

ANNUAL REPORT

April 2018 – March 2019

THE HARBOUR PROJECT

**The Harbour Project for Swindon
Refugees & Asylum Seekers**
(Registered Charity 1171368)

A Swindon Mayoral charity 2018-2019
Winner of two Pride of Wiltshire Awards 2018
High Sheriff's Award 2019



CONTENTS

About Us and What We Do	2
Chair of Trustees' Report	3
Chief Executive Officer's Report	4
What's new?	5
Our Activities and Achievements	
Charitable Object 1	
Relief from Hardship & Distress	6
Charitable Object 2	
Physical & Mental Health	8
Charitable Object 3	
Education, Recreation & Integration	9
Listening to our Visitors	12
Listening to our Volunteers	13
Wider Operational Landscape	
Community, Engaging Young People	14
Communications	15
Governance and Management	16
Volunteers	17
Financial Overview*	
Policies, Income, Expenditure	18
Swindon without The Harbour Project	inside back cover

*Full accounts are available on our website

"I can't show the gratitude with these little words of mine, but you have given me the courage to embark on my new journey. Thank you all"

"Words cannot express what I want to say or what I feel. I'm writing these words from the bottom of my heart. We are like one family at The Harbour Project. They are so friendly with all of us and trying to do the best."

Visitors' words in the Drop-in Comments Book



"One of the reasons I chose this organisation to be one of my mayoral charities was because it's welcoming to people who have been through so much suffering, it gives them a bit of dignity and treats them like human beings instead of numbers, which overwhelmed me."

Mayor Junab Ali, quoted in Swindon Advertiser
23 Feb 2019

ABOUT US AND WHAT WE DO

We are a unique charity in Swindon offering a warm welcome, practical help and advice and friendship to asylum seekers and refugees in the town, whom we refer to as 'our Visitors.'

We enable our Visitors to comply with Home Office regulations and other statutory requirements.

We help our Visitors cope with day-to-day challenges such as learning English and accessing healthcare and education.

We support and encourage our Visitors to integrate and contribute to the wider community. At any one time, Swindon is home to around 200 asylum seekers, located in accommodation provided by the Home Office. We are funded by charitable grants and awards, a grant from Swindon Borough Council, and donations from a wide range of businesses, community and faith groups, and individuals.



We are an independent, non-political, non-religious organisation, accountable to the Charity Commission for our three Charitable Objects:

- 1 To provide relief for Asylum Seekers and Refugees and their dependants who are in conditions of hardship or distress;
- 2 To preserve and protect the physical and mental health of such people;
- 3 To provide facilities for such people for education, recreation and other leisure time occupations with the object of improving their condition of life and assisting their inclusion into the wider community, particularly but not exclusively by provision of a Drop-in centre.

Contact Us:

01793 611682

St Luke's Hall, Broad Street
Swindon SN1 2DS

Office Hours: Mon-Fri 09:00 – 15:00
Drop-in Hours: Mon-Fri 11:00 – 14:00

harbourproject.org.uk
Facebook: The Harbour Project
Twitter: @swindonharbour

CHAIR OF TRUSTEES' REPORT

Having completed the implementation of recommendations from the independent review of our charity, carried out in 2017, we are now in a far stronger position to take the organisation forward.

The appointment in June 2018 of former Trustee Claire Garrett as our first Chief Executive Officer has enabled us to expand and diversify the services we offer. Claire has also broadened our community outreach; and reviewed and refreshed many of our procedures. On behalf of the Trustees I thank her and congratulate her on the huge impact she has made. The Trustees unanimously voted to extend the CEO's current contract up to June 2020.

The unpredictable and fluctuating demographic of those needing our help remains a challenge to our financial and resource planning, as do changes in Home Office procedures and the UK Benefits System. We have supported more families being dispersed to Swindon, and more people facing destitution through delays in activation of Asylum Support payment cards, Section 4 emergency support or Universal Credit.

Importantly, we met these challenges without losing the human-shaped nature of all that we do. Marking our 18th birthday, it was clear that our emphasis on welcome, friendship and help, in what many Visitors call their 'new family', is unchanged since 2000, despite very different geo-political, social and economic climates. I am very pleased that our 'social inclusion' is recognised in this year's Survey of Visitor Satisfaction (p. 12); and I think it is noteworthy that 'word of mouth' remains by far the principal route by which we attract Volunteers.

What has changed dramatically since 2000 is the massive support we now receive from local political and civic leaders, businesses, schools, faith and community groups, charities and individuals across the town (Swindon is amazingly generous) and from surrounding communities and beyond. We are extremely grateful and never take this for granted. It enables us to provide levels of help and a range of activities unimaginable in 2000.

We evolve not by top-down structures or practices but by the needs and hopes of our Visitors. Visitor participation in our planning and operations remains at the heart of how we work; it is their indomitable spirit that shapes what we do.

I record formally that we met, as planned: our Charitable Objects; targets for policy revision and risk management; and obligations under GDPR.

Superficially, it may seem that we report rote-like on set activities each year. In fact, we constantly fine-tune to tackle new issues and find ways to improve. I suspect we recognise implicitly Tolstoy's observation that "each unhappy family is unhappy in its own way"; so while asylum procedures are necessarily uniform, I am proud that each year we go deeper in meeting individuals' material and psychological needs - for example, by an improved advice service, new and varied social activities to alleviate isolation, more small groups based on people's specific interests and by referrals and one-to-one counselling for psychological well-being.

It is a pleasure to thank: our patron Lord Wills, the Trustees, Staff and Volunteers for their tireless dedication (what we achieve doesn't 'just happen'); our Visitors for placing their trust in us; and our numerous, and often anonymous, donors and supporters. In particular, I record our gratitude to Mayor Cllr Junab Ali for his encouragement and fundraising for us as one of his Mayoral charities; and to Nicky Alberry DL for presenting us with her High Sheriff of Wiltshire Award. Our Visitors and all The Harbour family are greatly cheered by such recognition.

David Rowlands, Chair of Trustees Nov 2019

We refer to the Asylum Seekers and Refugees we serve as our Visitors. We aim to produce this report in line with the Charity Commission's public benefit guidance.



I was delighted both to accept a Pride of Wiltshire Lifetime Achievement Award in October 2018, and to be alongside Faisal Mayad, the Harbour Visitor Volunteer named Pride of Wiltshire 'Volunteer of The Year'.

CHIEF EXECUTIVE OFFICER'S REPORT

I am delighted to report many positive developments in our performance this year, and I am proud of the progress we have made as an organisation and the impact that we make for each of our Visitors.

We have helped more people through more issues, not least because our improved data capture and analysis enable us to prioritise and target resources to Visitors' needs more precisely. We can identify emerging trends and adapt to new demographics and pressure points. For example, we have increased our capability on immigration issues and Family Reunions (p. 6).

During the year we have reviewed all our activities; stopping or adapting some and introducing others.

Growth brings its own challenges for future-proofing and sustainability. Within our strategy to diversify income streams to reduce reliance on a few large awards, we have attracted new support and developed new approaches to fundraising. We have strengthened our community engagement with relationships that deliver tangible benefits for our Visitors. This has included meetings and visits with political, business and community leaders in the town and county including: Robert Buckland MP; Molly Scott Cato MEP; Nicky Alberry DL High Sheriff of Wiltshire; Sarah Church Labour Party candidate; Ian Larrard Director of Business West; Mayor Cllr Junab Ali, and Swindon Borough Council CEO Susie Kemp.

We continue to identify synergies and collaborate with other local charities and organisations (p. 14).

We increased our capacity to listen and respond to the views of Visitors and Volunteers (p. 12-13) and refreshed our communications (p. 15). We acquired extra space and continue to explore options for the future.

I am grateful for all of the people that make up the thriving Harbour Project family, whose dedication, hard work, warmth, confidence and support make what we do possible.

Claire Garrett
CEO, November 2019

Key operating outputs 2018-2019 (2017-18 data, where available)

Visitors registered: 454 (419)* includes 38% Refugees, & c.60% aged under 30.

New arrivals: 203

Visits by Visitors: 12,602

Visitors at daily Drop-in: average 50

Advice sessions: 4,079 (3,150)* of which half comprised: Benefits/Tax Credits 18%; Contacting Migrant Help 5%; Contacting Solicitors 13%; Health 9%

Number of English classes: 315

Total number of classes: 603

*The 2017-18 figure included people who no longer attend, and whose details have been removed from our files in line with our data protection policy.



We were delighted to accept an invitation to the People's Health Trust annual tea party at The Savoy Hotel, London in October 2018.

"..loved the 'feel' of the place, how welcoming and informal it is...it certainly felt somewhere safe and nurturing"

Molly Scott Cato MEP

WHAT'S NEW

Developments include:



Enhanced Advice Service

Our Staff achieved the OISC (Offices of the Immigration Services Commissioner) Level 1 qualification on “basic immigration advice within the Immigration Rules.”

Fundraising

“Donate your Birthday” is a new Facebook campaign where our supporters invite friends to donate to the Harbour, rather than give gifts.



Women's Group

We have over 130 women Visitors. In response to Visitors' comments (p.12), we relaunched a weekly Women's Group in January 2019. Activities have included handicrafts and cake decorating.

New Website

We commissioned web designer Charlotte Ansell to work with us on a new site to complement our social media platforms. It launched in March 2019. (p.15)

GDPR, Risk & Safety

We thoroughly examined and analysed all our data management policies and practices, acting where necessary to comply with GDPR requirements. Trustees review and determine risk assessment and management, and associated safety issues at every meeting.



Museum Project

In 2018, some of our Iranian Visitors worked with Harbour Volunteers and Swindon Museum staff to produce an introductory text in Farsi for Museum visitors. At the end of the year, they celebrated by visiting the Near Eastern Collection in Oxford's Ashmolean Museum.

Internships

Our first Intern, International Development undergrad Holly Grey, worked with us for 20 weeks and contributed greatly across our activities. Holly has since joined our Board of Trustees.



Visitors in the Lead

Visitors in the Lead is a regular get together between Staff and Visitors to shape new and existing activities, listen to ideas and feedback, and ensure that what we are doing remains relevant to the needs of our Visitors.

OUR ACTIVITIES & ACHIEVEMENTS

Charitable Object 1 To provide relief for Asylum Seekers and Refugees and their dependants who are in conditions of hardship or distress.

The Harbour Drop-in is open 5 days a week. The Manager, Deputy Manager, Coordinator and Volunteers are our 'first responders' for our Visitors seeking help. They continue to provide wide-ranging advice and assistance, signpost Visitors to specialist expertise as appropriate and provide a friendly space for socialising and relaxing.

This year we helped 18 individuals apply to the Home Office Family Reunions scheme that addresses the fragmentation associated with conflict, persecution and rapid flight.

We welcomed visits from The Red Cross on a number of occasions.

With no immigration lawyers in Swindon, we have benefited from fortnightly visits by Migrant Help and monthly visits by Fountains Solicitors, Newport. We have increased our in-house capacity through the Project Manager, Drop-in Manager, Drop-in Deputy Manager and Business Manager obtaining the OISC (Offices of the Immigration Services Commissioner) Level 1 qualification on "basic immigration advice within the Immigration Rules"; and we have established a link with Bhatia Best Public Law Solicitors to whom we can refer cases.

We have also helped over 30 asylum seekers, some with families, who have faced significant delays in being able to access asylum support payments, or Section 4 emergency support. This has made massive demands on our Destitution Fund, meaning we have had to apply limitations to ensure we can support as many people as possible. We have also worked with Swindon Adult Social Care Team regarding Visitors with No Recourse to Public Funds.

Visitors Who Volunteer

Elfarazdag and Taj are among ten Visitors who have trained as Volunteers.



Elfarazdag, from Sudan, said: "From when I arrived in August 2018, I knew at once that The Harbour was doing good work, and I wanted to be part of it. I am not allowed to work, so I became a Volunteer.

I speak English and can translate for Arabic speakers and help them with new things like registering with a GP. I know how they feel; I was in the same situation. As well as translation I help people use the laptops and deal with the admin. I can show newcomers the ropes. When I help someone, it

comforts me".

Taj from Balochistan Pakistan started volunteering after five months. "Coming to The Harbour is like being in a family. I started to help with things like cleaning up, and vacuuming. Then I realised that I could provide more help as a Volunteer. The best bits are welcoming people with a smile, helping with emails/internet, and sharing what I have learned. Helping like this makes me feel different, I don't get depressed; I feel happy."

We have referred 29 individuals who were successfully accommodated through Swindon City of Sanctuary’s ‘Rooms for All’ scheme.

Practical advice on day-to-day living

Individuals with little English can have difficulty understanding the details of Home Office requirements and procedures. Explaining the content of letters or text messages reduces anxiety and helps timely compliance. Help with medical appointments or travel to solicitors and immigration officials, or to obtain biometric cards, also avoids wasting public resources.

This year saw an increase in the number of new Asylum Seekers arriving at the Drop-in without all the appropriate documentation; and without an assigned legal advisor.

We helped 85 individuals who were given Leave to Remain to make the transition to Refugee status and thus seek accommodation, obtain benefits and seek employment. We met Swindon Borough Council Housing Options team to help develop a deeper understanding of the issues Refugees face.

Staff and Volunteers in the Drop-in help with issues such as:

- **Healthcare** (e.g. GP registration; GP/hospital appointments; delays in HC2 certificates allowing Asylum Seekers free healthcare);
- **Help with applying for school places**
- **Finances** (e.g. delays in obtaining, or loss of, Aspen cards that enable Asylum Seekers to obtain their allowance; delays in Refugees’ Universal Credit payments; signposting to help with debts or utility payments);
- **Job seeking for Refugees** (e.g. through Universal Job Match)
- **Refugee Accommodation** (e.g. applying for the Council’s Deposit Guarantee Scheme, or Home Bid scheme for social housing)
- **Liaison with Asylum Support housing for Asylum Seekers**

Help with basics

In addition to offering daily tea, coffee, fruit and biscuits in the Drop-in, we have continued to offer a hot meal to all Visitors at least once a week. For new arrivals, and especially those without money until their support is activated, we have continued to supply basic toiletries and foodstuffs.

A monthly ‘Freeshop’ provided Visitors with a wide range of household items including, for example, sheets, towels and kitchenware, as well as books, children’s toys and ornaments.

To assist with travel, especially during cold periods, we spent £3,000 on Bus Passes for those with priority needs.

We continued to provide bicycles for Visitors, again on a priority need basis. These are highly valued and there is a waiting list. A Facebook posting led to rapid public donations of 25 bikes. Laptops are also important, enabling Visitors to study, access documents and keep in touch with people they are separated from. We gratefully received ten from Appsbroker (Google Chromebooks) and nine from Lloyds.

Key Data	
Visitors granted Leave to Remain:	85
New families:	20
GP registrations:	402
Sessions with visiting solicitor:	117
Migrant Help sessions:	108
Drop-In Volunteer hours:	3,054
Estimated Value	£29,776
Interpretation hours:	236
Estimated Value	£11,306

Charitable Object 2 To preserve and protect the physical and mental health of Asylum Seekers and Refugees.

Around one in ten of our advice sessions is health-related, often involving making appointments, or explaining what patients must do to prepare for clinics or other appointments.

In January 2019, the Chief Executive attended the local GP Advisory Forum, along with locums from the Great Western Hospital. This provided a welcome opportunity to increase understanding of the healthcare issues that can affect our Visitors.

We strongly encourage but cannot force Visitors to register with a GP. However, over 400 of our Visitors (90%) are registered.

We recognise that in addition to specific issues, many of our Visitors carry the burden of traumatic experiences and on-going anxiety.

During 2018, we asked our Visitors' views about how we offer support around mental wellbeing. The results revealed a need for enhanced confidential counselling, leading us to develop further our "Letting Go of Bad Memories" confidential one-to-one trauma clinic offered by professional psychotherapist and Harbour Trustee Heather Redington. With funding from Swan Mountain Trust, we have built on this, enabling us to make referrals to private counsellors. We plan to expand this service with input from a dedicated Volunteer, complemented by 'Breathing Spaces'.

We hosted 11 visits by Lift Psychology who ran group discussions on generic topics such as anxiety and insomnia.

Visitors and Staff marked National Mental Awareness Day in October 2018, including a consideration of 'Mindfulness'.

Importantly, many of our Visitors take part in activities and classes at The Harbour (p.9), several of which either explicitly or implicitly help them to express their feelings and to keep alive cultural traditions and activities. Examples include expression through painting, music and dance, and cooking. The Sewing Classes provide facilities for individuals to use and develop previous professional skills, such as tailoring. The weekly Women's Group (p. 5) aims to build confidence and reduce isolation.

Being able to contribute as fully as possible in family and community life is important. We invite families to share with us in celebrating children's birthdays, exam successes and other important milestones. We are grateful to Freecakes for Kids Swindon, for their support.

Several Visitors find it a positive experience to work as Volunteers at The Harbour or in other charities and we are encouraging this.



We offer Visitors opportunities for table tennis, football and running. The football team, Swindon United, under coach Albano came second in the Kandú Arts for Sustainable Development Games. We thank Abdul Amin of Lalbagh Restaurant, Swindon for the new football kit.

Charitable Object 3 To provide facilities for Asylum Seekers and Refugees for education, recreation and other leisure time occupations with the object of improving their condition of life and assisting their inclusion into the wider community, particularly but not exclusively by provision of a Drop-in centre.

We provided a total of 603 Classes during the year.

English Classes

Teaching English remains our top priority for social integration. It is also a high priority for our Visitors (p.12).

Funded by Santander, and under Harbour's Steps2Work programme (p.11), ten Visitors completed an intensive English course at Swindon School of English in summer 2018. This comprised six weeks at five days a week, six hours a day. They graduated at a ceremony with Deputy Mayor Kevin Parry.

A further 8 Visitors graduated after completing the Whitehead Ross English course, successfully receiving City & Guilds ESOL qualifications.

Our lead English tutor Paul Beaumont brought together tutors to provide a 12-week English course for clients from the Medaille Trust, who funded us to provide these classes.

Other Classes & Groups

Other regular Volunteer-led classes included Sewing, Cookery, Art, Mathematics, Dance and Piano as well as informal English learning (Language Lounge), and group discussions on mental health and wellbeing – in total 288 sessions.

Around 20 Visitors in the Art Group exhibited their works in a special display at Great Western Hospital from July – October 2018, arranged by Group leader, Rachel Pryor. The Group was funded by People's Health Trust and the National Lottery Community Fund.

Volunteer-led Sewing, Art, and Cookery Classes totalled 519 hours, estimated value £4,948. Creche facilities enabled parents with young children to attend.



English

Our daily 90-minute English classes are operating at full capacity. Classes are led by around 20 volunteer ESOL qualified tutors. They cover all stages from beginners upwards.

Number of English classes: 315
Tutor hours: 1881
Estimated value £37,714

“I can hear, I can see, I can speak. The course has given me the confidence. I can now find friends and seek employment.”

Visitor Zinat speaking at the graduation from the Intensive English course at Swindon School of English, cited in Swindon Advertiser 8 August 2018.

Individual help with mathematics, provided by Hiba Hajali, a bio-mathematician from Sudan, and Volunteer Edward Glennie, proved popular, especially with those facing examinations.

Edward tutored Visitor Evan Gitere, who took an 'Access to University' course at Swindon New College, and is going on to study AS Maths in 2019. With the help of crowd funding, Evan has been able to continue his studies and has been offered places at Bath and Manchester Universities to study electrical engineering.

Social Integration

We have continued to encourage Visitors to attend social activities in Swindon, for example, the weekly “We’re Open” evening event run by Swindon City of Sanctuary in partnership with Darkroom Espresso, and now Coffee#1; and “Refuteas” hosted regularly by Swindon Society of Friends. Some Visitors attended the WOMAD festival courtesy of Swindon City of Sanctuary.



Visitor - Volunteer all-rounder

Whether it is welcoming newcomers to The Harbour, supporting the Drop-in Staff, helping the organisers of events, fundraising for trips, or just generally supporting other Visitors and translating when needed, Asylum Seeker Faisal from Kuwait has become in his own words rather like ‘part of the furniture’.

The fact that he uses that phrase shows just how integrated Faisal has become. Of his voluntary work at The Harbour, he told Swindon Advertiser, “I was one of the people they helped when I came here in 2015 and now I support other people at the project because I know what they’re going through.”

Voted Pride of Wiltshire Volunteer of the Year, he said “I didn’t expect it at all, it was a lovely surprise.”



Harbour Socialising Activities

Away Days, coach trips to Barry Island	2
Harbour on Tour local minibus outings	3
Christmas/New Year events	3
Autumn celebration & 18th anniversary	2
Lydiard Park BBQ & a Volunteer’s BBQ	2
Total:	12

Supporting Families

We supported 47 families and a total of 87 children. Over 170 advice sessions addressed access to education in schools or colleges.

Our weekly term-time Homework Club helps children progress and integrate into school life, as well as providing an opportunity to socialise with other children. Around a dozen children, and their parents, attend the sessions, which are led by and overseen by the Deputy Drop-in Manager. We held 43 sessions, supported by a total of 172 Volunteer hours.

Our creche provision enables parents of young children to attend classes (p.9)



Visitor - Cook

Nirmal, from India, has led several cooking sessions at the Drop-in. She and her daughter Jasmeen and son Gurmanveer enjoy coming to The Harbour. Speaking about cooking for The Harbour, Nirmal said:

“I am a vegetarian and I love to cook. Usually I cook for about 30-40 people. I choose what to cook, but it was hard to guess what people would like, as they come from different countries. I often cook green peas and paneer curry. This seems very popular and several people have asked me for the recipe.”

Help Refugee Visitors find Employment

Around 90 of our registered Refugee Visitors have told us that they have found employment. We have no data on individuals who have moved away to take up employment elsewhere.

Under our Steps2Work programme, we provided 190 advice sessions on preparing for, and seeking, employment. These were complemented by several projects e.g. Intensive English (p.9), and the Museum Project (p.5).

In February 2019 we re-launched the programme under businessman Daniel Taylor of Crowood Industry. At twice-weekly sessions, dedicated Volunteers assist with profiles and CVs, and help Visitors to understand UK employment and gain confidence in applying for jobs or consider using their skills in self-employment.

In March 2019, 15 Visitors from the programme signed up for special practice interview sessions with some of Swindon's largest employers.



We have encouraged and helped Asylum Seekers, who are barred from employment, to work as Volunteers at The Harbour and elsewhere, including Olive Tree Café, Avebury Community Shop, Richard Jefferies Museum, Great Western Hospital, National Trust and the Live Well Swindon Scheme.

LISTENING TO OUR VISITORS

We remain committed to focusing our activities around the needs and concerns of our Visitors.

In addition to formal registration when all Visitors first arrive, we invite them to tell us about their interests and aspirations. Later, socialising in the Drop-in provides another opportunity for them to tell us about their views and what they think about The Harbour; and we invite Visitors to record their views in a Comments Book.

We have established a 'Visitors in the Lead' Forum' (p.5).

Visitor feedback in which some women Visitors said they would value "Women-only time" led us to form the weekly Women's Group (p.5).

Faisal Mayad (p.10) attended the Trustee Meeting in March 2019 as an observer, in order to help him explore his expressed interest in becoming a Trustee.



In June 2018, several Visitors helped four Work Experience Students from St Joseph's Catholic College, Swindon to produce a map of central Swindon labelled in English, Arabic, Farsi & Kurdish Sorani.

The Visitors not only checked the accuracy of translation but advised on what locations and routes were particularly important for them.

Visitor Satisfaction Survey

We commissioned a Qualitative Assessment of Visitor Satisfaction by Patrick S Donlan of Q-Trek. It was based on two comparative semi-structured interviews: the first with 36 new Visitors; and the second six months later with 23 of the 36 who still remained (so-called experienced Visitors).

Questions addressed: the quality and timeliness of advice; training and help with social integration; reducing isolation for asylum-seeking women; and managing mental health issues.

Findings included: 75% of new arrivals identified learning English as their first priority.

80% of the experienced group found Harbour services and activities helpful or very helpful. No visitor found the services unhelpful and no suggestions for improvement were recorded. When asked if they were doing what they wanted to do at Harbour, every participant said "Yes"!

The experienced Visitors had significantly more friends and social contacts in Swindon. 36% felt that Harbour helped them make friends from their own and different cultures. 35% of the experienced group said the English classes had built confidence.

"I was desperate to make friends. When I first came I thought I cannot live in Swindon, but then I came to Harbour and they helped me!"

32% felt that Harbour had helped them with the practical issues relating to immigration—housing, the "process", finding a solicitor and access to transport.

Experienced Visitors cited specific support: e.g. Learning English 40%; Improved access to transport (bus passes and bicycles) 37%; Making friends 33%; Finding a solicitor 26%.

The Survey concluded: *"The results of Interview 2, however, show that they [Visitors] also significantly benefit from the culture of social inclusion demonstrated by Harbour—that is, Harbour demonstrated or personified the adaptation of the UK culture to the new and changing needs of the visitors. This is a significant indicator of a learning, adapting and changing organisation that is able to meet the changing needs of its Visitors."*

Survey available on request

LISTENING TO OUR VOLUNTEERS

All Volunteers in the Drop-in are invited to provide feedback to Staff at the end of sessions. Volunteers can speak to the Project Manager, CEO or Chair of Trustees at any time. There are also opportunities for informal discussion with Staff and individual Trustees during Drop-in sessions, and at Harbour activities and social events. Formally, Volunteers are invited to provide feedback in an annual survey. In 2019 we established an on-line Volunteer Forum, for Volunteers to share ideas and experiences.

Several of our activities are not only completely Volunteer-led but have derived directly from the interests and or expertise of individual Volunteers.

Volunteers Survey

Thirty Volunteers responded to an invitation to comment anonymously with their thoughts and experiences of The Harbour. The on-line survey was designed by Trustee Kirsty Johnson, and findings were reported to the Trustees.

Twenty-five agreed, and four somewhat agreed, that volunteering at the Harbour had met their expectations. The figures were the same for Volunteers feeling supported by Staff and able to ask for help and guidance.

Ninety per cent either agreed (77%) or somewhat agreed (13%) that volunteering at the Harbour utilised their skills and experience. Around 87% agreed (47%) or somewhat agreed (40%) that training needs were being met.

On communication, 93% either agreed or somewhat agreed that they were kept informed about what is going on at The Harbour.

Not all Volunteers were able to attend some training sessions. More training would be welcome on how organisations and agencies 'fit together', and on day-to-day use of Drop-in IT procedures.

For most of the questions there appeared to be one very negative comment. We did not identify whether, or not, this was the same single respondent.

The Survey invited suggestions on improving Harbour performance and Volunteer experience. Responses focused mainly on practical issues such as more 'phones in the Drop-in, enhanced networking, more space and access to parking.

Telephone provision has been increased, and we now have access to more 'quiet space.' Also, in response to the Survey, an enhanced Volunteer guidance pack has been produced covering frequently encountered protocols and procedures; this complements the pre-session briefings given daily at the Drop-in.

Volunteer Survey Quotes

The Staff are superb, knowledgeable and always willing to help.

[Volunteering at The Harbour] gets ever more rewarding and interesting with so many ways one can get involved.

Love the incredible multi-cultural atmosphere.

I too feel part of the family. I meet amazing people both Volunteers and Visitors. I learn a lot about other cultures. I have some laughs!

It [volunteering at The Harbour] stretches me in ways that I hadn't expected.

The vibrant global warmth of faces and voices; the safe environment for people to talk; the genuine friendly and supportive ambience; the patience and sensitivity of all The Harbour Team; the inclusive environment.

Sense of trying to help and being rewarded by people's trust and seeing people grow in confidence and wellbeing.

Information about our Volunteers is at page 17.

WIDER OPERATIONAL LANDSCAPE

We continued to work closely with national and local groups, including The British Red Cross, The Refugee Council, Swindon Adult Social Care Team (p.6), Swindon Citizen's Advice, Swindon City of Sanctuary (SCoS), the Medaille Trust and Volunteer Action Swindon.

We were pleased to participate in:

- * The Swindon Multi-agency Forum for Refugees that brings together representatives of the Department for Work and Pensions, the Home Office, Swindon Borough Council and Ready Homes the provider of asylum accommodation; and

- * The South West Asylum Forum that includes local authorities, the Home Office, police and community organisations;

We have continued to enjoy constructive interactions with many business and community groups in Swindon, and links with New College Swindon, Wiltshire Police, Swindon Libraries & Information Service, Broadgreen Community Centre, Swindon Job Centre Plus, The Salvation Army, Deventio Housing Trust, Business West, The Rotary Club and many more.

We were pleased to receive a presentation from Sarah Banting who leads on the Homelessness Reduction Strategy for Swindon.

Under 'Steps2Work', several Visitors learned about Swindon's history, and gained a greater awareness and appreciation of the town whilst working with Museum Curator Sophie Cummings (p.5).

Volunteers ran 2-hour Saturday morning sessions for Visitors at the community allotment in Westcott Place.

Harbour Visitors contributed to "See Me Too", a project by Create Studios and BBC Wiltshire that celebrated Swindon's diverse heritage. The exhibition was presented at STEAM Museum Swindon, Wiltshire and Swindon Heritage Centre Chippenham, and Swindon Central Library during Autumn-Winter 2018.

Engaging Young People

We welcomed a group of students on the National Citizenship Scheme. They met Visitors at the Drop-in and ran a children's activity afternoon, as well as donating toiletry bags, and around £100 from a cake sale and other fundraising.



We hosted a meeting, facilitated by Swindon Justice and Peace (J&P) Group, in response to interest in our work from a local primary school. Participants included Project Manager Nan Bains; Cristina Bennett, Volunteer Lead Swindon Schools of Sanctuary; Trustee Monica Potter; local

J&P members; and representatives of the school. Opportunities were identified for the school to engage initially through SCoS; with possible later links to The Harbour's 'work experience' with older students.

We also welcomed four Work Experience students from St Joseph's Catholic College (p.12); and in a collaboration fostered by Swindon City of Sanctuary, some Visitors from The Harbour's Art Group worked with students at Drove Primary School to produce a mural entitled "The Journey to Safety and Welcome", for exhibition at the school.



COMMUNICATIONS

We have continued to communicate regularly through social media and by local print and broadcast media. For example, Harbour news and activities were reported on BBC Wiltshire, Swindon 105.5 and in over half a dozen articles in the 'Swindon Advertiser' on topics ranging from the Intensive English courses, to bike donations and the 18th anniversary event.

Harbour Staff, Trustees and Volunteers made a number of presentations to a variety of community groups and societies, and circulated our 2017-18 Annual Report to our key funders, community leaders and opinion formers.

We relaunched our website in March 2019 to offer a clearer distinction between our social media and more formal content.

Internal Communications

Our quarterly Newsletter was emailed to around 900 individuals in Harbour's extended family of Volunteers, supporters and related organisations. The Newsletter includes updates on policy and operations, news on Visitor numbers, and reports on our diverse activities – an important way for people to keep in touch with developments in aspects of the Harbour with which they may be less familiar.

We have set up an online discussion group for Volunteers to share views and experiences. In addition, our public Facebook page has over 1900 followers and an average engagement rate of over 70%.

CELEBRATING 18 YEARS

The Harbour Project exists because a small group of concerned individuals responded to the plight of Kosovan refugees in 2000.

Their focus was to provide friendship, free refreshments and emergency help with food and clothing; and to give basic advice and signpost people to appropriate agencies. A Kosovan woman who was one of our original Visitor Volunteers, now in her fifties, recalls *"Harbour gave us amazing support, especially with the paperwork. What I got I wanted to give back."*

Eighteen years later, in October 2018 we welcomed back some of those founders and early supporters, as well as some of those whom they helped, to mark our 18th anniversary. They were joined in this special event by Robert Buckland MP, civic and community leaders and members of the current 'Harbour family'.

"I can scarcely believe how The Harbour, which began with such a small group of people, has blossomed far beyond any expectations we might have had when we gathered (about five of us?) with a vision for the future."

Pam Summerhayes (Former volunteer and founder member)

"What a joy to look at the website, watch the video, and see how far the vision has come - amazing!"

Email message from Guy Donegan Cross (Former Chair of Trustees)



GOVERNANCE & MANAGEMENT

Strategic planning, policy formulation, ensuring that we meet our obligations under charity law, and public accountability are the responsibilities of the Trustees, who receive no payments from The Harbour. The Trustees met 6 times. At each meeting Trustees must declare any personal 'interests' on agenda items. In addition to specific topics, each meeting includes an update on The Harbour's financial position, and risk register.

The CEO provides professional leadership and is responsible for, and reports to, Trustees on, developing and delivering the Strategic and Business Plans to meet our Charitable Objects, and objectives set by individual funders. The Project Manager reports to the CEO and is responsible for day-to-day management. The CEO and Project Manager attended Trustee meetings in a non-voting capacity.

Since the appointment of the CEO, there has been a stronger flow of communication across the organisation, without creating a rigid hierarchy between Staff and Trustees. This has led to a greater ability to identify and address emerging issues.



Trustees & Their Main Areas of Focus

David Rowlands - Chair, Strategic Planning, Accountability, Safeguarding

Juliana Ali - Premises, Risk Management

Chris Carlton - Data Protection

Basil Esleem - (from May 2018)

Kirsty Johnson - Remuneration, Skills, Volunteers, Communications

Hadiza Mahuta - Operations, Legislation

Monica Potter - Communications, Annual Report

Heather Redington - Psychological Health, Visitor Wellbeing

Ian Robertson - Treasurer, Financial Policy, Oversight of Income & Expenditure

Trustees are appointed by the Board, following application, references, DBS & interview.

Mari Williams - Secretary to Trustees

Staff & Responsibilities

Chief Executive: Claire Garrett

Project Manager: Nan Bains

Drop-in Manager: Giles Matthews

Assistant Drop-in Manager: Mindy Sandhu

Business Manager Yazmin Taylor (from 1/2019)

Receptionist: Nicky Walker (until 11/2018)

Yazmin Taylor (to 1/2019)

Ann Meeus (from 1/2019)

p/t Bookkeeper (contracted) Rachael Taylor

Non-salaried Intern: Holly Grey (1/2019 – 5/2019)

Policy Development

Throughout the year the Trustees have reviewed and updated a number of policies on a rolling cycle. This has included, among other things, a focus on Safeguarding, Risk Management and Data Protection.

VOLUNTEERS

It would be impossible to provide the range of services and activities that we offer without our Volunteers. This year our number of Volunteers increased to 80, including ten Visitor Volunteers. Each year typically sees a 'churn' of around 20-30; and we have a waiting list.

Our Volunteers are a diverse group; with varied professional and life experiences - including backgrounds in business, the public sector, schools and higher education and skills in areas such as IT, Human Resources, Finance, Medicine, and the Creative Industries.

Our Volunteers range in age from their twenties to 70+. They come from Swindon and nearby towns and villages, significantly increasing our outreach through family, social and work networks, and community and faith groups.

This year, two Volunteers and a member of Staff acted as independent observers in Age Assessments for Swindon Borough Council.

While many Volunteers work in the Drop-in (over 3,000 hours in total over the year, at an estimated value of £30,000), others support us with English and other classes, cookery, the Women's Group, bicycle repair, the Homework Club, Steps2Work, off-site activities and visits, and fundraising.

A small team of Volunteers opened the Drop-in for socialising and refreshments over the Christmas/New Year period.



Sebastian Kopanski who volunteers with the Harbour Homework Club held a book launch at The Harbour Project for his book 'And carry on!'

We have revised our Volunteer Policy, to ensure DBS checks every three years.

We held two Volunteer Training sessions and conducted a Volunteer Survey (p.13), the findings of which were sent to the Trustees in March 2019.

Profile of Volunteers

Total Volunteers: 80

Volunteers that are Visitors: 10 (12.5%)

Female Volunteers: 59%

Male Volunteers: 41%

FINANCIAL OVERVIEW 2018-19

	Income (£)	Expenditure (£)
2017-2018	£332,284	£169,129
2018-2019	£209,234	£216,789

We gratefully acknowledge the following funding and support:

Major Funders	2018-2019	2017-2018
National Lottery Community Fund	£59,930	£60,450
Swindon Borough Council	£33,000	£33,000

Income Generation Strategy

Our funding strategy is to maintain a mixed economy by seeking substantial grant awards for core activities and programmes, while seeking smaller grants and sponsorships for specific activities.

This is complemented by our own fundraising events, encouragement of community-led fundraising and regular donors.

Support Us

As ever, our future sustainability is reliant upon the goodwill, trust and generosity of our funders and donors. To make a one-off donation, or to become a regular donor, please visit harbourproject.org.uk/get-involved/why-donate/

£5 Allows one of our Visitors to attend an English class led by a qualified ESOL teacher, without restrictions relating to immigration status, or time in the UK.

£15 Covers the cost for a Visitor to come into The Harbour for a day, use the Drop-in and meet friends, have free tea and coffee, and take-part in all classes and activities.

£30 Funds an advice session for an asylum seeker or refugee, ensuring that they properly understand their circumstances and the options available to them.



Grants & Awards
Lloyds Foundation
People's Health Trust
Santander
Zurich Community Trust
Wiltshire Community Foundation
Royal London
National Zakat Foundation

Grants & Awards
British Red Cross
Yorkshire Building Society
Swan Mountain
South Swindon Parish Council
Fulmer Charitable Trust
Walter Guinness Charitable Trust

EXPENDITURE



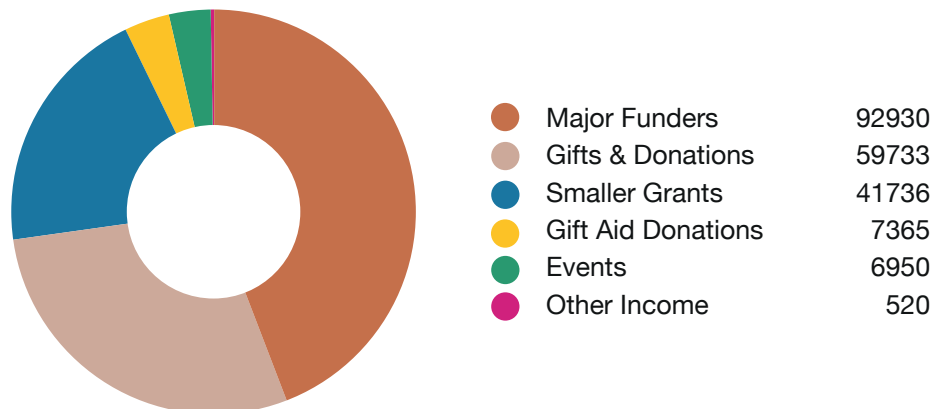
Partners & Supporters

Recognising that the needs, hopes and ambitions of our Visitors cannot be truly fulfilled by The Harbour as a stand-alone entity, we work closely with other national and local agencies to provide the best-possible help and guidance to our Visitors. We gratefully receive financial help, donations-in-kind, and support in other ways from many organisations, schools and faith groups.

The Trustees are grateful to Ian Robertson and Rachael Taylor, and Independent Examiner Robert Raynes for preparing and examining the Accounts respectively.

We gratefully acknowledge help and support from our Landlord, St Luke's Church, Broad Street, Swindon.

INCOME

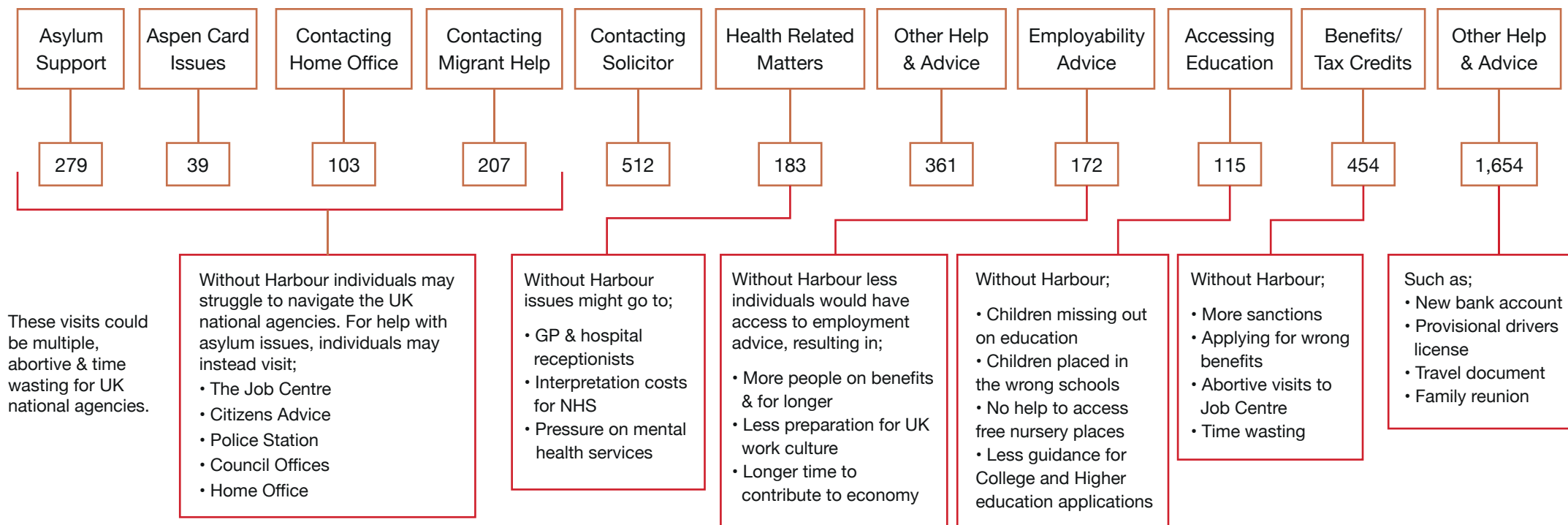


SWINDON WITHOUT THE HARBOUR PROJECT - IMPACT ON OTHER SERVICES

IN 12 MONTHS WE PROVIDED 4,079 HELP AND ADVICE SESSIONS

Asylum Seekers - 1,684 help & advice sessions

Refugees - 2,395 help & advice sessions



Harbour's translation time - 235.55 hours. This would cost £11,306.40* for other UK services.

*www.gov.uk/government/publication/guidance-for-interpreters/guidance-for-interpreters

4947 instances of class attendances in the year, without Harbour;

- Increase demand on other education providers
- Less capabilities to navigate the UK national agencies and services
- Difficulty integrating due to language barriers

Social impacts without Harbour;

- Isolation
- Lack of social space to share
- Less integration into the Swindon community
- Exacerbated mental health problems
- Vulnerability to crime and anti-social behaviour
- Loneliness
- Less opportunity to meet people from different cultures and countries



THE
HARBOUR
PROJECT

St Luke's Hall, Broad Street
Swindon SN1 2DS

Office hours: Mon-Fri 9am to 3pm
Drop-in hours: Mon-Fri 11am to 2pm

Tel: 01793 611682

✉ info@harbourproject.org.uk
🌐 www.harbourproject.org.uk
f The Harbour Project
🐦 @swindonharbour

THE
HARBOUR
PROJECT

For Swindon Refugees and Asylum Seekers

Providing a safe space for refugees and asylum seekers in Swindon

Charitable Incorporated Organisation
Reg. charity no: 1171368

**FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2019**

Contents

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2019	1
Contents	2
Chairman's Report	3
Trustees' Report.....	5
Independent Examiner's Report	7
Statement of Financial Activities for the year ended 31 st March 2019	8
Balance sheet as at 31 st March 2019	8
Notes to the financial statements for the year ended 31 st March 2019	10
Accounting Policies	10
Incoming resources	11
Resources expended	12
Analysis of restricted funds	13
Net movement of resources.....	13
Taxation.....	13
Tangible fixed assets.....	13
Debtors	14
Creditors	14
Reserves.....	14

Chairman's Report

This has been a year of challenges and opportunities for what we like to call our Harbour Family made up of staff, volunteers, beneficiaries (whom we refer to as visitors) and trustees.

Our major funders continue to be the National Lottery Community Fund (we are in the second year of our grant), and Swindon Borough Council where we are again in the second year of our contract. We anticipate a decision from SBC on continuation funding for a further two years in the autumn of 2019. Additionally, we secured a grant from Lloyds Bank Foundation at the end of the period, which will cover a substantial element of our core costs over the next 3 to 6 years. It is worth highlighting that the apparent discrepancy in incoming resources between 2018 and 2019 is attributable to a one-off anonymous donation of £100,000 that we received in the prior year.

The Statement shows a sum of money set aside as Designated Reserves. The continuing growth of the organisation both in terms of the number of visitors using the service and the breadth of activities needed to support them has put stresses on our existing space utilisation. The Trustees have already resolved that the Designated Reserves should be used either to find new premises or to improve the existing location. As an organisation, we have a considerable attachment to our current premises and we have identified, along with our landlord, some options for development of St Lukes which could provide office, classroom, and private meeting space. We are in discussion with the Landlord and his architect to develop more detailed plans and funding scenarios.

We have been active in raising the profile of the organisation which was aided by being one of The Mayor of Swindon's nominated causes for his year of office as well as receiving a High Sheriff of Wiltshire Award. These, along with our own initiatives have attracted much welcome community support from faith groups, schools and business organisations. Our increased profile has allowed us to diversify our funding and build a broader base of donors and income sources.

The level of Unrestricted Funding remains more or less constant and we are increasingly in receipt of donations 'In Kind' which help enormously to provide things such as supplies and refreshments in the Drop-in.

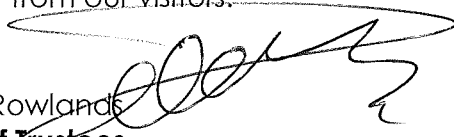
The year was also one in which we invested in the organisation, and in particular, in our people. We appointed a part-time CEO and she has covered an enormous amount of ground; ensuring GDPR compliance; improving and updating our policies and procedures; fundraising; enhancing and embedding new data capture tools; networking and raising our profile in the wider community.

As part of our focus on our people, we undertook a benchmarking exercise to better align staff salaries with market rates. The Trustees also sought to provide greater job security to protect people from the vicissitudes in funding and also implemented an appraisal system to better inform salary reviews in the future. We have also invested

in training for our staff and volunteers, a key achievement being OISC Registration for a number of our staff to Level 1 (Asylum & Protection).

Additionally, the Trustees also agreed to the engagement of a professional bookkeeper to facilitate improved oversight of the Project's finances. We acknowledge that our volunteers are the life-blood of our organisation playing roles as diverse as Drop-in helpers, teachers, mini-bus drivers and even a football coach.

As we embark on a new year, the Board of Trustees agree with me that we are well positioned for the future with excellent professional staff and a large band of dedicated volunteers, robust finances and continuing demand for our help and support from our visitors.



David Rowlands
Chair of Trustees

September 2019

Trustees' Report

The Trustees present their report with the financial statements for the year ended 31st March 2019.

Charitable Objects

1. To provide relief for asylum seekers and refugees and their dependents who are in conditions of hardship or distress
2. To preserve and protect the physical and mental health of such people
3. To provide facilities for such people for education, recreation or other leisure time occupation with the object of improving their conditions of life and assisting their inclusion into the wider community – particularly, but not exclusively, by the provision of a drop-in centre.

Charity Information

Registered Charity Number: 1171368 (England and Wales)

Registered Office: The Harbour Project
St Luke's Hall
Broad Street
Swindon
Wiltshire, SN1 2DS

Bankers: Metro Bank Bank
One Southampton Row
London
WC1V 5HA

Trustees who served during the year:	David Rowlands	
	Juliana Ali	
	Chris Carlton	
	Claire Garrett	Resigned 5 th June 2018
	Kirsty Johnson	
	Hadiza Mahuta	
	Monica Potter	
	Heather Redington	
	Ian Robertson	
	Basel Esleem	Appointed 1 st April 2018

Independent Examiner:	Robert Raynes	85 Priors Hill Wroughton Swindon Wiltshire, SN4 0RL
-----------------------	---------------	--

Organisational Structure

The charity is a CIO and is governed by a board of trustees.

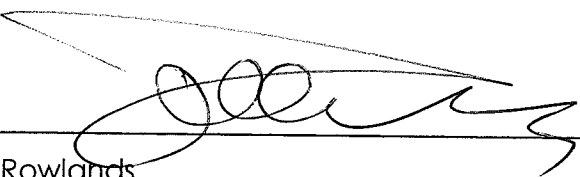
Reserves Policy

The trustees' policy is to hold reserves at an appropriate level to continue core activities for a minimum of six months and a maximum of 12, to allow time for seeking new grant funding for staff posts and redundancy costs arising in the event of funding not being renewed.

Risk

The Trustees give high priority to identifying and implementing effective arrangements to manage risk. A Risk Register has been established and approved by the Board of Trustees. It is kept under continual review by the Trustees and any changes of risk are reviewed at each Trustees meeting. Financial risks associated with reducing income streams are mitigated by an Income Generation Strategy that allows for diversification of funding and activities. Systems or procedures have been put in place to diminish risk, and these are periodically reviewed to ensure their timeliness and appropriateness.

This report was approved by the trustees and signed on their behalf by:



David Rowlands

27.09.2019

Date

Independent Examiner's Report

I report on the accounts for the year ended 31st March 2019 set on pages 7 to 15 for The Harbour Project (registered charity number 1171368).

Responsibilities and basis of report

As the charity's trustees, 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) if 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 which gives me cause to believe that in, any material respect:

- The accounting records were not kept in accordance with section 130 of the Charities Act; or
- The accounts did not accord with the accounting records; or
- The accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Date:

27/9/2019

Name: Robert Raynes

Address: Bridleway Cottage, 85 Prior's Hill, Wroughton, Swindon, Wiltshire SN4 0RL

Statement of Financial Activities for the year ended 31st March 2019

	£ Unrestricted Funds	£ Restricted Funds	£ Total	£ 2018
Income from				
Activities in furtherance of charitable objects				
Grants & fundraising receivable	8,450	133,166	141,616	163,002
Donations & legacies	42,098	25,000	67,098	168,331
Room hire	270		270	860
Reimbursed expenses				75
Other income	33		33	5
Investment income	217		217	11
Total incoming resources	51,068	158,166	209,234	332,284
Resources expended	-51,041	-165,748	-216,789	-169,129
Net movement of resources	27	-7,582	-7,555	163,155

The notes on pages 10 to 15 form part of these accounts.

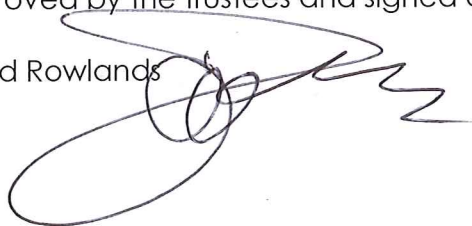
Balance Sheet as at 31st March 2019

	£ 2019	£	£ 2018	£
Tangible fixed assets		972		1,296
Current assets				
Cash & cash equivalents	272,640		290,928	
Debtors & prepayments	2,520		2,990	
	275,160		293,918	
Less: Current liabilities due within one year				
Creditors & accruals	-23,830		-35,357	
Net current assets		251,330		258,561
Net assets		252,302		259,857
Represented by:				
Restricted funds		5,116		5,009
Designated funds		100,000		100,000
Unrestricted funds		147,186		154,848
		252,302		259,857

The notes on pages 10 to 15 form part of these accounts.

Approved by the trustees and signed on their behalf by:

David Rowlands



Date

27.09.2019

Notes to the financial statements for the year ended 31st March 2019

Accounting Policies

Basis of accounting

The financial statements have been prepared in accordance with applicable standards and the Statement of Recommended Practice: Accounting and Reporting by Charities (SORP 2015) and the Charities Act 2011. The financial statements have been prepared on the accruals basis for the charity continuing as a going concern.

Incoming resources

Incoming resources are reported gross and are included in the statement of financial activities when the charity is entitled to the income and amount can be qualified with reasonable accuracy.

Grants receivable

Grants received prior to the financial year of their intended use are shown as deferred income and will be reported as income in the financial year of their use. All other grants are recognised when receivable.

Restricted funds

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor, when funds are raised for particular restricted purposes, or when restricted in their use by the Trustees

Designated funds

Funds set aside (from Unrestricted Funds) by the Trustees explicitly for new premises or improvement of existing premises. At any time, and subject to agreement by the Trustees, Designated Reserves can be re-allocated to Unrestricted Funds.

Unrestricted funds

Are donations and other income received or generated to further any of the charity's purposes, spent or applied at the discretion of the trustees, and are available for use as general funds at the discretion of the Trustees.

Governance and administration costs

Governance and administration costs of the charity relate to the costs of running the charity and includes any costs that cannot be specifically identified to direct charitable activities.

Depreciation of tangible assets

Tangible assets for use by the charity are stated at cost less depreciation. Depreciation is charged at rates calculated to write off the cost over their expected useful lives on the following basis:

Office and other fixed equipment, at or greater than a purchase price of £500, depreciated at 25 % on a straight line basis.

Incoming resources

	£	£	£	£
	Unrestricted	Restricted	2019	2018
Grants & Fundraising				
National Lottery Community Fund		59,930	59,930	60,450
Swindon Borough Council		33,000	33,000	33,000
Lloyds Foundation		18,152	18,152	24,202
Lush Foundation				1,000
People's Health Trust		4,354	4,354	5,702
Santander		3,850	3,850	
Zurich Community Trust		3,000	3,000	625
Wiltshire Community Foundation		5,000	5,000	275
Royal London		3,739	3,739	
Allen Lane Foundation				2,230
Hilden Charitable Fund				5,000
Fundraising	6,950		6,950	10,656
National Zakat Foundation		410	410	589
Anonymous	1,500	652	2,152	18,823
British Red Cross		660	660	450
Yorkshire Building Society		354	354	
Swan Mountain		65	65	
	8,450	133,166	141,616	163,002
Donations & Legacies				
Gifts & Donations	34,733	25,000	59,733	158,316
Gift Aid donations	7,365		7,365	10,015
	42,098	25,000	67,098	168,331
Room hire	270		270	860
Reimbursed expenses				75
Other income	33		33	5
Interest receivable	217		217	11
	520		520	951
Total incoming resources	51,068	158,166	209,234	332,284

Resources expended

	£	£	£	£
	Unrestricted	Restricted	2019	2018
Direct Charitable expenses				
Staff Salary costs	35,685	84,316	120,001	89,766
Catering & Cleaning costs	935	2,930	3,865	2,429
Beneficiaries' Expenses	2,741	10,138	12,879	8,409
Drop-in Expenses	20	18	38	3,976
Communications	12	4,187	4,199	4,151
IT costs	42	4,974	5,016	1,682
Equipment & Resources		355	355	245
Insurance		496	496	488
Printing costs		765	765	392
Postage & Delivery	461	28	489	184
Publicity & Marketing	2,638		2,638	840
Fundraising Expenses	2,012		2,012	1,846
Stationery	117	1,479	1,596	688
Dues & Subscriptions	382	28	410	311
Tuition & Classes	579	12,391	12,970	
Rent	600	14,087	14,687	14,288
Visitor Activities		7,269	7,269	6,369
Travel & Meetings	76	2,864	2,940	2,212
Training (staff & volunteers)	419	508	927	367
Staff & Volunteer travel expenses	90	721	811	527
Volunteer costs	10	550	560	424
Payroll costs	273	821	1,094	806
Accountancy/consultancy fees	2,586	10,571	13,157	18,221
Staff Recruitment fees	345		345	
Depreciation	324		324	432
Office Expenses	604	847	1,451	900
Visitor Training		5,405	5,405	9,176
Bank Fees	90		90	
Total	51,041	165,748	216,789	169,129

Analysis of restricted funds

Donor	Unused grants b/f	Income received	Resources expended	General Reserves transfer	Unused grants c/f
National Lottery Community Fund		59,930	68,157	-8,227	
Swindon Borough Council		33,000	42,847	-9,847	
Lloyds Foundation	1,305	18,152	18,152		1,305
People's Health Trust	2,920	4,354	4,335		2,939
Zurich Community Trust		3,000	2,987	13	
Santander		3,850	3,762		88
Wiltshire Community Foundation	601	5,000	5,000		601
Royal London		3,739	3,739		
National Zakat Foundation	183	410	410		183
British Red Cross		660		660	
Yorkshire Building Society		354	354		
Swan Mountain		65	65		
Anonymous		25,652	15,940	9,712	
Total	5,009	158,166	165,748	-7,689	5,116

Net movement of resources

The net movement of funds for this financial year is stated after charging:

Depreciation £324

Taxation

The Harbour Project, as a registered charity, obtains exemption from taxation under section 505 and section 256 Taxation of Chargeable Gains Act 1992.

Tangible fixed assets

	£
Equipment	
Cost	
As at 1 st April 2018	9,324
Addition in year	
Disposals in year	
As at 31st March 2019	9,324
Depreciation	
As at 1 st April 2018	8,028
Charge for year	324
On disposals	
As at 31st March 2019	8,352
Net book value	
As at 31st March 2019	972
As at 31 st March 2018	1,296

Debtors

	£ 2019	£ 2018
Accounts Receivable	20	180
Income tax refund due on Gift Aid payments	2,500	2,810
	2,520	2,990

Creditors

	£ 2019	£ 2018
Grant aid received in advance*	12,850	27,310
Unrestricted donations received in advance	1,729	
Other creditors	9,251	8,047
	23,830	35,357

* The following organisations have already advanced us funds in respect of 2018-19.

	£ 2019	£ 2018
National Lottery Community Fund	6,158	6,158
Zurich Community Trust		3,000
Royal London	1,261	
Lloyds Foundation		18,152
Yorkshire Building Society	1,496	
Swan Mountain	3,935	
	12,850	27,310

Reserves

	£ 2019	£ 2018
Restricted reserves as at 1 st April 2018	5,009	5,163
Transferred (to) / from unrestricted reserves	7,689	7,566
Net income / (expenditure) for year	-7,582	-7,720
Restricted reserves as restated at 31st March 2019	5,116	5,009
Designated reserves as at 1 st April 2018	100,000	
Transferred from / (to) unrestricted		100,000
Net income / (expenditure) for year		
Designated reserves as at 31st March 2019	100,000	100,000
Unrestricted reserves as at 1 st April 2018	154,848	91,539
Transferred from / (to) restricted reserves	-7,689	-7,566
Net income / (expenditure) for year	27	170,875
Transferred to designated funds		-100,000
Unrestricted reserves as restated at 31st March 2019	147,186	154,848
Total reserves as at 31st March 2019	252,302	259,857

Independent Examiner's Report

I report on the accounts for the year ended 31st March 2019 set on pages 7 to 15 for The Harbour Project (registered charity number 1171368).

Responsibilities and basis of report

As the charity's trustees, 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) if 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 which gives me cause to believe that in, any material respect:

- The accounting records were not kept in accordance with section 130 of the Charities Act; or
- The accounts did not accord with the accounting records; or
- The accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Date:

27/9/2019

Name: Robert Raynes

Address: Bridleway Cottage, 85 Prior's Hill, Wroughton, Swindon, Wiltshire SN4 0RL