

WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP

Annual Report for 2020

Welcome

Tim Whittaker

Welcome to WTRRP's Annual Report for year 2020 and once again, we give you all our heart-felt thanks for your continuing support.

This year 2020 has been unprecedented, mainly due to Covid19 and the need for distancing and multiple lockdowns. WTRRP made some major changes to the services that it offered, which included:

- Seeking grants for, and procuring laptop computers for many clients so that they and their children could access education and other digital services
- Increasing considerably our food and essential items distribution, and taking these to our clients as it was no longer possible for them to collect.
- Providing a virtual Drop In service by phone, as we could not meet in person

In November our new Office Manager, Cat Kilgannon, joined us part-time and is working principally on our case management and recruitment.

We have been working on streamlining our processes as we grow in size and scope, as described later in this report.

In addition we have been able to seek and obtain a number of generous financial grants, which have allowed us to increase our activities considerably. Again, please see below for details.

Please join us at our **Annual General Meeting at 7:00pm on Monday 19 July**, which we will again hold via Zoom: meeting number: 915 7492 4458, passcode: xxx. We are really pleased to welcome as guest speaker Nicholas Hanrahan, Community Outreach Officer of The Jesuit Refugee Service (JRS), an international Catholic organisation that works in over 50 countries around the world with a mission to accompany, serve and advocate for the rights of refugees and other forcibly displaced persons. They serve especially people who find themselves destitute as a consequence of government policies, and those detained for the administration of immigration procedures.



We're proud to have helped 354 people in need during the year

| Year | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|--------------------------------|------------|------------|------------|------------|------------|------------|------------|-----------|-----------|
| Total caseload | 126 | 114 | 95 | 83 | 74 | 79 | 55 | 40 | 29 |
| Adult-only cases | 77 | 27 | 25 | 17 | 41 | 29 | 15 | 16 | 9 |
| Number of adults | 166 | 167 | 135 | 118 | 107 | 82 | 77 | 47 | 33 |
| Number of children | 188 | 178 | 144 | 127 | 105 | 98 | 69 | 42 | 33 |
| Total number of clients | 354 | 345 | 279 | 245 | 212 | 180 | 146 | 89 | 66 |

During the Covid lockdown we operated a policy of not discharging any clients, given the restrictions from lockdown and social distancing. This explains some of the increase in number of cases: some of these cases will have been dormant for part of the year.

Life at the front – the (mainly virtual) Drop In Centre

Paul Tucker

For a number of our clients the 'Drop In' is the first contact they have with us. Often there has been a trigger point or crisis in their lives that has led them to seek advice and support, and others follow this up with a subsequent visit. They come for a variety of reasons and we seek to help where we can, liaising with other agencies who can provide more expert assistance. A key part of what we do though is to be a listening ear. The clients frequently get confused as to what is going on, surrounded by masses of paper and bureaucracy, they can often feel lost in the system. So, we act as an advocate, standing with them on their 'side of the fence'.

The normal way of doing this is through the 'Drop In Centre' that operates out of St John's Church in Watford, on a Tuesday and a Friday between 11.00am and 1.00pm. Being physically present to people assists the communication, particularly if there is a language barrier or someone is distressed or anxious. This year, with the impact of the lockdown, unfortunately this has not been possible for most of the year, but we have been able to develop a telephone service throughout the week. On a Tuesday, a volunteer is available to answer queries in a similar way to the face-to-face service and as the year has moved on, we have been able to undertake this on some Fridays as well. Outside of this another volunteer covers the phones and assists where possible and this has now increased to other parts of the week with our Office Manager now in post.

In addition to this, Salma Khan, a solicitor from Pickup and Scott in Aylesbury, provides free initial legal advice once a month for our clients who have queries on leave to remain and other immigration issues. Her expertise has been invaluable and as can be seen from the referral numbers below, a key part of the service we can offer. Our thanks go to her and her colleague Kevin Scott for the support they have given.

The numbers of telephone callers were lower than when we provided a face-to-face service and other volunteers also helped clients at other times, complementing what was able to be done at the Drop In. A direct comparison with last year is therefore not possible but looking at our records of thirty initial referrals that were made (and there are likely to be many more than this) the main areas in which clients were seeking help were approximately:

- 33% for legal advice,
- 21% for food,

- 9% for housing
- 9% for assistance with form filling,
- 12% for other support,
- 7% for ESOL,
- 7% for clothing, and
- 2% for finance.

Clients often come with multiple requests and one area can often impact on another.

Where clients came to the Drop In to collect food last year, that has had to change completely during lockdown: we describe this later in this report.

What we have been able to do is through the hard work and commitment of our volunteers and how they work together collaboratively. Our thanks go to all of them as well as those we work in partnership with such as New Hope, Red Cross, the Foodbank and Local Authorities and we are especially grateful to Three Rivers District Council with whom we have developed a particularly good relationship this year.

Our thanks go also to St John's Church and although we haven't been able to be there very much this year, they continue to see this area of work as part of their Church's mission and service to the community.

Although this year has been challenging in many ways, much has been achieved. We have seen the difference it has made in the thanks received, the smiles of appreciation and the way that people have been able to take back control of this aspect of their lives. And the future? Who knows what we might have learned throughout the year which will give us fresh impetus and new ideas for the years to come?

Providing Basics and More...

John Gray

Just about a year ago we were in a comfortable routine with Mick and Jeanette Hayter and their longstanding team packing the food at the Food Bank on alternate Mondays, and Peter Myers and John Gray collecting it on the Tuesdays and waiting at the drop-in at St. Johns Church for clients to collect.

Those that weren't collected were then delivered, mostly by Sue Ellison and John Gray.

At that time we were supplying food, nappies and sanitary products every four weeks to 61 clients and their families.

The Pandemic

Then suddenly it became unsafe for our volunteers and clients to meet up like that, so we had to adapt massively that side of the charity's work. We decided it was so important to keep the supplies going to people whose needs were escalating due to the pandemic and to maintain some contact with our clients, that we assembled a team of younger people from existing volunteers and a number of new both permanent and 'interim' volunteers who were able to join us – some with time available due to furlough.

Through the period March to December, 43 people have helped with this mammoth task while the number of clients served has increased to 72.

The only safe way was to deliver to every client's home, so each fortnight our trusty minibus and 3 cars set off, each to tour the streets of Watford North and South, Garston, South Oxhey and Abbots Langley.

In that nine months we delivered 9881 kg of food and 260 packs of nappies.

In the summer while schools were suspended, the Girls' Masonic School in Rickmansworth very kindly supplied lots of frozen meals which were ordered by clients and delivered with their dry foods. We also received various small gifts and toiletries from various sources which were gladly received.

The delivery teams also took washable nappy kits and laptops (see above) to our clients.

The Watford Hygiene bank has continued to supply us with free sanitary products.

We are immensely grateful to the Watford Food Bank and the Trussell Trust, who report: The amount of stock recorded as donated by WTRRP during 2020 was 3,871.5kg, and the amount given out was 14,328.4kg. The latter figure includes a few fulfilled WTRRP red vouchers as well as the large fortnightly amounts. We are happy to continue to make up the difference between the in and out figures. The value figure is £1.78/kg.

The St Mary's Operation

Late in 2020 we received several very generous grants to buy food, and this enabled us to up-scale our operation, relocating the packing to St. Marys Church in central Watford, which was kindly made available to us.

From a wholesaler we could then buy food more targeted to our clients' needs, and to add hand sanitiser, washing-up liquid, washing powder, cooking oil, fresh cheese, margarine and fresh fruit and vegetables to our menu.

This has eased the work by the Food Bank on our behalf as they don't have to date and store the food which we would otherwise take from them. They continue to provide us with certain items which they have a surplus of and have always been so helpful and supportive.

Our team has taken on this additional burden of work with enthusiasm, continuing to work and adapt, and continuing to make valuable contacts with many of our clients.

In February we were honoured to be visited at a packing session by the High Sheriff of Hertfordshire and his wife, who got stuck in to lend a hand.

If you would like to support this work, please consider making a financial



contribution via our treasurer Paul Shaw and tag it for food, as a more efficient way of helping than putting food items in collection boxes at supermarkets or elsewhere.

Finally, if you know of potential volunteers who is under 60 and not particularly vulnerable to the effects of Covid 19 infection, please ask them to contact John Gray or any member of the committee.

Client cases and our Case Review process

Tony Rindl

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

The committee comprises Tony Rindl (chair) Marie-Jo Churchill (Volunteer Coordinator) , John Gray (Food donation and distribution Coordinator) Sue Ellison (Caseworker) Mary Coleman, (Caseworker) , Andrea Hudson (Caseworker), and Sara Barratt (Caseworker). Sara stepped down as chair of the committee but continued to attend meeting in the first half of the year to ensure there was a smooth transition.

In the current year up to January 2021 there were 126 active cases (in 2019 we reported on 114 active cases). During the year we welcomed 28 new clients and discharged 11 clients. It is perhaps worth noting the number of discharges was significantly lower than normal as it was felt even well settled clients were at greater risk of losing employment, health issues and other complications resulting from the pandemic.

Our client group comprised 70 families or individuals from Ghana (the majority), Nigeria and other African countries, 30 from the Middle East and Turkey. Others come from the Indian subcontinent and from Afghanistan, Eastern Europe, South America and the Caribbean. There are at least 29 different nationalities represented amongst our clients.

Typically, clients contacted the Drop In for advice while others wanted ongoing support, which could include food boxes, English for Speakers of Other Languages (ESOL) classes, legal and financial advice and befriending.

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. We prioritise the requirements of those newly referred, usually from the Drop In Centre, and those we know to be in particular difficulty. However we make sure everyone is discussed at every second meeting. 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.

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. Where applicable we make recommendations to the management committee to make financial contributions to Home Office and NHS applications. The

number of clients seeking financial support in such matters has reduced as the asylum process has been much slower as a result of the pandemic.

Life under lockdown

Despite this being an unusual year, dislocation and relocation remains a fact of life for many of our clients. Where possible, we have supported those needing to move house – often at very short notice from officials or landlords – considering what they may need, checking that, if necessary, someone can accompany them to the different charity shops for furniture and household items.

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.

We are mindful that a problem that may be brought by a client is often just 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 bidders 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.

With much of the support work currently being offered remotely by telephone or online because of the pandemic we continue 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. As funding has become available for specific support such as provision of school uniforms or laptops the Case Review Team has been instrumental in identifying those clients with the greatest need and who would benefit most from this provision.

The future

Currently we are reviewing the process whereby once the immediate needs of new referrals have been addressed by the drop in team further assessment can be made to establish the level of ongoing support required and whether there are further issues that were not identified at the time of the referral. We are always on the lookout for more

volunteers to act as befrienders and caseworkers whereby we can be more attentive to the on-going needs of our clients.

Our social programme

We were necessarily limited in the scope of activities that we could provide under lockdown and social distancing:

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 school theatre became a dining hall with food and drinks served there for the afternoon. Rain stopped play on their excellent outdoor facilities, unfortunately!

Christmas box packing and delivering – December 2020

We were able to make and distribute Christmas hampers to 79 families in December, with a range of kind donations. Mo Fasanya and Annabel Foley led this activity, and the Watford Quakers kindly loaned premises for us to arrange and pack. In addition, Stanborough Park Church very generously donated and made up a further 48 packs for distribution to single people. Then others collected with careful social distancing, and distributed these to all our clients. A total of 20 volunteers packed and distributed.

Grants

Grace Da Costa

The grants team (Grace Da Costa, Mick Hayter and Peter Howard) were able to bring in a significant amount of income for the charity in 2020. Grants were very generously provided by the following sources:

- £14,800 from the Allen Lane Foundation and The National Lottery in partnership with HM Government to enable us to hire our Office Manager and rent an office space.
- £2750 from Councillors Nigel Bell, Stephen Giles-Medhurst, Asif Khan, Mark Watkin and Tim Williams from their Locality Budget to pay for school uniforms for children starting primary or secondary school in September.
- Hertfordshire Community Foundation (HCF) gave us £4950 to provide Chromebooks for kids who were home schooling, and £1092 for food and sanitary products.
- £13,700 from the Barrow Cadbury Trust for food, laptops, PPE and school uniforms.
- £8250 from the Hilden Charitable Fund for laptops.
- £500 from Tesco 'Bags of Help' for food, and some other small grants from COSARAF for individuals experiencing extreme hardship.

Here are some testimonials about the difference it has made:

Testimonial A (school uniform and Chromebooks)

Here's to express my profound gratitude to WTRRP team for the constant support towards my family, most especially at this difficult time in purchase of my daughter school uniform. T. (my daughter) is more than happy to start her journey in secondary school and to have all her uniform in place, with the help of the grant provided. She was very excited, and she look fabulous in her new uniform. I don't know how I could have coped without the grant provided. I am indeed overwhelmed and pleased to see the big smile on her face.

To top it all, the 2 Chromebooks provided for my girls are life-saving. Now they don't have to share the tablet with their little brother in other to complete their homework. T. (my older daughter) was super excited to have her own personal laptop to complete her homework, learning is more fun and homework easier to complete for her.

Thank you again and again to the wonderful team WTRRP for all your support and efforts to put a big smile on my children faces.

Testimonial B (school uniform)

My children love wearing school uniform and they are very happy with that. Thank you for your support.

Testimonial C (school uniform)

Thanks for providing the kind of help that I needed. Your financial support has provided much needed stress relief. I owe you gratitude and so much more. Your financial help saved me from having to take on more debt that would have been difficult to repay. I am indebted to you for your generosity.

Thank you so much for all that you do.

Testimonial D (laptop)

Client, aged 13:

I am writing a testimony about my laptop.

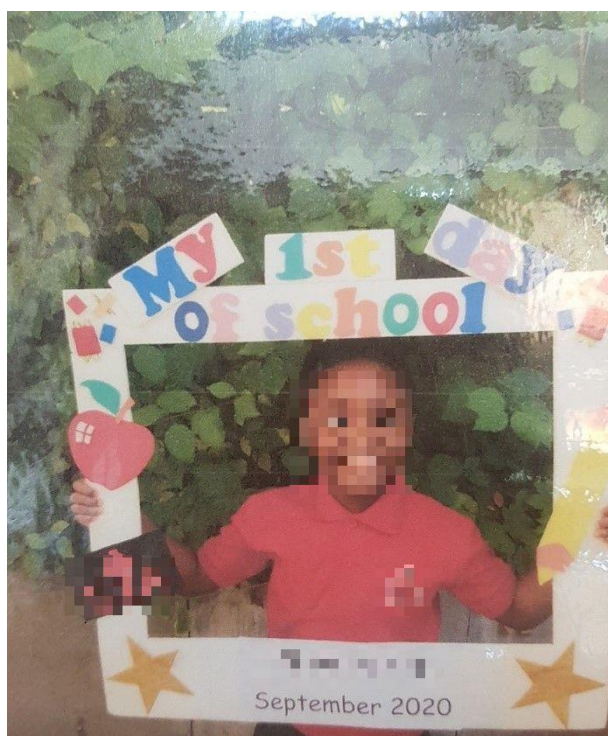
The laptop has help me so much – it makes my homework so much easier to do. In addition to this the laptop is much faster so I can access important things more quickly. In conclusion the laptops are excellent overall a 10/10 I am so grateful and blessed that you gave me and my mum these laptops even through these troubling times and the importance of these laptops mean everything to us so thank you I couldn't have asked for a better one.

From his mum, who is also studying:

I just want to say this has made a huge difference to my school-work especially.

It makes the work quicker and with the fact that I can carry it to wherever am going and can still use it just makes a huge difference.

Am so glad am part of this.



Testimonial E (laptop)

From one of our befrienders:

Since having the laptop this client has been really productive. He has used this time during lockdown to educate himself more on his illnesses through different articles and YouTube videos. He also has used the internet to practise improving his English. Because of his mental health he was down a lot of the time beforehand but by having the laptop he is much less bored during lockdown.

Testimonial F (office manager)

From Paul Tucker, Drop-In Coordinator

“Our Office Manager has enhanced the service we can provide to our clients significantly. During her office hours she deals with their enquiries and makes referrals immediately. This means we are much more available and can provide a prompt and responsive service. She also liaises with other organisations with whom we share a common interest and keeps the volunteers in touch with what is going on. It has been very encouraging to see how quickly she has picked up the basics of our work and been able to support us.”

Our Office Manager and our Volunteers

Tim Whittaker

Our Office Manager Cat Kilgannon joined us at the end of November, and we are in the process of introducing Cat to everyone, and providing induction in our operations. Cat is of course working from home until lockdown restrictions end, and will then work from our office at St Mary’s Church.

We are pleased to have a total of 69 volunteers fully signed up, and another 12 are in the process of signing up – excellent news! In addition, around 20 ‘temporary’ volunteers joined our extended food distribution activity, as John Gray describes above.

We need to thank John Gray especially for masterminding and running this operation – changed by necessity in March from a service where our clients collected food and other essentials, to full delivery, and then again in December when several generous grants enabled us to procure our own supplies, and John moved our centre of food operations to St Mary’s Church, procuring a larger range of essentials, including fresh food to augment the tinned and dry items that we had normally provided.

The Covid19 pandemic and the resulting lock-downs (and need for social distancing between them) meant that, sadly, we were unable to organise any of our usual social events after February. We’re hoping that later in 2021 we’ll be able to start up again.

Our ESOL classes moved online mid-year, to those who were able to join in this way: this was necessarily restricted to intermediate and advanced classes. Marie-Jo Churchill led and managed this activity, and will continue to do so until the end of academic year 2020-21.

In early March WTRRP held an Away Day with 13 of our key volunteers to brainstorm and reflect on how we can continue to develop and grow, under the kind chairing and facilitation of Judith Bell. While a lot of our findings have been put on hold with Covid,

they will be developed as restrictions ease and we will report on them in newsletters and future reports.

Sara Barratt, who was our Casework Coordinator for three and a half years, steps down from this role and from the committee.

Mel Southin, who led the organising of many of our events including parties, outings to sports centres and our Christmas hamper packing and distribution, relinquishes this role.

Our thanks to Sara and Mel for all their work and support. We're pleased that both remain with us as volunteers.

Marie-Jo Churchill steps down from being our Volunteer Coordinator and a member of our committee for over 7 years. As well as managing all our volunteers and matching them to particular roles and tasks, Marie-Jo managed and took a major part in WTRRP's ESOL programme, and our case reviewing and management processes, and was the 'go-to' person for almost any matter within our organisation. We wish to thank Marie-Jo very much for carrying out a considerable volume of work with dedication and competence.

The Committee and I would like to convey our thanks to all our volunteers who have helped us achieve so much during 2020, in these very difficult times.

There are still areas which WTRRP would like to develop: We need more Caseworkers to work with Sue Ellison and others who are managing the majority of complex cases. We also need help with Social Media, Admin and our Women's Group. We are also looking for a Volunteer Coordinator and for a Secretary.

Volunteering with WTRRP is incredibly rewarding and makes a real difference to people's lives – and probably your own too. If you're interested in joining us, please get in touch by emailing admin@wtrrp.co.uk – we would love to hear from you!

Our committee and trustees

These committee members served as Trustees of WTRRP since 1 January 2020, and will stand for re-election at the AGM:

Grace Da Costa

Andrea Hudson

Tony Rindl

Paul Shaw *Treasurer*

Tim Whittaker *Chair (and acting Secretary)*

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

Marie-Jo Churchill served as a Trustee of WTRRP since 1 January 2020, and resigned in December 2020.

Sara Barratt served as a Trustee of WTRRP since 1 January 2020, and resigned in December 2020.

Finances for 2020

Paul Shaw

Despite the difficulties the pandemic brought to 2020, from a finance point of view, the Partnership has had another successful year as the summary below highlights. This has all been due to the wonderful efforts of our grants team who built on the work started in 2019 and brought in new income of £48,434 an increase of £28,010 over the 2019 figure. This has enabled us to increase our charitable activities expenditure to £59,162 from £37,356 in 2019. It has also enabled us to employ a part time administrator, Cat Kilgannon, who started with us in December.

| Year | 2020 | 2019 | 2018 | 2017 |
|-----------------------------------|----------------|----------------|-----------------|---------------|
| Income | | | | |
| Unrestricted income | 46,789 | 49,305 | 47,256 | 47,741 |
| Restricted income | 48,434 | 20,424 | - | - |
| Total Income | 95,223 | 69,729 | 47,256 | 47,741 |
| Expenditure | | | | |
| Charitable activities | 59,666 | 37,356 | 45,610 | 40,545 |
| Management of the Partnership | 8,508 | 4,938 | 5,282 | 2,895 |
| Total Expenditure | 68,174 | 42,294 | 50,892 | 43,440 |
| Surplus/(Deficit) for Year | £27,049 | £27,435 | (£3,636) | £4,301 |

Income

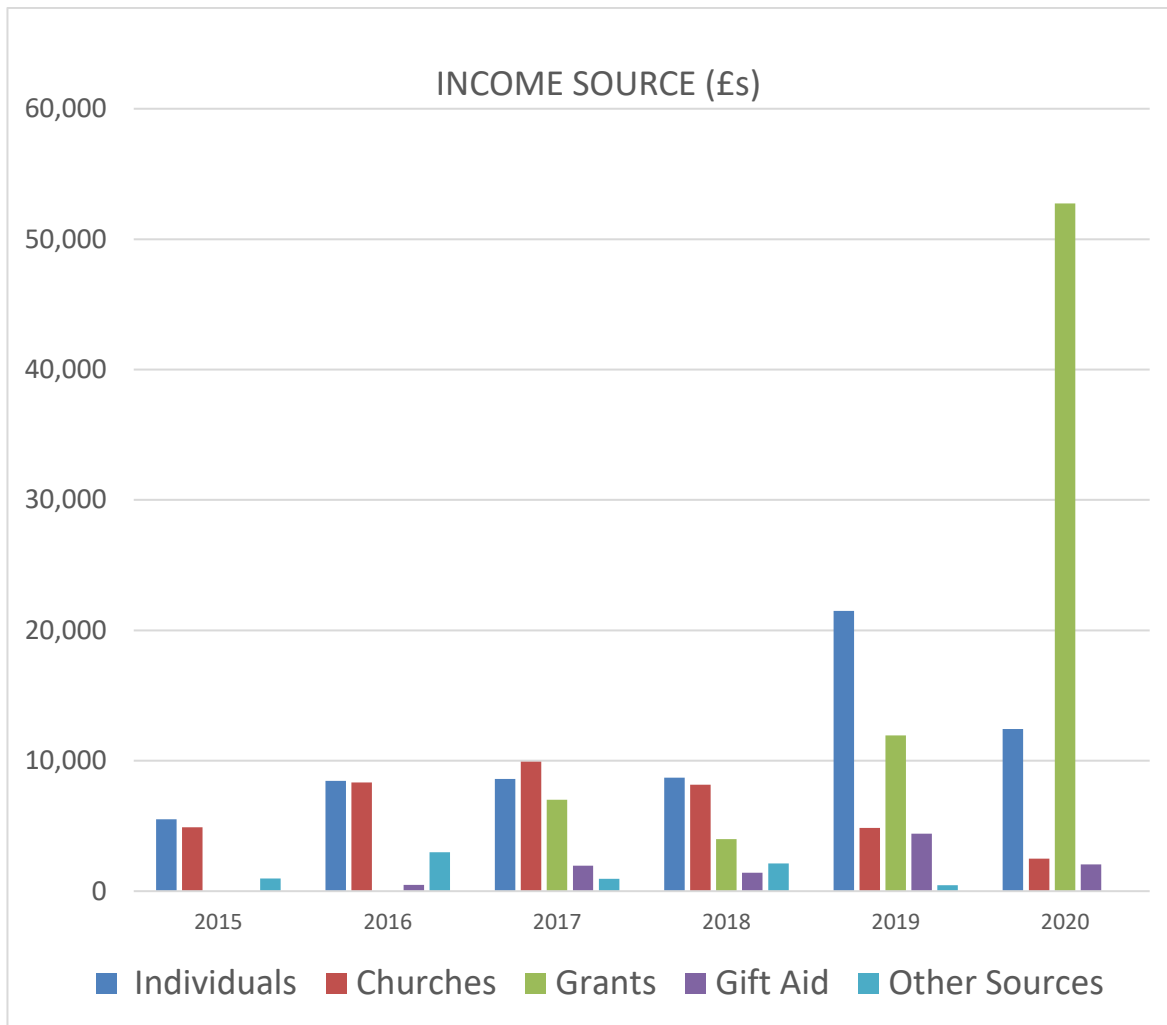
The income for the year of £95,223 is a large increase of £25,494 on the previous year. Restricted funds represent funds raised that the Charity can only use for specific purposes. We received a grant of £13,700 from Barrow Cadbury Trust/National Lottery Community Fund to provide food, nappies and toiletries, laptops and school uniforms to clients, £8,775 from The National Lottery Community Fund and £6,025 from the Allen lane Foundation for our administrator, £8,250 from the Hilden Trust to supply laptops, two grants from the Hertfordshire Community Foundation, £4,950 for laptops and £1,092 for costs associated with an increase in food deliveries and for food and sanitary items, £2,750 from County and District Councillors for school uniforms, £2,392 from The Breslaff Centre for food and toiletries and £500 from Tesco for food.

The unrestricted income was £2,516 lower than the previous year at £46,789. We received £2,000 from Edge Grove School, a grant of £1,000 from Refugees to Recovery, and donations of £1,000 from BDB Pitmans, Solicitors, £250 from Rickmansworth Rotary Club and £50 from St Albans and South Herts Branch Co-operative Party.

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 a sum of £2,057 being 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 £25,504 being a valuation of the food donations provided to clients through the Watford Foodbank (a small increase of £990 over 2019).

Below is a graph that shows our sources of income since 2015:

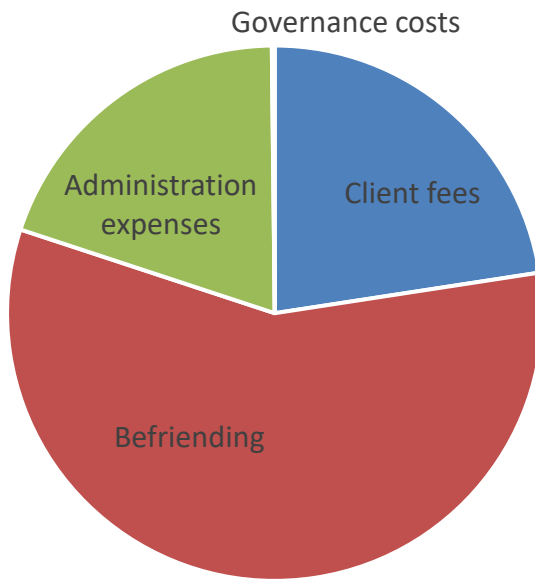


Expenditure

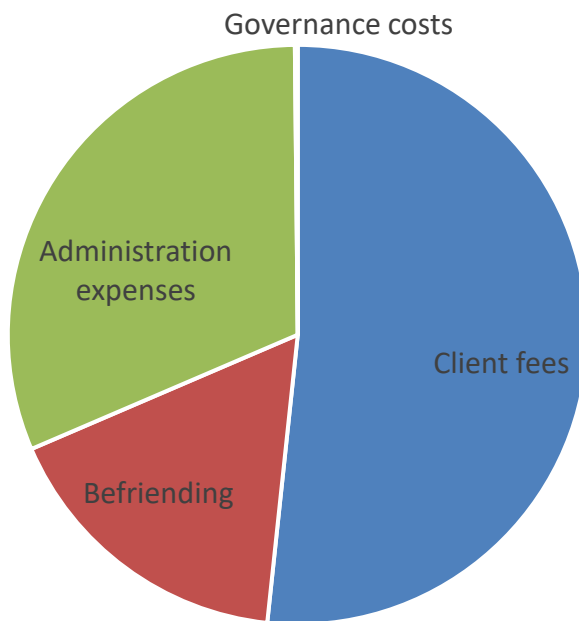
Total expenditure in the year (excluding donations in kind of £25,504) was £42,670 (2019 £15,700).

As the pie-charts below show, 80% (2019 69%) of our expenditure was on direct assistance for clients, 23% (2019 52%) on contributions to legal costs and fees and 57% (2019 17%) on befriending which includes the provision of laptops to help children with their education, the provision of school uniforms, food and toiletries in addition to that provided through the Watford Foodbank and help with travel costs and the purchase of essential items of furniture.

2020 Expenditure



2019 Expenditure



What's next?

Tim Whittaker

While we can be fairly optimistic about Covid19 restrictions relaxing later in 2021, we can't unfortunately be so sure about the lives of our clients – people who are here without status for various reasons, or who are in difficulty as a result of temporary status provisions.

The Government is promising an overhaul of the rules and regulations concerning asylum and migration, and we are all agreed that this is most definitely needed: the current system is slow, overloaded and has plenty of opportunities for unfairness. Our worry though is that the proposed overhaul may instead make everything harder for this vulnerable group, with proposed provisions to remove summarily anyone seen to have entered the UK 'illegally,' possible removal to another country for 'processing,' and many others. As a charity we do not campaign on these issues but instead aim to assist affected individuals and families, but we do need to be aware of what is being done.

We are currently working to integrate our new Office Manager, and also to implement findings from an Away Day session that we held in March 2020 to make us a more effective and caring organisation. This process has unfortunately been a victim of Covid19, but we will bring you more news as we return to normal.

We are likely to continue some of the activities – most notably distribution of food and essentials – that we enhanced and developed over the Covid19 crisis. Other things – like our social events – should be able to re-start some time in 2021.

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.

Approval

The Trustees approved this Annual Report at a meeting on 5 July 2021, and it was signed on their behalf by Tim Whittaker.

If you are able to support us financially, please visit <https://wtrrp.org.uk/donate> and follow the links, either to our Virgin Giving page or to contact us for more details. Thank you!

We are only sending one printed copy of this Annual Report to some organisations who used to receive several, in order to save costs and resources.

We will be very pleased to send further copies on request. If you want more, either just this time or every time, please contact us by email: tim@wtrrp.org.uk

You can also find this Annual Report online at www.wtrrp.org.uk



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