



## Trustees' Annual Report for the period

**From 01 July 2022 Period start date To 30 June 2023 Period end date**

**Charity name: Tyneside Welcomes**

**Charity registration number: 1183738**

### Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p>Tyneside Welcomes exists for the public benefit of refugees and their host communities in Northeast England:-</p> <p>(1) To relieve poverty and to preserve and protect the physical and mental health of those granted refugee status and their dependants particularly by practical support, advice and assistance with the provision of housing;</p> <p>(2) To advance the education and training of those granted refugee status and their dependents in need thereof so as to advance them in life and assist them to adapt within a new community; and</p> <p>In furtherance of the above 2 purposes the organisation Tyneside Welcomes sponsors the integration of refugees and local communities through practical action and supportive partnerships with statutory and other agencies.</p>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p>The way we achieve 1 and 2 is through the community sponsorship scheme (the community version of the UK Resettlement Scheme -UKRS- utilised by Local Authorities) with the Home Office. We fundraise for the required 9K per family, identify housing, develop a resettlement plan covering ESOL, education, cultural orientation and integration, support with banking, benefits and budgeting, volunteering and employment and accessing health and other relevant services. We submit applications to the Home Office and when approved we sign up to a contract to provide support services to the family.</p> <p>We have developed a one organisation model whereby, through a core group of lead sponsors, we provide lead sponsorship for emerging community sponsorship groups that establish 'branches' of Tyneside Welcomes. To date we have the original Forest Hall branch plus Amnesty North East Welcomes (currently working in Gateshead), Gosforth and North Shields Welcomes branches. RESET have showcased our work in their publicity.</p>

<https://resetuk.org/stories/as-the-lead-sponsor-we-are-like-the-trunk-of-a-tree-and-each-group-we-support-is-like-one-of-the-tree-s-branches>

Working on a broader geographical basis means we have had to build relationships with three Local Authorities: North Tyneside, Gateshead and Newcastle. We have been successful in getting approval to operate community sponsorship in all three Local Authority areas.

The specific activities we have been involved with have been.

- Transition to independence for the first family in Forest Hall (arrived 1 July 2021). We have identified a more suitable property for them via a private landlord in Forest Hall and they moved in February 2023. Tyneside Welcomes have taken on the property management role for the house for the duration of the 2 years lease. We have also supported them in getting on Tyne and Wear Homes register and with application for Indefinite Leave to Remain/citizenship status for their young daughter (now over 1 year old).
- Supporting new branches to build membership, submit applications to the Home Office and support new families arriving—three new applications have been approved this financial year and families arrived on 8 November and 8 December 2022 and 14 June 2023.
- Post-arrival meetings with RESET were positive for all families but sadly there has been family breakdown in the Gateshead and North Shields families. This has required complex negotiations with Home Office and Local Authorities involved and project management of transition process whereby Local Authorities take on community sponsorship contracts. We have an outstanding situation in Gateshead where the father has been left in limbo outside any resettlement scheme and we are working within our broader charitable remit to offer support. He has complex physical and mental health needs and we continue to advocate for him.
- The Gosforth branch are successfully settling a family of 4 in the Ouseburn area and are providing daily support and advice and organising social activities.
- Fundraising efforts have reduced because of time dedicated to supporting families but

		<p>donations are still healthy i.e. individual donations and standing orders.</p> <ul style="list-style-type: none"> <li>- Identifying properties. We have successfully identified three landlords who are willing to rent their properties at the housing benefit allowance cap. In all cases this entails taking on some property management responsibilities and in one case we have had extra expense to cover some void costs and minor repairs. The property in Gateshead will not be used in the longer term because of the family breakdown.</li> <li>- We also developed a working partnership with Hexham and Newcastle Diocese to source property.</li> </ul>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	<p>The trustees have had regard to the guidance issued by the Charity Commission on public benefit. New Trustees have been sent government guidance on becoming a trustee and had induction by zoom on Tyneside Welcomes constitution and charitable objectives.</p> <p><a href="https://www.gov.uk/government/publications/charity-trustee-welcome-pack">https://www.gov.uk/government/publications/charity-trustee-welcome-pack</a></p> <p>We aim to recruit at least one Trustee with experience of being a refugee in the next year.</p>

### Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	Tyneside Welcomes does not make grants.
Policy on social investment including program related investment	Para 1.38	n/a
Contribution made by volunteers	Para 1.38	<p>We have now had over 2 years' experience in supporting the original Forest Hall family and welcomed three further families in this financial year. Experienced volunteers are mentoring newer volunteers and providing cross branch support.</p> <p>All Tyneside Welcomes activity is volunteer-led. No member or Trustee has received payment. Volunteers have given skills and resources to which they have access – financial, governance administrative, safeguarding, support, fundraising and other professional skills, time and effort. This has put us in the position that we have the combined skills, expertise and resources to resettle multiple families.</p>

		<p>The lead sponsorship support we provide to our new branches is voluntary and without any charge. We have also been able to provide pump prime funding to enable new branches to rapidly submit applications to the Home Office and receive families. As described above there have been challenges this year with family breakdowns in both Gateshead and North Shields. This has put a huge amount of pressure on volunteers. The two associated community sponsorship contracts have been taken on by Local Authorities who are best placed to deal with complex issues of housing when there is family breakdown.</p>
Other		<p>We have sent an evaluation to Pickwell Foundation related to our successful application for a grant from the Shapiro Fund last year. This is administered through Pickwell Foundation (4.5K) and is aimed at speeding up the community sponsorship process so new groups do not have to fund raise the full 9K before they can re-settle a family.</p> <p>We have been successful this year in a bid to Community Foundation for a small grant (£3,700) to cover training costs and one year membership of Tyne and Wear Citizens.</p>

## Achievements and Performance

	SORP reference	
<p>Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.</p>	Para 1.20	<ul style="list-style-type: none"> <li>- we have increased membership and capacity and were acting as lead sponsor for four branches rather than one (the principle is still the same but there is now no formal lead sponsorship role for Gateshead and North Shields). RESET nominated Tyneside Welcomes as a Principal Sponsor in November 2021. This has entailed organisational work on systems and processes. We have revised how financial information is presented and can provided a more complex breakdown by branch and activity.</li> <li>- we have developed relationships with Local Authorities and other stake-holders and provided financial management and governance within Tyneside Welcomes so that the three families welcomed this year are supported to resettle in the UK.</li> <li>-positive examples of resettlement have knock on effects; changing attitudes and promoting inclusivity in local communities.</li> </ul>

		-we have taken an outreach approach to use of social media so interested parties are aware of what we are doing through our blog, Facebook, Instagram and Twitter posts whilst avoiding undue publicity on the family themselves and their refugee status.
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**Additional information (optional)**

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	We have been successful in getting home Office approval to welcome 3 families this financial year, across three Local Authorities. We have sourced four properties: across the private sector and through work with Newcastle and Hexham Diocese. Because of unforeseen family breakdowns we have managed the challenging situations presented and developed transition plans with Gateshead and North Tyneside Local Authorities. Transition plan for father in the Gateshead family is pending.
Performance of fundraising activities against objectives set	Para 1.41	We have managed our existing commitments and have sufficient funds to consolidate our work and start planning another application to the Home Office.
Investment performance against objectives	Para 1.41	n/a
Other		

## Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	<p><b>The end of year balance for 2022/2023 was:</b></p> <p><b>Triodos: £15,672.28</b>  <b>Cooperative Bank: £7468.06</b></p> <p><b>Total: £23,140,34</b></p> <p><b>(Please see full financial report added at end of main report)</b></p> <p>The first family is now financially independent and we have some time limited financial demand from the two families now being supported by Local Authorities. It has been agreed by Trustees that, within the remit of our broader charitable objectives, we can provide some support such as social activities and accompanying individuals to medical appointments.</p>
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	We have no formal reserves policy at present time. However, following recommendations from our external assessor, we intend to maintain a reserve of 2K unrestricted funding as a contingency for unexpected events e.g. covering for emergency repairs, additional costs incurred by family breakdown. We do not employ staff and have very small running costs so this should be sufficient but we will keep it under review. We will amend our financial policy accordingly.
Amount of reserves held	Para 1.22	£2K
Reasons for holding zero reserves	Para 1.22	n/a
Details of fund materially in deficit	Para 1.24	n/a
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	<p>The main uncertainty is Government Policy related to the Community Sponsorship model. Our reliance on volunteers brings with it the assumption (and associated risk) that there will be people willing to undertake the work on an ongoing basis. We have taken on additional responsibilities such as property management (for the Forest Hall and Gosforth families and are currently winding down use of property in Gateshead). The challenges with families in Gateshead and North Shields have created some anxieties about the Community Sponsorship model because of lack of support from the Home Office.</p>

**Additional information (optional)**

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	Tyneside Welcomes' principal sources of funding are through donations (both one off and standing orders) and fundraising events. We have received a Community Foundation grant of £3.700 this year and the Pickwell Foundation grant from last year (£4,500) will appear in the budget for 2022-2023.
Investment policy and objectives including any social investment policy adopted	Para 1.46	n/a
A description of the principal risks facing the charity	Para 1.46	We have compiled a Risk Register which is appended below
Other		

## Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed, royal charter)	Para 1.25	Trust deed
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	CIO
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Appropriate relevant experience at right level, as decided by existing trustees. Two trustee references are taken up. We aim to increase diversity among the Trustees and attract at least one Trustee with experience of being a refugee and/or significant experience supporting refugees/asylum seekers. We are also encouraging representation across new branches of Tyneside Welcomes. A recruitment and selection process has been implemented and is overseen by the Finance and Governance Group.

### Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	Trustees meetings include informal time to support those new to the role and to discuss the attendant responsibilities. The Chair and other Trustees meet individually with new Trustees to help induct them.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	<p>The formal members of the CIO are the Trustees. All Trustees are also members of the Co-ordinating Committee (CC) which has a crucial role in agreeing expectations and informing and supporting the Trustees. Trustees maintain a full overview of these activities. We have reviewed the role of Co-ordinating Committee and are now meeting quarterly. Individual branches meet more regularly and report to Coordinating Committee and Trustee meetings.</p> <p>All safeguarding and financial decisions are taken by Trustees, not the Co-ordinating Committee, although the Trustees seek the views of the CC.</p> <p>Branches with active sponsorship in place hold monthly informal support events for volunteers, where issues and questions can be sensitively explored.</p> <p>Tyneside Welcomes supports the integration of refugees and local communities through practical action and supportive partnerships with statutory and other agencies.</p> <p>We have external links with: RESET/Home Office, SponsorRefugees, North Tyneside</p>



		Council, Newcastle City Council, Gateshead Council, Home Group, North East Landlords, Newcastle and Northumbria Universities, and the Diocese of Hexham and Newcastle. Our volunteers also volunteer or work with Walking With, Asylum Matters and West End Refugee Service. Tyneside Welcomes is currently a member of Tyne and Wear Citizens, with the chair of Trustees also on the Citizens' leadership team so this gives us access to a broader network of organisations.
Relationship with any related parties	Para 1.51	Since our approval in the last year as a Principal Sponsor we are a member of the Principal Sponsor Alliance and the Lead Sponsors Network.
Other		

### Reference and Administrative details

Charity name	Tyneside Welcomes
Other name the charity uses	@TyneWelcomes on Twitter
Registered charity number	1183738
Charity's principal address	11 Victoria Avenue Newcastle upon Tyne NE12 8AX

**Names of the charity trustees who manage the charity**

	<b>Trustee name</b>	<b>Office (if any)</b>	<b>Dates acted if not for whole year</b>	<b>Name of person (or body) entitled to appoint trustee (if any)</b>
1	Richard Young	Chair	From 01 October 2019 - Term of office extended to 3 October 2024	Panel of selected Trustees overseen by Finance and Governance Group
2	Alasdair Wilson		4 October 2021 – 3 October 2024	Panel of selected Trustees overseen by Finance and Governance Group
4	Sally Mitchison	Safeguarding Lead	From 30 October 2019 To 29 October 2022 (extended to 29 October 2025)	Panel of selected Trustees overseen by Finance and Governance Group
5	Jill Bradbury		From 30 October 2019 - term of office extended until 3 October 2024	Panel of selected Trustees overseen by Finance and Governance Group
6	Lindsay Brigham	Secretary	From 30 October 2019 To 29 October 2022 (extended to 29 October 2025)	Panel of selected Trustees overseen by Finance and Governance Group
7	Jane Mary Young		From 27 November 2019 To 26 November 2022 (extended to 26 November 2025)	Panel of selected Trustees overseen by Finance and Governance Group
8	Judith McSwaine	Treasurer	From 4 October 2021 – 3 October 2024	Panel of selected Trustees overseen by Finance and Governance Group
9	Melissa Schueler		From 14 April 2021 To 13 April 2024	Panel of selected Trustees overseen by Finance and Governance Group
10	Hellen Giblin Jowett		From 19 April 2022 to 18 April 2025	Panel of selected Trustees overseen by Finance and Governance Group
11				
12				
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17				
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20				

**Corporate trustees – names of the directors at the date the report was approved**

<b>Director name</b>		


Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	

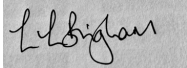
## Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	n/a
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	n/a
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	n/a

## Declarations

The trustees declare that they have approved the trustees' report above.

### Signed on behalf of the charity's trustees

<b>Signature(s)</b>		
<b>Full name(s)</b>	Lindsay Brigham	
<b>Position (eg Secretary, Chair, etc)</b>	Secretary to Trustees	
<b>Date</b>	13 August 2023	

## Tyneside Welcomes

### Risk Register

Issue 2d to be reviewed by 05/02/24 First issue Aug 2020

Impact on the charity or its aims (r): 1 – very low to 5 severe

Likelihood of occurrence (p): 1 – very unlikely to 5 very likely

Aim of mitigation is to reduce likelihood ( $r_m$ ) and/or impact ( $p_m$ ) hence lower product of r and p

Risk	Potential impact (r)	Likelihood (p)	Impact factor $r \times p$	Mitigation	Revised Impact $r_m$	Revised Likelihood $p_m$	Revised impact factor $r_m \times p_m$
Humanitarian							
Adverse or retrograde change in Government policies	4	3	12	1) Be aware of potential changes. 2) Be ready to campaign against adverse change	3	2	6
Covid 19 (or other) Pandemic: changes in travel and other restrictions due to adverse changes in virus	5	3	15	1) Work to maintain enthusiasm of the group and support members directly affected. 3) Ensure risk assessments carried out for all relevant tasks and interactions	3	2	6

behaviour, firstly, to delay further families arriving, secondly to difficulties for effective help being delivered to families by our volunteers				4) Team leaders to enable training of volunteers to be safe during their duties.			
Reputational							
A volunteer or trustee is suspected or proven to have carried out a crime or misdemeanour	5	2	10	1) Ensure robust recruiting process including DBS checks and references 2) Safe procedures for interacting with beneficiaries 3) Suitable financial procedures. 4) Whether volunteer or trustee, ensure safeguarding procedures are both robust and followed 5) Ensure suitable insurance policy is kept up to date	3	1	3
A beneficiary is suspected or proven to have carried out a crime or misdemeanour	4	2	8	1) Provide mentoring and support either directly or by working with partners to minimise need or opportunity for such an incident 2) Use contacts with RESET, Sponsor Refugees etc to support TW in managing the incident and communicate effectively with the public. 3) May need to provide police statement 4) Depending on nature of suspected crime or misdemeanour may need to follow safeguarding procedures	3	1	3
*In particular domestic abuse	5	3	15	*5) Cooperate with local domestic abuse services – lead sponsor initially. *6) prior to family arrival attempt to obtain a risk assessment from Home	3	2	?

				Office/UNHCR			
The premises of our family are shown to be sub-standard or unsafe	4	1	4	1) Work with landlord before the family is settled. 2) Inspect the property 3) Take Police advice re suitability of local area. 4) TW would need to act in a timely and appropriate way proportionate to nature of risk/vulnerability of beneficiaries. 5) In case of issue arising after the family move in make best efforts to remedy the problem or find an alternative property	2	1	2
Financial							
Loss of funds from theft or fraud	5	3	15	1) Ensure security of banking 2) Suitable procedures for handling cash and outgoing payments: <b>see Finance Policy.</b> 3) Check all people handling the finances are right and proper persons 4) Annual check of finances, governance and accounting by a suitably qualified and experienced external monitor (Iain Kitt). 5) Ensure suitable insurance policy is kept up to date	4	1	4
Reduction in income enough to severely deplete reserves	4	2	8	Experience shows we can raise significant funds in a short period	3	1	3
Economic crash	3	1	3	Bank deposits are protected by the Government scheme (85£k) (Note that TW does not hold stocks and shares)	1	1	1

Unexpected high expenditure for family	4	1	4	1) Have fund-raising ideas in the pipeline, keep aware of possible grants to cover costs. 2) Review budget and cash flow regularly	3	1	3
Changes in benefit rules or their interpretation leading to large reduction in family's income	5	2	10	1) as above 2) continue to develop relationships with relevant bodies to mitigate effects 3) focus effort on helping adults gain employment/training	3	2	6
Organisational							
Overwork by volunteers leading to burnout	4	2	8	1) Encourage volunteers to communicate with team leaders 2) Hold regular Support meetings to mentor vols. 3) Manage expectations of the family	3	1	3
Dropout of key personnel	4	3	12	1) Maintain openings for new volunteers. 2) Share tasks and have written procedures for key tasks. 3) Support any dropping out due to Covid infection/isolation or other serious illness.	3	2	6
Activities not covered by approved procedures	3	2	6	1) Ensure regular review of activities and their procedures and TW policies 2) Regular Support meetings to mentor vols	2	1	2
Not enough volunteers either for the workload or specific tasks	4	3	12	1) Maintain publicity activity 2) Keep up networks 3) Be aware of training opportunities 4) In recruiting from the public we need clarity about roles/tasks required of volunteers	3	1	3







## Trustees Finance Report 2022-23

### Expenditure

- 1 The year started with a healthy balance sufficient to support the first family as they entered their second year in the UK.
- 2 During the year three new families have been welcomed into properties in Gateshead and North Shields and Newcastle.
- 3 Support to them is reflected in our largest outlay “family expenses” £18K+.
- 4 There will be an on-going outlay meeting utility and other costs until one person is re-housed.
- 5 Using private rented accommodation has involved greater expenditure to prepare the three properties. Happily, we had enough funds to undertake emergency repairs which were subsequently recouped from the landlords.
- 6 Two families had Universal Credit payments suspended while their claims were referred for a “risk review”. We had sufficient funds to support both families during this difficult period.
- 7 Volunteers have claimed more expenses than previous years for travel to a family’s home or to accompanying them to appointments, new schools, orientation, outings and trips.
- 8 Interpreting costs reflect the needs of the families and their individual circumstances during the year.

9 Running costs have been kept to a minimum.

#### Income

10 **Regular donations** remain a very useful source of income through the year. Donations and fundraising were boosted by Giftaid.

11 The Home Office provides per head funding under the heading of English as a Second Language (ESOL).

12 We reclaim “void costs” from the Home Office for a limited amount of time - this does not necessarily cover the total amount paid out to secure a property.

13 During the year two grants were secured: the Pickwell Foundation to support the Gateshead family and Community Foundation to support volunteers and fees to Citizens UK. Both grants are ringfenced.

#### Other notes

- The Credit Union account was closed during the year and replaced with a Co-operative Bank account which, through its association with the Post Office, simplifies paying in cash and cheques and withdrawing cash for families while Bank Accounts are opened.
- The Home Office requires £9000 is available before a family is allocated. This amount has not changed over time and when the fourth family arrived, Trustees agreed to increase the initial “personal allowance” to take account of the rising cost of living.

- It should be noted that the £9000 holds regardless of the size of the family group - it goes without saying that a family of seven does make greater demands on the Charity's finances than a family of four.
- Gareth Rowe has acted as our independent assessor – his job was more demanding than he would have expected due to the turnover during the year.

## Tyneside Welcomes Statement of Accounts year ending 30 June 2023

Opening Balance		Triodos	30,590.25			
		Credit Union	4,970.64			
<b>Income</b>			£		<b>Expenditure</b>	£
Interest			70.76		Bank charge	89.60
Donations			3,536.90		DBS	200.00
Donations Regular			3,205.00		Insurance	306.56
					Website	291.56
Family Expenses repaid			1,532.90		Family Expenses	18,055.60
Interpreting			59.43		Interpreting	4,483.81
					Translation	1,009.20
Fundraising			5,595.65		Fundraising Expenses	151.35
Tees & Totes			84.15			
Home Office Void Costs	Note 1		2,724.15		Void cost	6,669.38
Home Office ESOL			6,800.00		ESOL	699.28
Giftaid			2,287.64		Printing	224.05
Grants			8,200.00		Ink & Paper	53.08
Property expenses			1,056.00		Property Expenses	9,300.52
Miscellaneous					rent subsidy	2,200.00
overpaid rent			183.33		room hire	305.15

UC delay subsidy repaid			783.34		UC subsidy	1,116.67	
Volunteer Exp repaid			23.62		volunteer expenses	2,237.52	
					training	1,170.02	
		<b>Total Income</b>	36,142.87		<b>Total expenditure</b>	48,563.35	
		Add opening balances	71,703.76				
		Less expenditure	48,563.35				
		Balance forward	23,140.41				
		Internal transfer of funds	7,133.57		internal transfer of funds	7,133.57	
	Reconciliation						
			Balance in bank				
	N E Credit Union		0.00				
	Co-operative Bank		7,468.06				
	Triodos Bank		15,672.28				

	Balance forward		23,140.34	0.07			
	Uncleared cheque		355.00				
	Ringfenced		3,700.00				
	Available funds		19,085.34				
Notes							
	1 late payment by Home Office will appear in 23-24 accounts		2,076.62				
	2 family expenses includes utility payments & council tax		1,549.84				

Prepared by	Judith Mc Swaine	
Date		
Checked by	Gareth Rowe	
Date		







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Policy on grant making	Para 1.38	Tyneside Welcomes does not make grants.
Policy on social investment including program related investment	Para 1.38	n/a
Contribution made by volunteers	Para 1.38	<p>We have now had over 2 years' experience in supporting the original Forest Hall family and welcomed three further families in this financial year. Experienced volunteers are mentoring newer volunteers and providing cross branch support.</p> <p>All Tyneside Welcomes activity is volunteer-led. No member or Trustee has received payment. Volunteers have given skills and resources to which they have access – financial, governance administrative, safeguarding, support, fundraising and other professional skills, time and effort. This has put us in the position that we have the combined skills, expertise and resources to resettle multiple families.</p>

		<p>The lead sponsorship support we provide to our new branches is voluntary and without any charge. We have also been able to provide pump prime funding to enable new branches to rapidly submit applications to the Home Office and receive families. As described above there have been challenges this year with family breakdowns in both Gateshead and North Shields. This has put a huge amount of pressure on volunteers. The two associated community sponsorship contracts have been taken on by Local Authorities who are best placed to deal with complex issues of housing when there is family breakdown.</p>
Other		<p>We have sent an evaluation to Pickwell Foundation related to our successful application for a grant from the Shapiro Fund last year. This is administered through Pickwell Foundation (4.5K) and is aimed at speeding up the community sponsorship process so new groups do not have to fund raise the full 9K before they can re-settle a family.</p> <p>We have been successful this year in a bid to Community Foundation for a small grant (£3,700) to cover training costs and one year membership of Tyne and Wear Citizens.</p>

## Achievements and Performance

	SORP reference	
<p>Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.</p>	Para 1.20	<ul style="list-style-type: none"> <li>- we have increased membership and capacity and were acting as lead sponsor for four branches rather than one (the principle is still the same but there is now no formal lead sponsorship role for Gateshead and North Shields). RESET nominated Tyneside Welcomes as a Principal Sponsor in November 2021. This has entailed organisational work on systems and processes. We have revised how financial information is presented and can provided a more complex breakdown by branch and activity.</li> <li>- we have developed relationships with Local Authorities and other stake-holders and provided financial management and governance within Tyneside Welcomes so that the three families welcomed this year are supported to resettle in the UK.</li> <li>-positive examples of resettlement have knock on effects; changing attitudes and promoting inclusivity in local communities.</li> </ul>

		-we have taken an outreach approach to use of social media so interested parties are aware of what we are doing through our blog, Facebook, Instagram and Twitter posts whilst avoiding undue publicity on the family themselves and their refugee status.
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**Additional information (optional)**

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	We have been successful in getting home Office approval to welcome 3 families this financial year, across three Local Authorities. We have sourced four properties: across the private sector and through work with Newcastle and Hexham Diocese. Because of unforeseen family breakdowns we have managed the challenging situations presented and developed transition plans with Gateshead and North Tyneside Local Authorities. Transition plan for father in the Gateshead family is pending.
Performance of fundraising activities against objectives set	Para 1.41	We have managed our existing commitments and have sufficient funds to consolidate our work and start planning another application to the Home Office.
Investment performance against objectives	Para 1.41	n/a
Other		

## Financial Review

<p>Review of the charity's financial position at the end of the period</p>	<p>Para 1.21</p>	<p><b>The end of year balance for 2022/2023 was:</b></p> <p><b>Triodos: £15,672.28</b>  <b>Cooperative Bank: £7468.06</b></p> <p><b>Total: £23,140,34</b></p> <p><b>(Please see full financial report added at end of main report)</b></p> <p>The first family is now financially independent and we have some time limited financial demand from the two families now being supported by Local Authorities. It has been agreed by Trustees that, within the remit of our broader charitable objectives, we can provide some support such as social activities and accompanying individuals to medical appointments.</p>
<p>Statement explaining the policy for holding reserves stating why they are held</p>	<p>Para 1.22</p>	<p>We have no formal reserves policy at present time. However, following recommendations from our external assessor, we intend to maintain a reserve of 2K unrestricted funding as a contingency for unexpected events e.g. covering for emergency repairs, additional costs incurred by family breakdown. We do not employ staff and have very small running costs so this should be sufficient but we will keep it under review. We will amend our financial policy accordingly.</p>
<p>Amount of reserves held</p>	<p>Para 1.22</p>	<p>£2K</p>
<p>Reasons for holding zero reserves</p>	<p>Para 1.22</p>	<p>n/a</p>
<p>Details of fund materially in deficit</p>	<p>Para 1.24</p>	<p>n/a</p>
<p>Explanation of any uncertainties about the charity continuing as a going concern</p>	<p>Para 1.23</p>	<p>The main uncertainty is Government Policy related to the Community Sponsorship model. Our reliance on volunteers brings with it the assumption (and associated risk) that there will be people willing to undertake the work on an ongoing basis. We have taken on additional responsibilities such as property management (for the Forest Hall and Gosforth families and are currently winding down use of property in Gateshead). The challenges with families in Gateshead and North Shields have created some anxieties about the Community Sponsorship model because of lack of support from the Home Office.</p>

**Additional information (optional)**

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	Tyneside Welcomes' principal sources of funding are through donations (both one off and standing orders) and fundraising events. We have received a Community Foundation grant of £3.700 this year and the Pickwell Foundation grant from last year (£4,500) will appear in the budget for 2022-2023.
Investment policy and objectives including any social investment policy adopted	Para 1.46	n/a
A description of the principal risks facing the charity	Para 1.46	We have compiled a Risk Register which is appended below
Other		

## Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed, royal charter)	Para 1.25	Trust deed
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	CIO
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Appropriate relevant experience at right level, as decided by existing trustees. Two trustee references are taken up. We aim to increase diversity among the Trustees and attract at least one Trustee with experience of being a refugee and/or significant experience supporting refugees/asylum seekers. We are also encouraging representation across new branches of Tyneside Welcomes. A recruitment and selection process has been implemented and is overseen by the Finance and Governance Group.

### Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	Trustees meetings include informal time to support those new to the role and to discuss the attendant responsibilities. The Chair and other Trustees meet individually with new Trustees to help induct them.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	<p>The formal members of the CIO are the Trustees. All Trustees are also members of the Co-ordinating Committee (CC) which has a crucial role in agreeing expectations and informing and supporting the Trustees. Trustees maintain a full overview of these activities. We have reviewed the role of Co-ordinating Committee and are now meeting quarterly. Individual branches meet more regularly and report to Coordinating Committee and Trustee meetings.</p> <p>All safeguarding and financial decisions are taken by Trustees, not the Co-ordinating Committee, although the Trustees seek the views of the CC.</p> <p>Branches with active sponsorship in place hold monthly informal support events for volunteers, where issues and questions can be sensitively explored.</p> <p>Tyneside Welcomes supports the integration of refugees and local communities through practical action and supportive partnerships with statutory and other agencies.</p> <p>We have external links with: RESET/Home Office, SponsorRefugees, North Tyneside</p>



		Council, Newcastle City Council, Gateshead Council, Home Group, North East Landlords, Newcastle and Northumbria Universities, and the Diocese of Hexham and Newcastle. Our volunteers also volunteer or work with Walking With, Asylum Matters and West End Refugee Service. Tyneside Welcomes is currently a member of Tyne and Wear Citizens, with the chair of Trustees also on the Citizens' leadership team so this gives us access to a broader network of organisations.
Relationship with any related parties	Para 1.51	Since our approval in the last year as a Principal Sponsor we are a member of the Principal Sponsor Alliance and the Lead Sponsors Network.
Other		

### Reference and Administrative details

Charity name	Tyneside Welcomes
Other name the charity uses	@TyneWelcomes on Twitter
Registered charity number	1183738
Charity's principal address	11 Victoria Avenue Newcastle upon Tyne NE12 8AX

**Names of the charity trustees who manage the charity**

	<b>Trustee name</b>	<b>Office (if any)</b>	<b>Dates acted if not for whole year</b>	<b>Name of person (or body) entitled to appoint trustee (if any)</b>
1	Richard Young	Chair	From 01 October 2019 - Term of office extended to 3 October 2024	Panel of selected Trustees overseen by Finance and Governance Group
2	Alasdair Wilson		4 October 2021 – 3 October 2024	Panel of selected Trustees overseen by Finance and Governance Group
4	Sally Mitchison	Safeguarding Lead	From 30 October 2019 To 29 October 2022 (extended to 29 October 2025)	Panel of selected Trustees overseen by Finance and Governance Group
5	Jill Bradbury		From 30 October 2019 - term of office extended until 3 October 2024	Panel of selected Trustees overseen by Finance and Governance Group
6	Lindsay Brigham	Secretary	From 30 October 2019 To 29 October 2022 (extended to 29 October 2025)	Panel of selected Trustees overseen by Finance and Governance Group
7	Jane Mary Young		From 27 November 2019 To 26 November 2022 (extended to 26 November 2025)	Panel of selected Trustees overseen by Finance and Governance Group
8	Judith McSwaine	Treasurer	From 4 October 2021 – 3 October 2024	Panel of selected Trustees overseen by Finance and Governance Group
9	Melissa Schueler		From 14 April 2021 To 13 April 2024	Panel of selected Trustees overseen by Finance and Governance Group
10	Hellen Giblin Jowett		From 19 April 2022 to 18 April 2025	Panel of selected Trustees overseen by Finance and Governance Group
11				
12				
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20				

**Corporate trustees – names of the directors at the date the report was approved**

<b>Director name</b>		


Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	

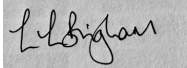
## Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	n/a
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	n/a
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	n/a

## Declarations

The trustees declare that they have approved the trustees' report above.

### Signed on behalf of the charity's trustees

<b>Signature(s)</b>		
<b>Full name(s)</b>	Lindsay Brigham	
<b>Position (eg Secretary, Chair, etc)</b>	Secretary to Trustees	
<b>Date</b>	13 August 2023	

# Tyneside Welcomes

## Risk Register

Issue 2d to be reviewed by 05/02/24 First issue Aug 2020

Impact on the charity or its aims (r): 1 – very low to 5 severe

Likelihood of occurrence (p): 1 – very unlikely to 5 very likely

Aim of mitigation is to reduce likelihood ( $r_m$ ) and/or impact ( $p_m$ ) hence lower product of r and p

Risk	Potential impact (r)	Likelihood (p)	Impact factor $r \times p$	Mitigation	Revised Impact $r_m$	Revised Likelihood $p_m$	Revised impact factor $r_m \times p_m$
Humanitarian							
Adverse or retrograde change in Government policies	4	3	12	1) Be aware of potential changes. 2) Be ready to campaign against adverse change	3	2	6
Covid 19 (or other) Pandemic: changes in travel and other restrictions due to adverse changes in virus	5	3	15	1) Work to maintain enthusiasm of the group and support members directly affected. 3) Ensure risk assessments carried out for all relevant tasks and interactions	3	2	6

behaviour, firstly, to delay further families arriving, secondly to difficulties for effective help being delivered to families by our volunteers				4) Team leaders to enable training of volunteers to be safe during their duties.			
Reputational							
A volunteer or trustee is suspected or proven to have carried out a crime or misdemeanour	5	2	10	1) Ensure robust recruiting process including DBS checks and references 2) Safe procedures for interacting with beneficiaries 3) Suitable financial procedures. 4) Whether volunteer or trustee, ensure safeguarding procedures are both robust and followed 5) Ensure suitable insurance policy is kept up to date	3	1	3
A beneficiary is suspected or proven to have carried out a crime or misdemeanour	4	2	8	1) Provide mentoring and support either directly or by working with partners to minimise need or opportunity for such an incident 2) Use contacts with RESET, Sponsor Refugees etc to support TW in managing the incident and communicate effectively with the public. 3) May need to provide police statement 4) Depending on nature of suspected crime or misdemeanour may need to follow safeguarding procedures	3	1	3
*In particular domestic abuse	5	3	15	*5) Cooperate with local domestic abuse services – lead sponsor initially. *6) prior to family arrival attempt to obtain a risk assessment from Home	3	2	?

				Office/UNHCR			
The premises of our family are shown to be sub-standard or unsafe	4	1	4	1) Work with landlord before the family is settled. 2) Inspect the property 3) Take Police advice re suitability of local area. 4) TW would need to act in a timely and appropriate way proportionate to nature of risk/vulnerability of beneficiaries. 5) In case of issue arising after the family move in make best efforts to remedy the problem or find an alternative property	2	1	2
Financial							
Loss of funds from theft or fraud	5	3	15	1) Ensure security of banking 2) Suitable procedures for handling cash and outgoing payments: <b>see Finance Policy.</b> 3) Check all people handling the finances are right and proper persons 4) Annual check of finances, governance and accounting by a suitably qualified and experienced external monitor (Iain Kitt). 5) Ensure suitable insurance policy is kept up to date	4	1	4
Reduction in income enough to severely deplete reserves	4	2	8	Experience shows we can raise significant funds in a short period	3	1	3
Economic crash	3	1	3	Bank deposits are protected by the Government scheme (85£k) (Note that TW does not hold stocks and shares)	1	1	1

Unexpected high expenditure for family	4	1	4	1) Have fund-raising ideas in the pipeline, keep aware of possible grants to cover costs. 2) Review budget and cash flow regularly	3	1	3
Changes in benefit rules or their interpretation leading to large reduction in family's income	5	2	10	1) as above 2) continue to develop relationships with relevant bodies to mitigate effects 3) focus effort on helping adults gain employment/training	3	2	6
Organisational							
Overwork by volunteers leading to burnout	4	2	8	1) Encourage volunteers to communicate with team leaders 2) Hold regular Support meetings to mentor vols. 3) Manage expectations of the family	3	1	3
Dropout of key personnel	4	3	12	1) Maintain openings for new volunteers. 2) Share tasks and have written procedures for key tasks. 3) Support any dropping out due to Covid infection/isolation or other serious illness.	3	2	6
Activities not covered by approved procedures	3	2	6	1) Ensure regular review of activities and their procedures and TW policies 2) Regular Support meetings to mentor vols	2	1	2
Not enough volunteers either for the workload or specific tasks	4	3	12	1) Maintain publicity activity 2) Keep up networks 3) Be aware of training opportunities 4) In recruiting from the public we need clarity about roles/tasks required of volunteers	3	1	3







## Trustees Finance Report 2022-23

### Expenditure

- 1 The year started with a healthy balance sufficient to support the first family as they entered their second year in the UK.
- 2 During the year three new families have been welcomed into properties in Gateshead and North Shields and Newcastle.
- 3 Support to them is reflected in our largest outlay “family expenses” £18K+.
- 4 There will be an on-going outlay meeting utility and other costs until one person is re-housed.
- 5 Using private rented accommodation has involved greater expenditure to prepare the three properties. Happily, we had enough funds to undertake emergency repairs which were subsequently recouped from the landlords.
- 6 Two families had Universal Credit payments suspended while their claims were referred for a “risk review”. We had sufficient funds to support both families during this difficult period.
- 7 Volunteers have claimed more expenses than previous years for travel to a family’s home or to accompanying them to appointments, new schools, orientation, outings and trips.
- 8 Interpreting costs reflect the needs of the families and their individual circumstances during the year.

9 Running costs have been kept to a minimum.

#### Income

10 **Regular donations** remain a very useful source of income through the year. Donations and fundraising were boosted by Giftaid.

11 The Home Office provides per head funding under the heading of English as a Second Language (ESOL).

12 We reclaim “void costs” from the Home Office for a limited amount of time - this does not necessarily cover the total amount paid out to secure a property.

13 During the year two grants were secured: the Pickwell Foundation to support the Gateshead family and Community Foundation to support volunteers and fees to Citizens UK. Both grants are ringfenced.

#### Other notes

- The Credit Union account was closed during the year and replaced with a Co-operative Bank account which, through its association with the Post Office, simplifies paying in cash and cheques and withdrawing cash for families while Bank Accounts are opened.
- The Home Office requires £9000 is available before a family is allocated. This amount has not changed over time and when the fourth family arrived, Trustees agreed to increase the initial “personal allowance” to take account of the rising cost of living.

- It should be noted that the £9000 holds regardless of the size of the family group - it goes without saying that a family of seven does make greater demands on the Charity's finances than a family of four.
- Gareth Rowe has acted as our independent assessor – his job was more demanding than he would have expected due to the turnover during the year.

## Tyneside Welcomes Statement of Accounts year ending 30 June 2023

Opening Balance		Triodos	30,590.25			
		Credit Union	4,970.64			
<b>Income</b>			£		<b>Expenditure</b>	£
Interest			70.76		Bank charge	89.60
Donations			3,536.90		DBS	200.00
Donations Regular			3,205.00		Insurance	306.56
					Website	291.56
Family Expenses repaid			1,532.90		Family Expenses	18,055.60
Interpreting			59.43		Interpreting	4,483.81
					Translation	1,009.20
Fundraising			5,595.65		Fundraising Expenses	151.35
Tees & Totes			84.15			
Home Office Void Costs	Note 1		2,724.15		Void cost	6,669.38
Home Office ESOL			6,800.00		ESOL	699.28
Giftaid			2,287.64		Printing	224.05
Grants			8,200.00		Ink & Paper	53.08
Property expenses			1,056.00		Property Expenses	9,300.52
Miscellaneous					rent subsidy	2,200.00
overpaid rent			183.33		room hire	305.15

UC delay subsidy repaid			783.34		UC subsidy	1,116.67	
Volunteer Exp repaid			23.62		volunteer expenses	2,237.52	
					training	1,170.02	
		<b>Total Income</b>	36,142.87		<b>Total expenditure</b>	48,563.35	
		Add opening balances	71,703.76				
		Less expenditure	48,563.35				
		Balance forward	23,140.41				
		Internal transfer of funds	7,133.57		internal transfer of funds	7,133.57	
	Reconciliation						
			Balance in bank				
	N E Credit Union		0.00				
	Co-operative Bank		7,468.06				
	Triodos Bank		15,672.28				

	Balance forward		23,140.34	0.07			
	Uncleared cheque		355.00				
	Ringfenced		3,700.00				
	Available funds		19,085.34				
Notes							
	1 late payment by Home Office will appear in 23-24 accounts		2,076.62				
	2 family expenses includes utility payments & council tax		1,549.84				

Prepared by	Judith Mc Swaine	
Date		
Checked by	Gareth Rowe	
Date		





## Independent examiner's report to the trustees of Tyneside Welcomes on the charity's accounts for the period 01/07/22 – 30/06/23

I report to the trustees on my examination of the accounts of the Tyneside Welcomes (TW) for the year ended 30 June 2023.

### **Responsibilities and basis of report**

As the trustees of the charity, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act'). I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

### **Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect that:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or that
2. the accounts do not accord with those records, and that
3. the charity's funds are not used in pursuit of the charity's charitable objectives.

The following points are made not because I have found evidence of anything wrong in the accounts but to point to ways in which accounting procedures could be improved.

Tyneside Welcomes should review the split of income into subheadings to ensure it is accurate and that all the subheadings are necessary.

The organisation should ensure it has a Reserves Policy which for convenience could be incorporated into the Finance Policy.

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Signed: 

Name: Gareth Rowe

Address: 38 Valley Gardens, Monkseaton, Whitley Bay, Tyne and Wear, NE25 9AQ.

Date: 12/09/2023