tables serving food and drinks. They laid on activities for the children, catering for all the age groups. It was a fabulous afternoon and one that provided many opportunities for our families to connect and interact with our hosts who had volunteers sitting and speaking to clients. Every child and the women of the group went home with small gift bags – books, soft toys and toiletries. NPLS also funded a coach for the event which was very helpful to us.

Around 110 clients and WTRRP volunteers attended, with well over 40 NPLS volunteers and their children. This was one of the highest turnouts for a party in our history.

### **Christmas box packing and delivering – December 2019**

In Christmas 2019 we packed 98 parcels representing the number of live cases on our list. This included families, couples and single clients. The Quaker meeting house in Watford kindly gave us use of their halls for the day and it took a fair few hours to sort, pack and wrap the parcels ready for delivery.

Each parcel contained sweet treats of chocolates and biscuits as well as toiletries, stationery, books and plenty of toys and games for the children. We are grateful to the many organisations who donated items for this, we could not have done it without them.

Each parcel was delivered by our team of volunteers, with 27 volunteers involved on the day itself, with others helping in the following week with deliveries.

### **Edge Grove School party – February 2020**

Edge Grove School in Radlett partnered with us to host this party and provide their sports hall, theatre and grounds for an all-client party, with immense quantities of food. With a

great range of sporting occupations, the children were kept well entertained, which gave their parents a chance to converse and catch up! Every client on our case list was invited and over 80 clients attended. WTRRP volunteers drove a fleet of minibuses for transport. The sports hall was set up with table tennis, basketball and a soft play area. The theatre was a dining hall with food and drinks served there for the afternoon. Rain stopped play on their excellent outdoor facilities, unfortunately!

## Food donation and distribution

*Jeanette & Mick Hayter, John Gray*

### Donations

Once again a big thank you for your continued support, whether on a regular basis or a one-off. We receive the bulk of our donations at Harvest time and would particularly thank the schools, churches and faith groups who remember us each year. This support enables us to respond to our clients' needs.

With many thanks to Watford Borough Council, and to the efforts of our grants team, we have been able to make available to our clients green 'nappies for life' – these are reusable nappies, liners and wipes

In 2019 we had just over 5 tonnes of food donated, plus nappies and toiletries (which aren't weighed). However, we gave out almost 14 tonnes of food from the Food Bank, up from 11 tonnes in 2018, with the Food Bank very generously making up the difference. We are very indebted to the Watford Food Bank – in effect our largest food donor! – for helping us and encouraging us to be generous in filling our boxes.

We would like to ask for everyone's help to correct this imbalance. Donations can be given to us or direct to the Food Bank: if you can give directly, do please ensure that the Food Bank volunteers are aware that it is for WTRRP.

We continue to be very grateful for the generous facilities and assistance we get from St. Johns Church, and from the Food Bank in helping us load up food boxes and deliver them to St. Johns. We now receive regular contributions of sanitary items from the Watford Hygiene Bank, and most families have now opted to receive these with their food.

### Distribution

We have been withdrawing more food because more clients need it; the number currently stands at 59 clients receiving food every four weeks.

In July we changed our distribution days from first and third Tuesdays to fortnightly in order to avoid the gaps when there are five Tuesdays in a month. This means each client gets 13 batches each year instead of 12, and is another reason for the increase in the overall quantity withdrawn. We have agreed with several clients that they won't receive food regularly now because their financial situations have improved, but can of course reinstate it as the need arises.

Towards the end of the year we had to relocate the Drop In and food distribution from St John's Church to the church hall about 100 m away, because the floor in the Church was being relaid.

The church now looks really nice, and is warmer since the heating has also been improved. The Drop In has now moved back there, but the food distribution activity is being retained in the hall. This will unfortunately require more discipline from clients to collect their food on the food distribution days as there won't normally be anyone from WTRRP at the hall on other Drop-In days.

At present around a dozen clients collect their food on the designated days, and the remainder either collect at a later Drop In or have it delivered to their houses if they have particular reasons for not being able to get to the Drop In. We work together to make it as smooth and coordinated for clients as we can. We also encourage clients to bring their own reusable bags to take their food home in.

Seventeen of our clients also receive packs of disposable nappies with their food. These on average last them for two or three weeks, so they have to buy more to last until the next distribution.

Two of our clients are now using the reusable nappies funded by the Watford Mayor's Fund, and another two will shortly. This saves us and them money and enables a significant reduction in the amount of plastics consumed. (The main reason for some clients not being able to use these reusable nappies is a lack of reasonable washing and drying facilities.)

Our thanks to all who have helped and supported this area of our work.

## Our committee

Our committee will all stand for re-election at the AGM. They are

|                |                                   |
|----------------|-----------------------------------|
| Sara Barratt   | Marie-Jo Churchill                |
| Grace Da Costa | Andrea Hudson                     |
| Tony Rindl     | Paul Shaw <i>Treasurer</i>        |
| Tim Whittaker  | <i>Chair and acting Secretary</i> |

We are looking for a **Secretary** to join our committee, and would be grateful for any volunteers or leads.

## Finances for 2019

*Paul Shaw*

2019 saw a big improvement in our finances compared with 2018. Following the deficit incurred in 2018 the committee took the decision to reduce expenditure slightly, as well as to seek new sources of income. The success of this strategy is clear in the increase in our bank balance from £10,669 at the end of 2018 to £38,104 at the end of 2019.

| Year                                | 2019           | 2018           | 2017           | 2016           |
|-------------------------------------|----------------|----------------|----------------|----------------|
| Bank balance brought forward        | 10,669         | 14,305         | 10,004         | 4,751          |
| Income                              | 69,729         | 47,256         | 47,741         | 37,722         |
| Expenditure                         | 42,294         | 50,892         | 43,440         | 32,469         |
| Surplus/(deficit)                   | 27,435         | (3,636)        | 4,301          | 5,253          |
| <b>Bank balance carried forward</b> | <b>£38,104</b> | <b>£10,669</b> | <b>£14,305</b> | <b>£10,004</b> |

## Income

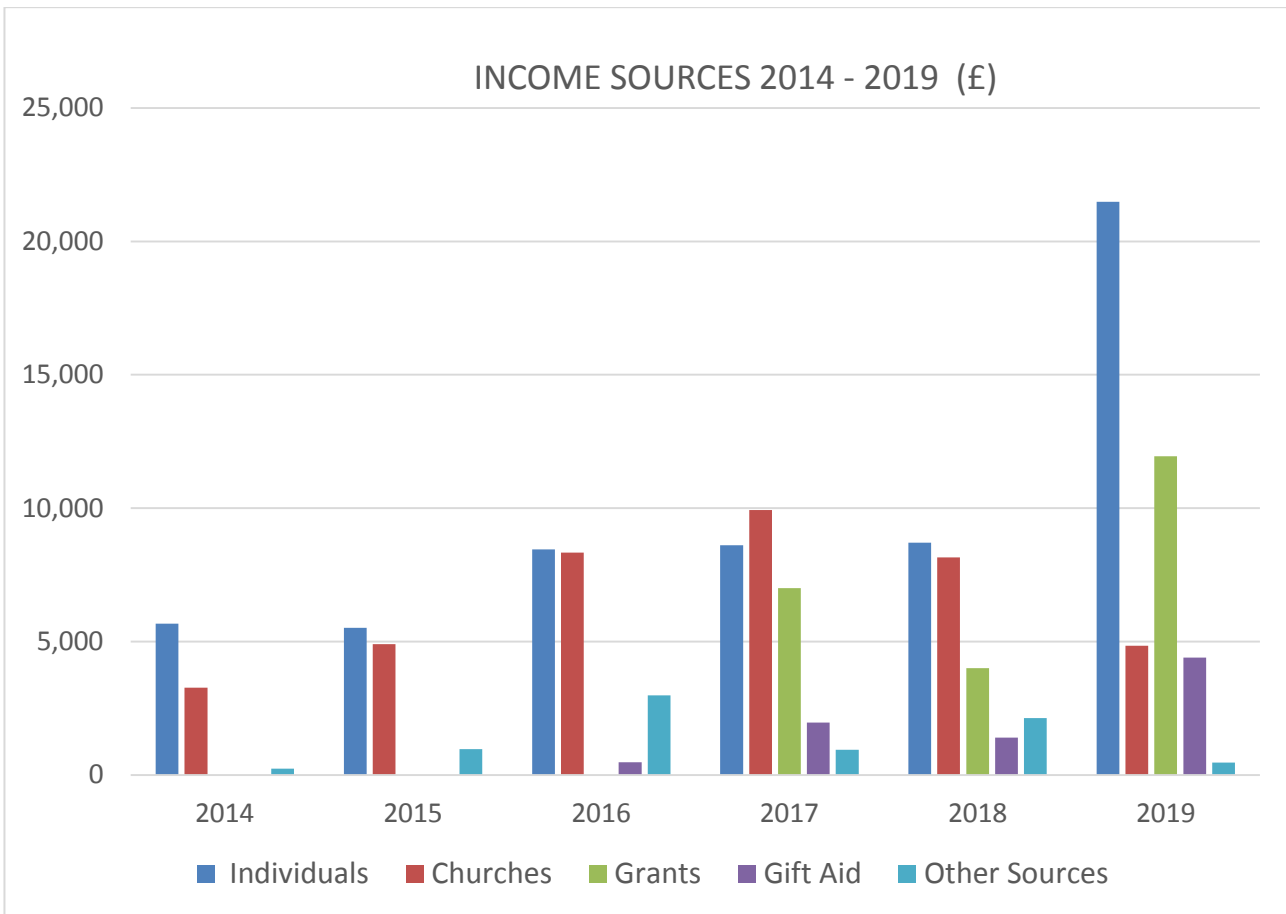
The income for the year of £69,729 is a large increase of £22,473 on the previous year. This is, in part, due to the appeal launched in 2019 to help support one of our families. The total amount raised, including gift aid reclaims was £10,303 far exceeding our wildest expectations. This money is included in the amount of £15,008 shown as restricted funds and in January 2020 we made the first payment to the family in respect of legal fees. Restricted funds represent funds raised that the charity can only use for specific purposes. In addition to the appeal the Partnership also received a grant of £2,880 from Watford Borough Council for providing reusable nappies to families with young children and a grant of £1,500 from The CMW Charitable Trust to enable us to set up an emergency fund for our clients. The emergency fund was increased by £325 of specific individual donations making a total of £1,825. Together these three funds total £15,008 at the end of December 2019.

Excluding restricted income, the general income was £7,465 higher than the previous year at £54,721. We received £2,718 from a number of Hertfordshire County Councillors and a grant of £1,713 from Magic Radio.

The Partnership continues to be generously supported by a range of sources including local churches and individuals, both regular donors and one-off donations. The income from individuals includes £4,398 which is the amount of gift aid we have been able to reclaim from the tax authorities. We would like to thank the individual donors (particularly those who have continued to make donations by standing order) and the various local churches and other organisations who are the backbone of support for the charity.

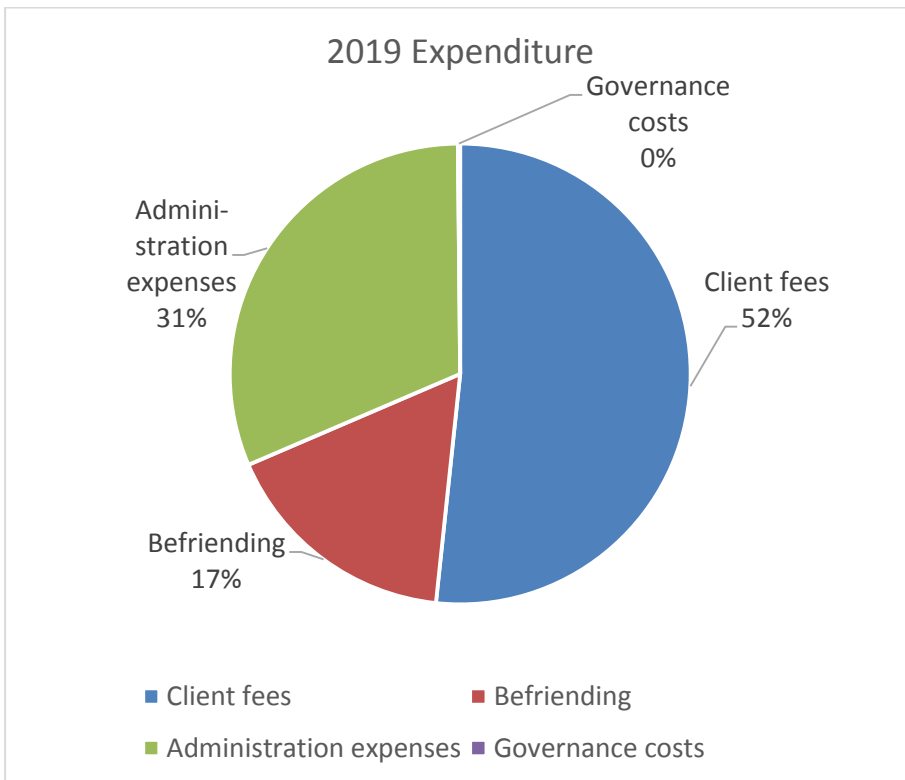
The income figure also includes £24,514 being a valuation of the food donations provided to clients through the Watford Foodbank (an increase of £3,732, or 18%, over 2018) and £2,080 being an estimate of the free accommodation provided by St John's for our Drop In sessions every Tuesday and Friday mornings calculated at £10 per hour.

The graph overleaf shows our sources of income since 2014.



**Expenditure**

Total expenditure in the year (excluding donations in kind of £26,594) was £15,700 and the pie-charts below shows how this expenditure breaks down:

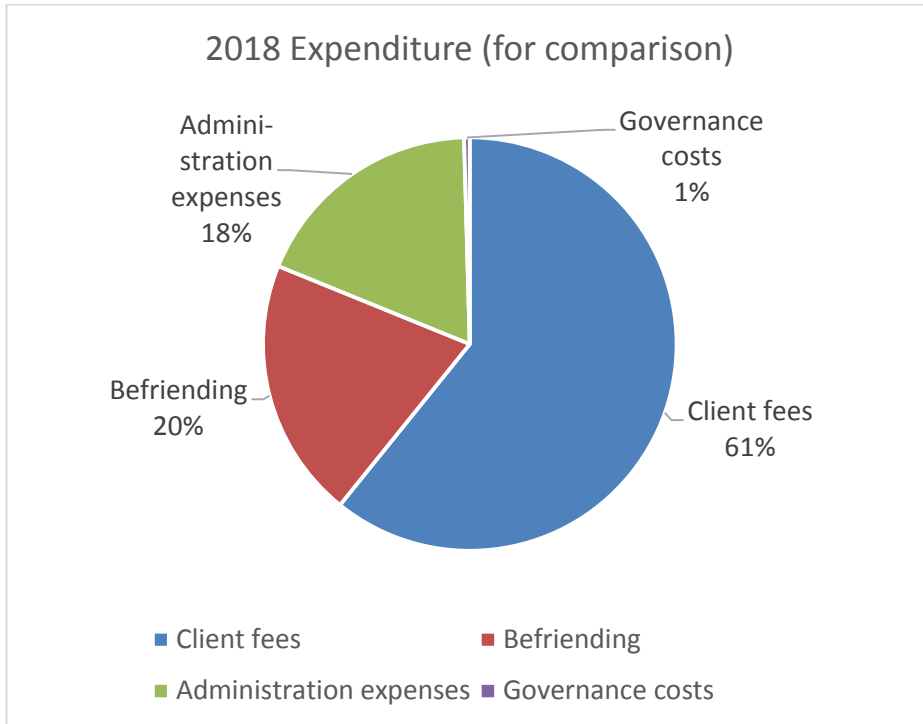


In 2019, 69% (2018 80%) of our expenditure was on direct assistance for clients, 52% (2018 60%) on contributions to legal costs and fees and 17% (2018 20%) on befriending



which includes help with travel costs, the purchase of essential items of furniture and proving social activities and parties reported on elsewhere in this annual report.

Our 2018 expenditure is shown below for comparison. Administration expenses were similar in both years, but more money was given out for client fees in 2018 than in 2019.



**2020 and beyond!***Tim Whittaker*

What's our 20-20 vision for the coming years? (Sorry.)

It's fairly clear that things are not going to get easier in the foreseeable future. The Home Secretary went on record mid-February: "... we are not changing our approach to refugees and asylum seekers." So sadly we can't expect the 'hostile environment' to become any less so.

At the same time, as we become better-known and more active, we can expect more people to need our help, and our range of services may need to expand. Our committee and volunteers are going to meet in an 'away day' session to discuss present and future policy, and we'll bring you news of the outcome of this day in due course.

We've also got to a size where volunteers – many of whom fit their volunteering in with regular employment or other significant activities – will not be able to carry out all the administration of WTRRP, and we are considering employing an administrator, at least part-time, to manage the considerable amount of paperwork and data that we have. We hope to be able to seek grants for this purpose.

At the same time, we always need more volunteers for all activities, including befriending, helping with casework, helping with the support and entertainment of our clients in many ways. So please continue to bear us in mind if you have any time or other assets that might help us.

Thank you! **See you at the AGM – we promise you an interesting evening.**



Registered Charity Number 1162226