

# WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP

## Annual Report for 2018

### Food, glorious food! And so much else

*Tim Whittaker*

Welcome to WTRRP's Annual Report for 2018 and thank you for your support over the year!

You'll know that many of our clients have no recourse to public funds ('NRPF'), and also are not legally permitted to earn, so live a hand-to-mouth life – and of course have a continuing need for food! WTRRP has been partnering with the Watford Foodbank for several years now to maintain this supply, to the extent that WTRRP clients now take around a fifth of what the Foodbank gives out, but we collect a bit less than half of what our clients need. **We're therefore starting a new appeal to you all, and to everyone who sees us on social media, for more donations of food**, as from time to time the total supply has actually run out!

We continue to be amazed and impressed by the simple courage of so many people who come to us for some extra help – they've often been waiting for years for official responses to their various applications, and those who have been eligible for accommodation (Social Services are obliged to house anyone with children) can be moved frequently to save money as you'll see later in this report.

You'll also see how volunteers from WTRRP go above and beyond providing food and contributions towards application fees: our provision of simple befriending is quite unusual, and our caseworkers are tireless in supporting clients as they go through the various official processes involved when attempting to settle in the UK. And on top of that, several occasions each year for all our clients and supporters to get together with food, drink and entertainment, to say nothing of a busy programme of English and related skills teaching, and much much more!

Please come to our **Annual General Meeting at 7:30pm on Wednesday 27 March**, at the Nascot Recital Hall (next to the Junior School), Nascot Wood Road, Watford WD17 4YS. We are really pleased to welcome Gulwali Passarlay as our guest speaker. He's author of *The Lightless Sky*: in this book, he tells his own story from the age of 12 when he fled the war and conflict in Afghanistan, and was subjected to terrible abuses on his journey alone over nine countries. On arrival in the UK, Gulwali faced a multitude of challenges but displayed incredible resilience despite the trauma that still haunts him. After two years of secondary education here he gained 10 GCSEs, then completed his A-levels, gained a university degree in Politics, and is just finishing a Master's Degree. Today he has many ambassadorial roles; and due to his extensive contribution to the Bolton community, was chosen to carry the Olympic Torch in 2012. Gulwali will tell us about these personal experiences, and show that – when given a welcome, the right support, encouragement and help with integration – refugees, asylum seekers and other non-economic migrants can be such valued contributors to our society. You can see his blog at [gulwalipassarlay.wordpress.com](http://gulwalipassarlay.wordpress.com)



### We're proud to have helped 279 people in need during the year

Year	2018	2017	2016	2015	2014	2013	2012	2011	2010
<b>Total caseload</b>	95	83	74	79	55	40	29	28	10
<b>Adult-only cases</b>	25	17	41	29	15	16	9	7	3
<b>Number of adults</b>	135	118	107	82	77	47	33	35	13
<b>Number of children</b>	144	127	105	98	69	42	33	37	13
<b>Total number of clients</b>	<b>279</b>	<b>245</b>	<b>212</b>	<b>180</b>	<b>146</b>	<b>89</b>	<b>66</b>	<b>72</b>	<b>26</b>

## Offering a sympathetic ear – life at the drop-in centre

*Paul Tucker*

For two sessions every week, volunteers from the Partnership offer their help and support to refugees and asylum seekers from a wide variety of backgrounds. Some are relatively new to the country while others have been here for some time and a change in their circumstances brings them to the drop-in centre.

So what do we do? Most importantly we listen and offer a sympathetic ear. The current environment can be quite hostile to refugees and immigrants so a welcoming approach is crucial, showing that we value them as fellow human beings. In addition we offer practical help where we can. For instance, a volunteer may ring up the Department for Work and Pensions on a client's behalf with a benefit query - something the client may have struggled with as they enter the maze of bureaucracy. Volunteers can also make contact with the Housing Department if the client is facing eviction or has issues related to their landlord. Each case is different and each person's circumstances require a personal approach.

After their visit to the drop-in centre, volunteers will sometimes follow up with the client. A phone call to check how they are getting on - did they remember to post that important letter? Or they may accompany the client to the Job Centre to help with a Universal Credit query, sitting alongside them as they discuss their case with the adviser. The client might also be referred to a befriender to continue the support on a longer-term basis, to our 'in house' English for Speakers of Other Languages (ESOL) classes or to the Foodbank team.

The numbers below give an overview of the amount of assistance given by the charity, but behind each figure is a person whose life has been changed by the charity's support.

If you are interested in joining us as a volunteer, please do get in touch. We meet at St John's Church, Sutton Road in Watford every Tuesday and Friday from 11.00 to 1.00pm. You will be very welcome.

### Summary of drop-in centre attendance

Over the last seven months (June to December 2018) there were a total of 112 visits comprising 86 existing clients and 26 new clients. This compares with a total of 172 (147 existing and 25 new clients) over the same period in 2017, meaning a drop of 35% compared with the number who came to the centre last year. We're not quite sure why this should be, as the number of cases, and the number of individuals that we currently are working with, have both increased!

The reasons for seeking help were:

Help for ...	%
Regular callers for food parcels	22%
Food and personal items	12%
Clothing and furniture	1.5%
Legal advice	28%
Accommodation and housing	4%
Finance	5%
Language	11%
Support with forms / letters	9%
Other support	7.5%

### The difference a visit to the drop-in centre can make

One young man came to the drop-in centre with his son. He had nowhere to go and with little English he was desperate for help. Contact was made with Social Services who were hesitant to get involved, believing that 'he must already have some place to stay'.

A phone call to the Red Cross led to help from one of their linked solicitors who said he would take on the case and liaise with Social Services. With no immediate prospect of accommodation, the

Partnership paid for a night in a hotel. The following night, with more delays, the Red Cross arranged a further night.

A volunteer went with him to Social Services and the discussion appeared to be going badly. How could he have managed for so long without working and have such poor English? Then his story came out. He had been trafficked across Europe in a lorry and maintained by his partner who had now left. The trauma of the experience brought him very low and reduced his self-confidence. Social Services took over responsibility and the young man and his son were given temporary accommodation.

The man's son is now in school and their situation is more stable. At Christmas one of our volunteers, who had been involved from the beginning, arranged for one of the Christmas hampers to be sent to his new address. This is one of many such stories which started with a visit to the drop-in centre and an example of how the charity's assistance makes a real difference.



## The impact our volunteers made in 2018

*Marie-Jo Churchill*

Every year is an opportunity to look back on the extraordinary contribution WTRRP volunteers have made to the lives of our clients and the charity as a whole. With a total of 80 volunteers, the size of the charity remains steady and volunteers' generosity and dedication remain unabated.

We welcomed nine new volunteers in 2018, some of them former or existing clients keen to give something back. All new volunteers bring their own individual skills and experience. Former clients in particular have experienced first-hand the daily hardship and uncertainties of being an asylum seeker or applying for settled status.

Clients may be required to move house at short notice or may need to find large sums of money to renew their Leave to Remain. Ten of our families had to move in 2018 and teams of volunteers were hurriedly assembled to help each time. A similar number of destitute families were granted financial support by WTRRP as a contribution towards their Home Office fees. The support WTRRP gives doesn't stop with moving belongings or giving money. WTRRP's drop-in centre volunteers, case workers and befrienders stand alongside clients every step of their journey, offering much needed practical and moral support.

More summer activities have been organised this year than ever before for our growing numbers of children and teenagers; a trip to Wembley, three trips to the Lee Valley Water Sports Centre and two summer parties at Quaker Meeting House. These activities saw our volunteers put aside some of their summer plans to drive minibuses, prepare food and entertain children, making our clients' summer a little brighter. Our three main social events regularly attract between 90 and 100 attendees and thanks to our party organisers, volunteers work seamlessly together.

Last summer we had to say goodbye to one of our party organisers, Shilpa Banerjee, who returned to Australia. She and Mel Southin have organised many memorable parties over the last two and a half years. Shilpa still managed to find time to organise the June Party at Cheslyn Gardens a few weeks before she left! A heartfelt thank you and best wishes, Shilpa for your new life in Australia from all of us!

This year our women's group offered the opportunity to try various activities; knitting, cooking, pottery and fabric painting to name a few. With patience and perseverance, our four organisers have succeeded in encouraging more and more women to socialise and join in these activities.

Before they are granted Leave to Remain, our clients are rarely allowed to work (or the jobs they can apply for are limited). Neither are they allowed to study. ESOL classes, the women's group, social events, and opportunities to volunteer with us combat isolation and help clients use their time profitably.

Securing Leave to Remain is only the beginning of the journey. The huge level of debt accumulated by clients in an attempt to pay Home Office fees, and the now increased NHS surcharge, often renders them unable to afford the most basic items. Our food packing and distribution team works tirelessly to offer what relief they can thanks to the generosity of the Watford Foodbank.

To support volunteers in their increasingly varied and challenging roles we have now set up monthly volunteers' support meetings. These meetings help volunteers increase their understanding of often complex and changing aspects of immigration and housing, give them the opportunity to work on case studies and get to know each other. Volunteers often have to listen to distressing life stories and can feel powerless to make a difference to clients' lives. Support for our volunteers is essential.

To help extend this support, our drop-in centre solicitor, Salma Khan, has kindly agreed to offer a training session on immigration issues in March. Brian Cunningham from Bedford Refugee and Asylum Seeker Support (BRASS), came to talk to us in October and offered advice on grant applications. We are grateful to them both.

St Mary's church has enabled us to move into a new office to run our administration more efficiently. It will further improve the service we can offer our clients but will require more volunteers to help with administrative tasks.

At Christmas, we mobilised a record number of volunteers to deliver hampers packed by St Luke's Church, then the following week, presents packed by WTRRP volunteers. The packing and delivery were achieved in record time and with military precision - by two o'clock in the afternoon, what had previously been a mountain of boxes had all but disappeared. The Stanborough Welfare Centre provided some wonderful toys for our children, and thanks to their generosity and that of many local churches and groups, all of our clients' children had a present to open this Christmas.

I would like to thank every one of our volunteers and supporters for their incredible hard work and enthusiasm this year. I look forward to another year of volunteering with you all!

The table below is a summary of volunteers' activity. Many volunteers combine several roles and often step in to help at short notice.

#### Percentage of volunteers per category in 2018

Category	Percentage of volunteers
Befriending / case work	23
Drop-in centre	22
Admin / coordinating	11
Food packing and distribution	9
ESOL – after school support	8
Parties / social activities	6
Financial / fundraising	5
Website / database / newsletters / social media	5
Women's group	4
Moving clients	4
Others (liaison / general helpers)	4

We currently need more volunteers, particularly drop-in centre volunteers, fundraisers, befrienders and distribution team members, to keep pace with our growing number of clients as well as more financial resources to maintain the level of support we can offer.

If you're interested in joining us, please get in touch by emailing [volunteers@wtrrp.co.uk](mailto:volunteers@wtrrp.co.uk), we would love to hear from you!

## Our casework and the Case Review Committee

*Sara Barratt*

The Case Review Committee meets approximately every two months to review the clients on our caseload and the new clients referred from the drop-in centre, to discuss how they are getting on and their current needs.

The team comprises: Marie-Jo Churchill, Mary Coleman, Sue Ellison, John Gray and Andrea Hudson, all of whom undertake many other roles within the partnership. We sometimes feel we spread ourselves too thinly and would very much welcome additional members as it is important to develop new ideas and ways of doing things or risk stagnation!

We have 95 active cases of whom 70 are families with a total of 144 children. Of the remaining 25 cases, 5 are adult families and 20 are single adults.

We have 46 families or individuals from Ghana, Nigeria (the majority) and other African countries, 26 from the Middle East and Turkey, 18 from the Indian subcontinent and the Far East including Afghanistan, 3 from Eastern Europe, and 2 from the Caribbean.

We welcomed 38 new clients in 2018 of whom 11 have subsequently been discharged, often because of relocation or changes of circumstances.

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

We consider the resources we are providing, what else may be needed and whether clients' lives are sufficiently stable for us to close their cases. Alongside talking about the inevitable housing and Leave to Remain crises that our clients face in an increasingly hostile environment, we review whether they are collecting their food parcels or attending ESOL classes and make sure we follow up with those who have not been in touch.

### The structure of our meetings

Now that our caseload has increased, it is impossible to review all cases at every meeting. We make sure that everyone is discussed every second meeting and that we prioritise discussing the needs of those newly referred, usually from the drop-in centre, and those we know to be in particular difficulty. Thus, we probably discuss around 60 cases in each meeting. We are aware of the dedicated work of the drop-in centre volunteers and a list is now updated after each meeting, whereby they can find out who is involved with any particular client and I am in touch with Paul Tucker and Ruth Jinadasa so that we share information about any clients that may have particular needs. We have tried to make sure that we are offering some coherence between the different services that are offered.

### Themes from our work

The issues discussed are many and varied. Many clients are seeking financial help and we try to offer some support towards Leave to Remain applications which are increasing in cost each year. We are delighted that three asylum seekers have been granted refugee status so far this year and ten clients have received financial and casework support to renew their Leave to Remain. Their applications are now with the Home Office and we expect positive outcomes.

Our caseworkers have a clear understanding of our clients' situations, which has led to better signposting and continuous support by our team of WTRRP volunteers.

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

Dislocation and relocation is a fact of life for many of our clients. Where possible, we support those moving house and consider what they may need, checking that, if necessary, someone can accompany them to the different charity shops for furniture and household items. Alongside others in the partnership, led by the intrepid John Gray, we have some expertise in house moves, as so many of those we support have to move home frequently and often at short notice.

After some backbreaking moves, we have decided that someone will assess what needs to be moved and whether it is practicable, before turning up to try and do the impossible. Having said this, we are delighted that, in the past year, a number of families have settled in homes where they can remain for two years or more, which has reduced parents' anxiety and enabled the children to feel more confident in knowing they can risk making friends at school and settle down to learning without the constant stress that their family may be uprooted at any time. We have seen children who were burdened by worry start to smile again, and it makes us aware that the experiences that many of our families go through rob children of their childhoods. It is for this reason that the different social activities are so important.

We are aware that the problem that may be brought to the drop-in centre is usually the tip of the iceberg, and that clients may be fearful and need to feel they can trust us in order to be open about the extent of their needs. Many have questionable landlords and are fearful that they will be made homeless, others find themselves with complicated financial or family difficulties and need the expertise of our caseworkers and befrienders to extricate themselves and direct them to the appropriate organisation. We have been concerned that, when we are too intrusive and 'knowing' in terms of what clients should do, we may be seen as intimidating, especially as some of our clients are in constant fear of deportation. So, we need to be responsive and work alongside them at their pace. This is often debated within our team.

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

The Case Review Committee members have a wealth of expertise and I have learned so much from them all. We would really welcome more members as it is essential that, as a small charity, a larger group of volunteers develops confidence and expertise to share the responsibilities.

### **Offering clients a little light relief – our social programme**

*Dorothy Knightley*

During 2018, we extended our calendar of social activities to improve the wellbeing and welfare of our clients, who continually face a multitude of challenges.

As our clients try to adapt and settle into our local community, many feel alone and isolated because they have often left behind or lost their support networks that most of us take for granted - relatives, friends and their communities. So our established family parties and get-togethers have always been important occasions for keeping clients' spirits up and making friends, and offer some a distraction from their daily fears and deprivation. These vital twice-a-year gatherings are made possible by the generosity of our friends at St Luke's Church, who allow us to use their very comfortable and convenient premises, as do our friends at Edge Grove school, who open up all of their impressive sports facilities for our families to enjoy.

We find that among our clients the women in particular often feel lonely and can sometimes lose hope when faced by destitution, homelessness and ill health. For the last 15 months, our women's group has

been meeting once a month on a Saturday morning at St Mary's Church, giving clients the opportunity to chat, do craft activities and build friendships, over a traditional cup of tea of course!

We have also been aware for some time that the next generation of clients are now growing up within WTRRP as a result of the sheer length of time some clients have to endure before they can regularise their UK status and rebuild their lives. As a result, more activities are needed to ensure these youngsters receive at least some of the same life chances that many of us do.

For the first time in 2018, many of our youngsters became football spectators at Wembley Stadium, and then in the summer holidays, other youngsters were offered places to try various water sports at the Lee Valley White Water Centre - made possible by accessing their Community Access Fund to pay for all the tuition and use of their Olympic facilities.

The weather was, unfortunately, far from ideal but it didn't stop our youngsters making the most of this Olympic venue and having lots of fun - the highlight being the rapids on the 'Legacy Loop'.

It was good to see how well the youngsters supported each other, making firm friendships and clearly enjoying themselves, whether in or out of the water! For many of our youngsters, this was the only real day out during their long summer holidays and they are still talking about it!



Our clients display incredible resilience despite the distress that they have endured. With all of these varied social gatherings, we hope we can offer our clients a little light relief, if only for a few hours.

## Helping clients move forwards

Moving house can be a traumatic time in anyone's life, and more so for our clients. This is because our clients are often told to be out of their accommodation in a few days and need to be packed and ready to go! Our clients don't have the means to move, nor have the transport and often have no-one to help them. So clients turn to us for help as it is invariably a time of profound confusion as to what to do first.

We take note of what's involved... are there stairs to negotiate (as a functioning lift is a rarity)? Is there furniture to be moved (and can it be easily dismantled)? How many bags might there be? Some of our clients have actually moved ten times before being granted permanent accommodation and so after several moves, often don't even bother to unpack. This can be unsettling, especially for the children who may have to leave their friends behind as well as struggle to find their toys and books in sealed up boxes.

Our 'A team' of volunteer removers (steered by John Gray) rally round on moving day to dismantle any furniture and appliances, 'lift and lug' items often into, and then later out of, the borrowed New Hope van. Usually John needs to return to reconnect appliances, assemble beds and complete 'must do' DIY jobs!



Our caring volunteers never let a client feel friendless, so hardly a week goes by without helping a client to move, delivering bulky items or collecting household goods from either donors, the Stanborough Welfare Centre (Seventh-Day Adventist Church), Nine Lives or charity shops such as New Hope.

Without the helping hand of so many partners in Watford, and of course our trusty volunteers who are always so willing to do what is needed, WTRRP would find it difficult to function.

## Food collection and distribution

*Jeanette & Mick Hayter, John Gray*

Our volunteers packed and collected 11,675 kg of food over 2018, and in addition supplied nappies and other essentials to many of our clients. This accounts for 18.6% of the total that Watford Food Bank gave out during the year.

We currently have a 'balance of payments' deficit with Watford Foodbank: we collected only 5,712 kg of foodstuffs, which is 48.9% of the total that they let us have. Very kindly, they have donated the balance to us, in recognition that the need for food is universal.

We would however like to appeal to all our supporters to donate more food – not least because the nature of WTRRP clients' needs are quite long-term (it can take several years to apply for and eventually gain Leave to Remain) while those of other Foodbank clients are generally shorter term, covering a gap between jobs or receipt of benefits. The effect of this has been that Watford Foodbank actually ran out of some items in the depth of the summer holidays, and we would like to be able to continue supplying all clients through the year!

We'll therefore put more information on our website and social media channels about what we need, and would be most grateful for your help.

## Finances

*Paul Shaw*

The financial health of the charity remains sound although a deliberate decision to increase our spending led to a deficit of expenditure over income of £3,636 for 2018. This reduced the bank balance from £14,305 at the beginning of the year to £10,669 by 31<sup>st</sup> December 2018. The committee consider this to be adequate, but we will need to be careful with our spending in 2019 unless we can generate new sources of income.

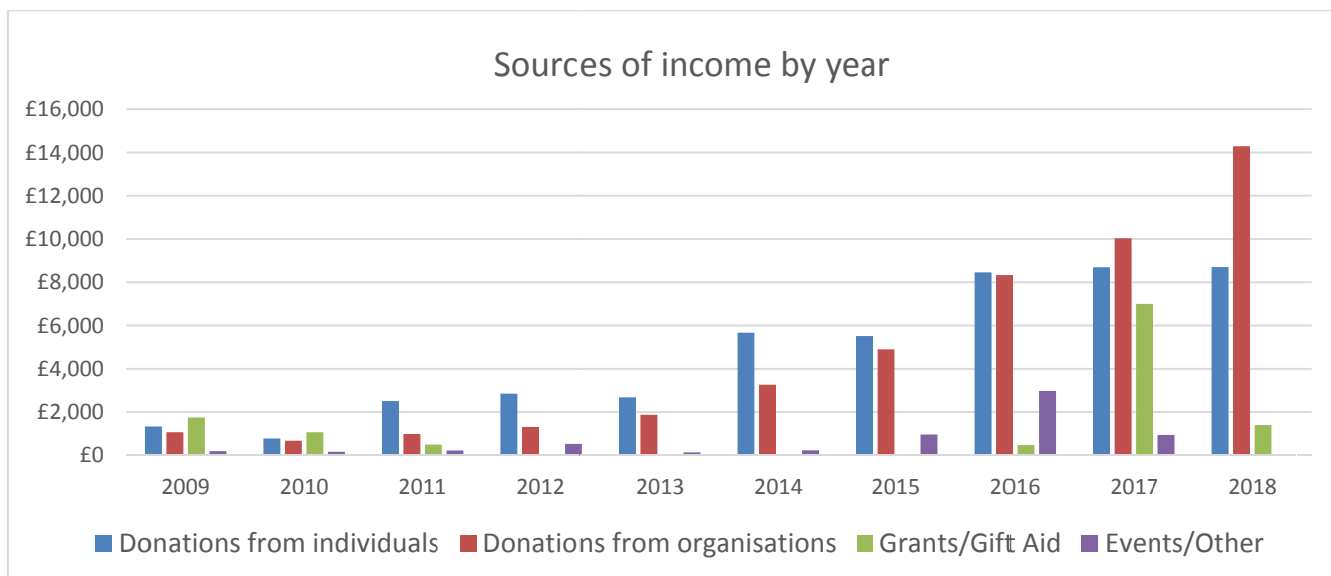
Year	2018	2017	2016	2015
<b>Bank balance brought forward</b>	<b>14,305</b>	<b>10,004</b>	<b>4,751</b>	<b>2,761</b>
Income	47,256	47,741	37,722	13,462
Expenditure	50,892	43,440	32,469	11,472
<b>Surplus/(deficit)</b>	<b>(3,636)</b>	<b>4,301</b>	<b>5,253</b>	<b>1,990</b>
<b>Bank balance carried forward</b>	<b>£10,669</b>	<b>£14,305</b>	<b>£10,004</b>	<b>4,751</b>

## Income

The income for the year of £47,256 is a slight drop of £485 on the previous year. The partnership continues to be generously supported by a range of sources including local churches and individuals, some of whom are regular donors. The income from individuals includes a sum of £1,405 in Gift Aid which we have been able to reclaim from the tax authorities.

The income figure also includes sums of £20,782 - the estimated value of the food donations provided by Watford Foodbank and £2,080 - a valuation of the free accommodation provided by St John's for our drop-in sessions every Tuesday and Friday mornings.

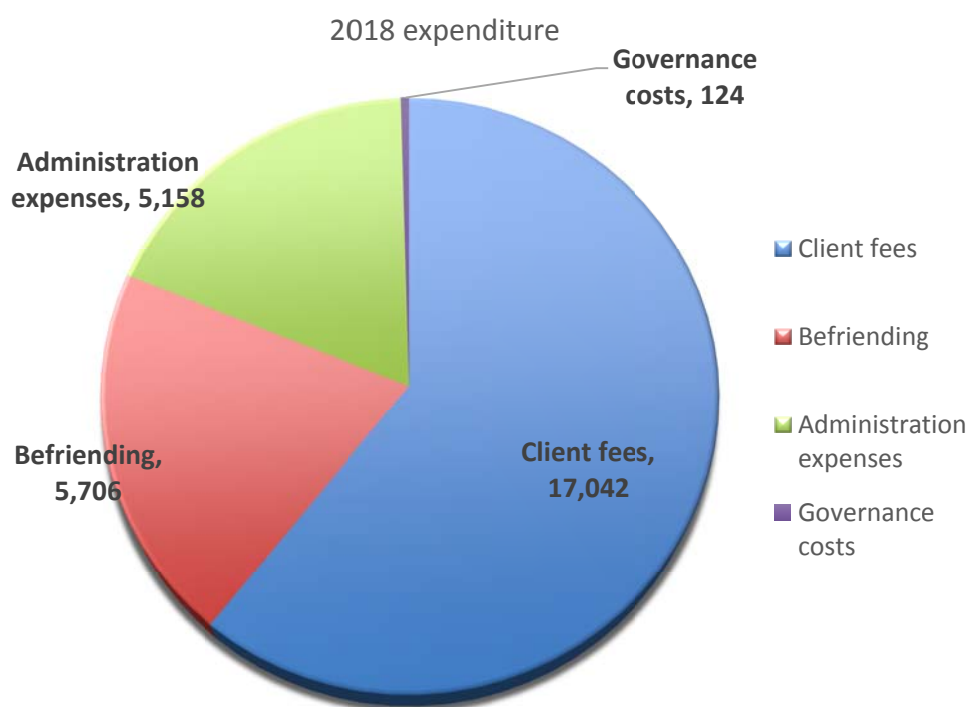
Below is a graph showing our sources of income since 2009.



We would like to thank the individual donors (particularly those who have continued to make donations by standing order) and the various local churches and other organisations who are the backbone of support for the charity. Of particular note in 2018 was the grant of £1,000 received from the St Peter's Trust and the donation of £3,000 received from Councillor Andrew Scarth as a result of WTRRP being one of his nominated charities during his year as chairman of Three Rivers District Council. We are tremendously grateful for these generous grants and will continue to explore opportunities to apply for similar grants in the future.

### Expenditure

Total expenditure in the year (excluding donations in kind – principally food – valued at £22,862) was £28,030 and the pie-chart below shows how this expenditure breaks down.



60% of the charity's expenditure was on contributions towards clients' legal costs and fees. We increased the level of financial support in 2018 from £800 to £1,500 for an individual and £2,500 for a

family which allowed us to contribute a larger proportion of the fees that applicants for Leave to Remain must pay.

In total, 80% of our expenditure in 2018 was on direct assistance for clients (including legal costs and fees) and 20% on befriending which includes help with travel costs, the purchase of essential items of furniture and providing social activities and parties reported on elsewhere in this annual report.

As a small charity run entirely by volunteers, we are reliant on the kindness and generosity of our partner organisations and supporters to provide many of our services.

We are particularly indebted to:

**St John's Church** – home to our drop-in centre and ESOL classes.

**Watford Quakers, Edge Grove School and St Luke's Church** for providing party venues and space for volunteers' support evenings.

**St Mary's Church** for hosting our women's group and our new office at St Mary's Cloister.

**Salma Khan** from Pickup and Scott Solicitors in Aylesbury and **The British Red Cross** in Luton for providing free support with complex immigration cases.

**Bedford Refugee and Asylum Seeker Support** for providing training for our volunteers.

**The New Hope Trust** for providing accommodation for the homeless and allowing us use of their van.

**Watford Foodbank** for providing food and essential items, and for allowing us to use their facilities for packing food parcels.

**St Peter's Trust** for a grant of £1,000

**Councillor Andrew Scarth** for a donation of £3,000 as WTRRP was one of his nominated charities during his chairmanship of Three Rivers District Council

## In conclusion

*Tim Whittaker*

You have supported us in growth of 14% over 2017, both in number of clients and in the number of specific cases. You have provided us with food to give to those with minimal or no income of their own, and you have supported us with funds to help with application fees for Leave to Remain in this country.

Those fees are one of the biggest burdens met by someone arriving in this country without status: you suddenly have to find over £800 for application fee, to pay for a solicitor to lodge the application – this legal knowledge is crucial and costs between £1,000 and £2,000 – and to pay for your putative use of the National Health Service, which the government last year increased to £400 per applicant per year. With between 3 and 5 years being payable with the application, this makes a grand total of £4,800.

We regret and deplore this taxation on the very poorest people in our midst, and we have – as a result of your generosity – managed to increase the proportion of this total that we can give to our clients. Not nearly the full amount though, or even half – perhaps that can be an ambition for the future.

We'll be asking for more donations of food as the year progresses, so that we don't run the risk of running low as we did last summer.

As you'll see from this annual report, we are getting busier and busier. If you're able to join us as a volunteer, or know others who might – please let us know.

We do thank you again for your support, and ask too if you could consider giving WTRRP a bit more, or if you could spread the word, or both!

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



## Watford & Three Rivers Refugee Partnership

### Standing order (or single payment) instructions

If you use online banking: Please set up your standing order or other payment and complete sections B, C and D

If you do not use online banking: please complete all sections (A, B, C and D)

Please return this form to The Treasurer, WTRRP, PO Box 2474, Watford WD18 1XT. You can also make donations by cheque, payable to Watford and Three Rivers Refugee Partnership, to the same address.

#### Section A

To the manager ..... Bank plc

BANK ADDRESS .....

..... POSTCODE .....

Please pay to **Watford & Three Rivers Refugee Partnership**

Lloyds TSB Bank plc, Edgware Branch

P O Box 1000, BX1 1LT

Sort code **30-98-07** Account **03770168**

#### Section B

The sum of ..... (figures) ..... (words)

commencing the ..... day of ..... 20..... and the same sum

\*annually/\*quarterly/\*monthly

until \*notified / ..... 20.....

(\*delete as appropriate)

This order cancels all existing standing orders in favour of the Watford & Three Rivers Refugee Partnership

SIGNED..... DATE.....

#### Section C

MY ADDRESS.....

..... POSTCODE .....

My Account name .....

Sort code ..... Account number .....

#### Section D – please complete if you are a UK taxpayer

I am a UK taxpayer and would like all my donations to Watford and Three Rivers Refugee Partnership to be Gift Aid until I notify you otherwise. I understand that the charity will reclaim 25p of tax on every £1 that I have given.

SIGNED..... DATE.....

**Watford and Three Rivers Refugee Partnership : Accounts for year ended 31  
December 2018**

	Note	2018	2017	2016
<b>Income</b>				
<b>Donations</b>				
Individuals	1	10,106	10,639	8,794
Groups / churches		14,288	16,933	8,330
Donations in kind - rent of drop in centre		2,080	2,080	2,080
Donations in kind - food	2	20,782	17,143	15,540
		<u>47,256</u>	<u>46,795</u>	<u>34,744</u>
<b>Events</b>		-	946	2,978
<b>Total Income</b>		<b>47,256</b>	<b>47,741</b>	<b>37,722</b>
<b>Expenditure</b>				
<b>Charitable activities</b>				
Befriending	3	28,568	27,032	25,036
Contribution towards client fees	4	17,042	13,513	5,060
Education		-	-	95
		<u>45,610</u>	<u>40,545</u>	<u>30,191</u>
<b>Management of the Project</b>				
Governance costs		124	483	620
Administration expenses	5	5,158	2,412	1,658
		<u>5,282</u>	<u>2,895</u>	<u>2,278</u>
<b>Total Expenditure</b>		<b>50,892</b>	<b>43,440</b>	<b>32,469</b>
<b>Deficit for the year</b>		<b><u>£ (3,636)</u></b>	<b><u>£ 4,301</u></b>	<b><u>£ 5,253</u></b>
<b>Bank balance at the beginning of the year</b>		14,305	10,004	4,751
<b>Bank balance at the end of the year</b>		<b>£ 10,669</b>	<b>£ 14,305</b>	<b>£ 10,004</b>

**Notes to the accounts:**

- The income amount shown includes the element that we are able to claim back as a charitable organisation as gift aid for 2018 amounting to £1,405.  
The 2016 and 2017 contributions of £1,960 was received in 2017.
- The income figure includes £19,614 for food donations received in the year. This figure has been estimated by the Watford Food Bank.
- Befriending includes payments made to our clients to cover subsistence for essential items, travel costs, the cost of parties and events, and the notional cost of the food items and the rent of the drop in centre.
- Contribution towards client fees covers Home Office application fees, NHS fees and Solicitors fees.
- Administration expenses includes travel costs, postage and stationery, telephone and insurance costs.

**Paul Shaw, 26 February 2019.**

**Independent examiner's report to the trustees of Watford and Three Rivers Refugee Partnership  
On the accounts for the year ended 31 December 2018 (Charity Number 1162226) set out on  
page1.**

**Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act
- to state whether particular matters have come to my attention.

**Basis of examiner's report**

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair" view and the report is limited to those matters set out in the statement below.


**Independent examiner's qualified statement**

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that, in any material respect, the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act 2011 and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act

have not been met.

No matter has come to my attention in connection with my examination to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Philip Bond  
3 Denmark Street  
Watford  
WD17 4YA  
28<sup>th</sup> February 2019

**Watford and Three Rivers Refugee Partnership : Accounts for year ended 31  
December 2018**

	Note	2018	2017	2016
<b>Income</b>				
<b>Donations</b>				
Individuals	1	10,106	10,639	8,794
Groups / churches		14,288	16,933	8,330
Donations in kind - rent of drop in centre		2,080	2,080	2,080
Donations in kind - food	2	20,782	17,143	15,540
		<u>47,256</u>	<u>46,795</u>	<u>34,744</u>
<b>Events</b>		-	946	2,978
<b>Total Income</b>		<b>47,256</b>	<b>47,741</b>	<b>37,722</b>
<b>Expenditure</b>				
<b>Charitable activities</b>				
Befriending	3	28,568	27,032	25,036
Contribution towards client fees	4	17,042	13,513	5,060
Education		-	-	95
		<u>45,610</u>	<u>40,545</u>	<u>30,191</u>
<b>Management of the Project</b>				
Governance costs		124	483	620
Administration expenses	5	5,158	2,412	1,658
		<u>5,282</u>	<u>2,895</u>	<u>2,278</u>
<b>Total Expenditure</b>		<b>50,892</b>	<b>43,440</b>	<b>32,469</b>
<b>Deficit for the year</b>		<b><u>£ (3,636)</u></b>	<b><u>£ 4,301</u></b>	<b><u>£ 5,253</u></b>
<b>Bank balance at the beginning of the year</b>		14,305	10,004	4,751
<b>Bank balance at the end of the year</b>		<b>£ 10,669</b>	<b>£ 14,305</b>	<b>£ 10,004</b>

**Notes to the accounts:**

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