

**HUMAN APPEAL**

**ANNUAL REPORT  
& FINANCIAL STATEMENTS  
2020**

**In a year defined by tragic loss, global uncertainty, decimated livelihoods, and deepening poverty, we were there for 3,699,736 of the world's most at-risk and vulnerable people.**

Thank you for helping us to continue to save and transform lives in a time of unprecedented crisis, and for giving so many the hope of a future free from hunger, conflict, and injustice.

**16**

countries worked in worldwide

**60+**

local partners

**10**

global institutional partnerships

**2.1m+**

people reached with our global COVID-19 emergency response

**12,563**

orphans sponsored

**602,315**

people fed during Ramadan and Eid al-Adha

**7**

humanitarian emergencies responded to

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# Corporate directory

**Company and Charity Legal Name:** Human Appeal

**Charity Registration Number:** 1154288 (England & Wales) SC046481 (Scotland)

**Company Registration Number:** 08553893

**Principal and Registered Office:** 1 Cheadle Point, Carrs Road, Cheadle, Cheshire, UK SK8 2BL

## Directors and Trustees:

Dr. Kamil Omoteso (Chair of the Board)

Mr. Mohamad Yousef

Mr. Omar Mashjari

Dr. Kenneth Baldwin

**Change taking place after 31 December 2019 (as at 21<sup>st</sup> December 2021):** Dr. Ihab Saad retired from the Board of Trustees on 24 August 2020. Dr. Hossam Said retired from the Board of Trustees on 28 August 2020. Dr. Hussain Nagi retired from the Board of Trustees on 18 October 2020. Dr. Kenneth Baldwin joined the Board of Trustees on 1 December 2020.

## Executive directors:

Chief Executive Officer: Dr. Mohamed Ashmawey

Interim People and Culture Director: Pulvisha Raja

Programmes Director: Mehdi Benmrاد

Fund Development Director: Zaheer Khan

Communications Director: Owais Khan

Emerging Markets Director: Hameed Al-Asaly

Director of Finance and Services: Graham Sutherland

**Change taking place after 31 December 2019 (as at 21<sup>st</sup> December 2021):** Elfatih Ibrahim retired from his role as Chief Operating Officer in January 2020. Owais Khan became Director of Communications in January 2020. Mehdi Benmrاد became Director of Programmes in January 2020, replacing interim Director Arif Sayed Muhammad. Zaheer Khan became Director of Fund Development in 2020. Pulvisha Raja became interim Director of People and Culture in May 2020, replacing Karim Samir.

## Solicitor

Simons Muirhead Burton LLP

87-91 Newman Street

London

W1T 3EY

## Bankers

National Westminster Bank Plc, 9/11 Precinct Centre, Oxford Road, Manchester M13 9NX

## Auditors

Sayer Vincent LLP, Invicta House, 108-114 Golden Lane, London, EC1Y 0TL.

# Welcome from the Chair

## Dr Kamil Zakariyya Omoteso

There is no doubt that the pandemic has been the greatest challenge that Human Appeal has faced in our 30-year history. 2020 was a year of tragedy, loss, uncertainty, and heightened fear for the people we support. Many of these communities were already facing social, environmental, and economic crises when the spread of the virus put their lives in even greater danger. A virus that took millions of lives and wreaked economic havoc, decimating livelihoods and stopping normal life in its tracks. The lives of the people we support will be deeply marked by the turmoil and long-term damage the pandemic has caused, and it greatly saddens me that the crisis is still not over.

I am so proud to have been part of the Human Appeal family, especially in this year of trial. As the coronavirus pandemic plunged us all into danger and uncertainty, our teams went to unparalleled lengths to help people living in extreme poverty around the world.

An unprecedented challenge calls for an unprecedented response, and throughout this demanding time, I have been impressed with the efficiency and speed with which the Human Appeal family launched our COVID-19 Emergency Appeal. We delivered a major pandemic response, addressing health, education, prevention, economic support, and food security, on top of existing projects, which we could not have achieved without the public's selfless generosity at a time of real economic uncertainty.

Throughout our response to the pandemic, we did not waver in our support of some of the world's most marginalised communities and those facing ongoing conflict and climate crisis. While 2020 marked the start of our ambitious new strategy to grow the organisation, overcoming the challenges presented to us by the pandemic helped us to accelerate our transformation into a more stable and sustainable organisation. The trials we faced pushed us to find new ways to be agile and effective in bringing our unique combination of skill and care to those who most urgently need it.

For Human Appeal's staff and volunteers, the pandemic changed how we worked, adapting and innovating to make sure our humanitarian assistance programmes continued to be supported when the need was greater than ever. As pandemic restrictions came into effect, our teams quickly moved to remote working. Amid the closure of mosques and regional community hubs, and the cancellation of our nationwide events, we sought new ways to engage donors, volunteers, partners, and institutional funders, including innovative virtual events, webinars, challenges, and new digital fundraising tools and platforms.

The result was a year of making impact beyond our expectations. It is remarkable that despite such economic uncertainty, our supporters helped us reach an annual income of £29.7M – a 53% increase on the year before. This enabled us to touch the lives of 3,699,736 people in 19 countries last year - a new record for the Human Appeal family. May Allah subhana wa ta'ala reward all our supporters and partners.

It was the epitome of a collective effort. I thank our dedicated staff and volunteers who have remained in the frontline of our aid delivery through these uniquely challenging times. I'm grateful for the overwhelming generosity of our supporters, and the continued commitment of institutional funders. Without you, we would not have been able to support so many of the world's most vulnerable communities with transformative impact at such a critical time.

I'm incredibly proud of what we have managed to achieve despite the challenges of 2020. We have managed our resources with care, and finished 2020 in a healthy financial position. I pray that we can take this resilience and adaptability forward as we embark on next year's organisational strategy.

I'm committed to harnessing our experiences from this year to continue to build firm foundations for a sustainable future. This resilience will, God-willing, inform how we respond to challenges, so that we can continue empowering and supporting vulnerable communities across the world.

On behalf of the Trustees, I thank all our donors, volunteers, staff, and partners for their commitment and support. May Allah the Most Glorious, Most High continue to bless us with the means to serve humanity with the highest standards.

# A message from our CEO

## Dr Mohamed Ashmawey

The Human Appeal family often talks about being there for every human – it inspires everything we do. In 2020, we exemplified our commitment to this axiom, every single day.

As we reflect on the past year, there's no doubt the pandemic was, and continues to be, the gravest threat to the survival of our organisation, which is essential to achieving our goal of empowering the world's most vulnerable people.

I'm incredibly humbled by how we responded and adapted to this unique challenge. Our leadership team took the swift decision to pivot our strategy in response to the crisis, prioritising our energy and resources where it was most needed. We decisively focused on the following four important areas, with an overall focus on strengthening our stability and improving the quality of our work amid unprecedented conditions.

### 1) **Managing income to drive long term financial stability**

The pandemic had a profound effect on the communities we serve, as well as on those who give generously to support our work. It also restricted our operations and institutional funding – sometimes severely – and personally affected many of our staff, volunteers and their families. Despite this, we were able to maximise our core fundraising to achieve some extraordinary financial results, increasing our income by 44% - from £19.4m in 2019 to £29.7m in 2020. Our income during the Ramadan campaign doubled, from £5m to £10m. These successes continue to permit us to empower the most vulnerable communities.

### 2) **Strengthening the organisation by adapting to new ways of working**

COVID-19 severely disrupted our fundraising and projects. Many staff members were furloughed and we were obliged to restructure and freeze recruitment to reduce costs. When the most vulnerable families around the world needed our support, we had to cancel events and close community hubs for significant periods of time. Our organisation now functions more flexibly as a result of the pandemic restructures. We switched to remote working, which allowed the organisation to continue its lifesaving work while keeping staff safe with the use of innovative platforms, such as SharePoint, Microsoft Teams, Microsoft 365, and Enterprise Mobility. These solutions allowed us to transition seamlessly, reducing cost and time wastages, and streamlining communications across the organisation, both in the UK and globally. Our digital interactions brought our global family closer together and we're excited to sustain these relationships going forwards.

### 3) **Continuing, strengthening, and maintaining confidence in our lifesaving work**

Since the start of the pandemic, COVID-19 has disproportionately threatened the people we support, and we are proud to have protected millions of vulnerable people through our Coronavirus Emergency Appeal response, which contributed to the fight against the virus in eight countries. Despite the challenges of lockdowns, social distancing and other restrictions, we were able to adapt our programmes to protect staff and beneficiaries from the spread of the virus, while responding to ever-growing needs, against a backdrop of cuts to the UK aid budget and an uncertain forecast on international development spending.

Here in the UK, we distributed 4,400 food parcels and 4,610 hot meals during the first wave of COVID-19. We worked with over 50 partner organisations including Age UK and the Amir Khan Foundation, and we received over £98,000 in-kind donations towards our UK COVID-19 programmes. In Syria, we established three COVID-19 isolation centres while continuing to provide free healthcare through Al Imaan Hospital, our mobile clinics and primary healthcare centre, which serve a total population of 32,220 people. In Gaza,



in partnership with the United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA), we disinfected the entire water network, helping 2.1 million people access clean water. Amid an international funding shortfall in Yemen, we supported 18 health facilities and hospitals in their provision of vital health and nutrition services and continued to transform villages in Tharparkar by providing sustainable water, farming, and livelihood projects. In 2020, we responded to seven emergencies, including earthquakes in Turkey, the Beirut explosion, and conflicts in Syria and Gaza. Our orphan sponsorship programme supported a record 12,563 vulnerable children worldwide, and our child protection projects in Iraq and Somalia helped children to stay safe and protected against violence.

During the Ramadan season, we were able to increase the reach of our global food programmes by 40%. By winter, our Wrap Up campaign collected 5,466 spare winter coats from five UK cities, increasing our impact by 40% from 2019.

Innovation in the humanitarian space became even more important in adapting to the challenges of 2020. We renewed focus on innovation through the launch of an internal innovation grant fund with our country offices, which helped us to respond to the localised effects of COVID-19. In Pakistan, we launched an innovative business model which helped 50,000 people with projects addressing COVID-19, food insecurity and livelihoods in Rawalpindi.

#### **4) Deepening our connection to supporters**

An unforeseen effect of the extraordinary challenges of 2020, was the deepening of our connection and communication with supporters, and developing a relationship built on trust, respect, and shared values. We created innovative platforms and services to meet their charitable needs, including Your 30 Nights, Your 10 Nights, and My Best 10 Days. We also continued to engage our supporters on key campaigning issues, such as gender justice, opposing cuts to the aid budget, and the ongoing humanitarian crises in Yemen and Syria. We also harnessed this engagement by holding a series of project-based webinars with humanitarian experts, involving our supporters in humanitarian solutions.

In 2021, as Human Appeal reaches its 30th anniversary, we can start to look to the future with optimism once again. Our simple mission to save and transform lives through our lifesaving work only continues to grow. It is such a privilege to lead the Human Appeal family at this historic juncture. Our staff, volunteers, supporters, and partners are at the heart of everything we do, and that has remained true throughout 2020.

This year, your kindness enabled us to go beyond what we ever thought would be possible in such conditions. The devastating reality of this pandemic is that we have lost so many people, including some of our very own cherished volunteers and colleagues; you and your loved ones are never far from our thoughts and prayers.

For three decades, our organisation has made leaps forward in creating a just, caring, and sustainable world, where the people we support don't just survive, but thrive. As we recover from our greatest challenge yet, that spirit is stronger than ever and we're reasserting our focus on the quality of our interventions and continued growth for the forthcoming year.

# Strategic report

## Who we are

Human Appeal is a non-profit organisation working across the globe to strengthen humanity's fight against poverty, social injustice and natural disaster for 30 years. Our vision is to become the global agent of change for a just, caring, and sustainable world.

## What we do

Through the provision of immediate relief and the establishment of self-sustaining development programmes, we aim to invest in real, effective solutions. We work year-round to establish healthcare, education, and livelihood programmes that pave the way for empowered, self-serving communities. We also provide food, medical aid, and disaster relief during emergencies - critical interventions that save lives. Our skilled local teams are able to access some of the most hard-to-reach places in the world, at their most vulnerable times.

In 2020, we continued to deliver projects under four broad thematic areas:

- Humanitarian relief
- Sustainable development
- Seasonal programmes
- Child welfare

## Global Programmes Strategy 2018-2020

2020 encompassed the final year of our three-year global strategy, through which we have prioritised the following six objectives:

1. **Strengthen principled humanitarian action**
2. **Maximise impact for sustainable change**
3. **Ensure programme quality**
4. **Strengthen and enhance the orphan and child welfare programme**
5. **Strengthen the delivery and impact of UK projects**
6. **Secure quality and sustainable income to support our work**

## Impact of COVID-19 on our programmes

Throughout the year, our programming faced multiple challenges due to the pandemic, which forced us to become more innovative and adaptable. Our field offices came under unpredictable restrictions and curfews, which had an impact on staff travel and project delivery. We always observed local restrictions and safety guidelines; our staff switched to working from home when necessary, and we conducted virtual visits whenever possible to minimise risk and delay – such as with orphan interviews. Once restrictions eased, we implemented social distancing, hand-washing points, and reduced crowds by delivering distributions in person when appropriate.

## **Our priority sectors**

### **Food security**

We enhance food security through sustainable agriculture, strengthening resilience, and improving nutrition amongst communities affected by disaster, climate change, conflict, and poverty.

### **Water, sanitation, and hygiene (WASH)**

We provide access to clean water and sanitation, and improve hygiene practices and awareness among vulnerable and displaced communities.

### **Education**

We improve access to inclusive and quality education for children of school age in marginalised and displaced communities. We equip children and young adults with skills and knowledge through education and lifelong learning opportunities, as well as technical vocational courses.

### **Child welfare**

We provide one-to-one sponsorship to improve child welfare, keeping child safeguarding central to our approach and practices.

### **Livelihoods**

We assist with livelihood development for vulnerable communities by helping to create sustainable income generation opportunities.

### **Emergency relief**

We provide humanitarian assistance in the context of disasters, conflicts and emergencies in the form of food, non-food items (NFIs), shelter and medical aid, as well as through camp management, protection, WASH, education and the support of local health facilities.

# Our reach

## Headquarters

United Kingdom

## Country offices

Iraq

Pakistan

Palestine

Somalia

Sudan

Syria

Turkey

Yemen

## Local partners

Bangladesh

India

Lebanon

North Macedonia

Morocco

Myanmar

Sri Lanka

## Partner offices

France

Spain

Ireland

# The year in numbers

In 2020, we helped 3,699,736 vulnerable people globally:

Bangladesh: 54,660

India: 174,400

Iraq: 104,062

Lebanon: 22,535

Myanmar: 11,988

North Macedonia: 166

Pakistan: 391,304

Palestine: 2,084,312

Somalia: 209,364

Sri Lanka: 325

Sudan: 11,310

Syria: 206,684

Turkey: 25,099

Yemen: 358,011

UK: 15,516

## **In 2020, we helped communities in 16 countries through emergency, development, and seasonal projects, including:**

**2,371,556** supported through **water and sanitation**

**213,193** helped through **health** projects

**616,241** supported through **seasonal** projects

**277,203** helped through **special requests**

**3,934** benefited from **protection** support

**4,512** received **livelihood** assistance

**209,708** reached with **education** projects

**2,383** supported through **child welfare**

**12,563** sponsored orphans

# Bangladesh

In 2020, we supported 54,660 people.

Despite its relatively small land area, Bangladesh is home to 163 million people, making it one of the most densely populated countries in the world. A third of people live below the poverty line, and severe localised food insecurity is widespread to the extent that 36 per cent of children under five are stunted, which is an indicator of chronic malnutrition.

Over 1 million vulnerable Rohingya refugees are still living in Bangladesh, the majority of whom are dependent on aid and live in Cox's Bazar, where cramped conditions quickly become unsanitary and unsafe.

In 2020, the arrival of COVID-19 led to significant negative impacts on livelihoods, with those working in informal sectors hit hardest. Millions of garment sector workers lost their jobs, and movement restrictions had a profound impact on families sustained by daily wages, such as rickshaw drivers. Unsafe and overcrowded urban conditions continued to make life unbearable for so many who were already struggling to access nutritious food and the opportunity to earn a decent wage.

## Our 2020 sector priorities:

- > Seasonal food aid and NFIs
- > Sustainable clean water solutions
- > COVID-19 hygiene response
- > Child welfare

## Our impact in numbers

- **12,050** people reached with seasonal food aid.
- **45,240** people gained access to sustainable clean water.
- **3,200** Rohingya refugees provided with food parcels during the COVID-19 pandemic.
- **500** children reached with winter NFI support.
- **240** street and working children supported and protected.

## Highlights from our work

### Sustainable clean water in drought-hit villages

Bangladesh's population density, low-lying lands, and the frequency of floods, monsoons, and cyclones leave the population vulnerable to water contamination. In 2020, we installed 338 wells in communities where there is no reliable access to clean water, supporting a total of 36,780 people.

The well site is assessed and selected based on criteria which will ensure the longevity and quality of this project, including ground water quality, accessibility, drainage, proximity to homes, and its situation above annual flood levels. We continuously monitor construction and ensure that government-certified laboratories test water quality. We also train a committee to oversee the well once the project is completed.

## **Safety and protection for Dhaka's street children**

An estimated 350,000 children live and work on the streets of Dhaka, Bangladesh. By establishing a drop-in centre in the capital, we're providing essential services to provide immediate care to children on the streets.

Our drop-in centre provides healthcare, counselling, educational classes, recreational facilities, food, protection and hygiene awareness, vocational training, and a safe space for extremely vulnerable children. We also provide outreach services to their families and to the wider community to reduce the risk of children falling into dangerous or exploitative jobs and situations. We also connect children to other services and organisations to help them access opportunities and services that can improve their lives and futures.

This project began in December and will continue for three years, during which time we'll be supporting 240 street children, including 90 who will attend educational classes and 30 older children who will receive vocational training.

## **Three clean water plants**

In Dakshin Sreepur, Kaliganj Upazila, 60 per cent of people struggle to make ends meet. Many families waste hours in the day trekking eight kilometres to the nearest clean water point. Others rely on dirty water closer to home – rainwater that has been left to fester, growing algae as the rains recede.

The ground beneath the village is rich with water, but it contains high levels of toxic arsenic.

We installed three clean water filtration plants, providing safe water that is free of contaminants, benefiting 5,400 people. We also set up a water management committee, with a head caretaker so that the plant is maintained safely, and also trained 4,320 people on hygiene promotion to transform the sanitation of the community.

We completed two water plants before a lockdown forced us to halt all work; these water points were operational throughout the lockdown. To protect the community from COVID-19, we installed virus-safe advice boards by the water point provided the head caretakers with PPE, and we also ensured that only the caretaker would touch the taps, limiting the chance of spreading the virus.



# Iraq

In 2020, we supported 104,062 people.

Across Iraq, 6.7 million people need humanitarian help. Years of conflict have uprooted millions of people, eroded social cohesion, disrupted access to basic services, destroyed livelihoods and increased protection risks. With weak central governance and limited progress towards recovery and development, Iraq's recovery has become protracted, and millions of people across the country remain in need of cross-sector assistance. Women and children are among the most vulnerable to hunger, poverty, abuse, and exploitation.

In 2020, severe movement restrictions and the shutdown of local markets due to COVID-19 resulted in increased unemployment and the breakdown of livelihoods, increasing levels of food insecurity for much of the population in Iraq.

## Our 2020 sector priorities:

- > Seasonal food aid
- > Mitigating the effects and prevalence of gender-based violence (GBV)
- > Enhancing child protection and nutrition
- > Creating economic opportunities
- > Creating sustainable agricultural livelihoods

## Our impact in numbers

- **927** people supported with nutritious food parcels to last the month of Ramadan.
- **340** women and girls protected and empowered through our Sakina Centre.
- **91,393** children supported with school meals.
- **10,373** received child protection services through our mobile centre.
- **686** unemployed labourers received cash-for-work opportunities.
- **80** agriculture graduates benefited from enhanced livelihood opportunities.

## Highlights from our work

### Empowering women and girls

An estimated 6.7 million people in Iraq, including 3.3 million women and girls need some form of humanitarian assistance and protection. Women and children are exposed to multiple risks, including exploitation, GBV (child labour, and child marriage).

Our Sakina Centre in Ninewa supports women and girls through psychosocial support and GBV prevention, response, and case management. Our centre advocates against GBV, provides psychosocial activities, and

provides training on women's rights and GBV, in addition to vocational training. Altogether, we supported 340 women and girls at the centre in 2020.

In 2020, we supported a total of 340 people with GBV prevention services. 50 women and teenage girls received specialized GBV prevention and response, and we helped a further 15 with case management. We provided 185 women and teenage girls with recreational and vocational skills, and we delivered five awareness sessions on GBV prevention and response.

In order to ensure continued support in the community, we provided 25 men and women with GBV prevention training from specialists.

### **Child-friendly space in Anbar**

An estimated 27 per cent of displaced families living in camps in Iraq have at least one child who is not in education. 13 per cent of returnee children show signs of psychosocial distress.

Our mobile child-friendly space in Ana, Anbar provided psychosocial activities for 10,373 children who have endured conflict, in partnership with UNICEF.

In all, we helped 7,423 through child protection, providing 2,150 children with psychosocial support, 1,350 children with legal services, and 2,500 children with awareness sessions on child protection, GBV and COVID-19 prevention. We also provided training to 93 staff and caregivers.

We supported 2,950 people through our GBV work, including managing 400 cases, enabling us to provide psychosocial support to 1,100 people.

As part of this project, we will be registering vulnerable orphans for our orphan sponsorship programme so that they can benefit from future projects too.

### **School meals in Ninewa**

2.4 million Iraqis are at risk of food insecurity. When people are unable to feed their families, they often resort to negative coping mechanisms, like child labour, to survive.

We're helping the World Food Programme to implement their school feeding programme, in coordination with the Ministry of Education. For the entire school year, we provided daily deliveries of food and helped to fight short term hunger, improved nutrition, supported school enrolment and retention rates, and improved health and hygiene. The daily food deliveries included bread, water, juice, fruits, dates, nuts and cheese, and supported 89,851 children for the entire 2019-2020 school year, up until school closures due to COVID-19.

We also ran two hygiene promotion sessions in each school, and disposed of school waste.

In order to maximise our impact, we employed 136 vulnerable people – including 50 women – to prepare and deliver the food, and to dispose of the schools' waste. We provided 10 sessions to train participants on food quality and handling, health and safety and waste management. We also hired five warehouses, 33 drivers, 17 bakeries and 20 fruit, nuts, and cheese vendors, in order to promote local businesses.

### **Cash-for-work in Duhok**

For 14 months, during the height of the spread COVID-19, Human Appeal supported out-of-work labourers and vulnerable families through a cash-for-work scheme in Duhok, Kurdistan region of Iraq. A total of 686 people, including 34 supervisors, were hired to complete maintenance tasks in the local community.

Starting in July 2019, this project continued until September 2020, supporting vulnerable people as cases of COVID-19 rose across Iraq. The knock-on effects of the spread of the virus hit the most vulnerable families hardest, who depend on daily wages just to survive.

Human Appeal, in coordination with UNDP, provided 686 people with two months of daily labour, including: renovating and painting roads, restoring footpath, rubbish collection, tree maintenance and planting, rehabilitating a children's playground, and park bench installation. Throughout the project, 23 per cent of hired labourers were women, and two per cent were people with disabilities; all employees were ensured equal pay and provided with tasks that meet their capacities.

This project not only provided these breadwinners with a reliable income during economically difficult months, but they also helped them to develop skills, be self-sufficient, and to improve their local environment and community.

### **Livelihood support for agriculture graduates**

We provided agricultural training and livelihood opportunities for 80 young graduates from the Agriculture College at University of Mosul, Iraq. Greenhouses enable farmers to grow produce year-round, despite water scarcity, cold temperatures, and other seasonal changes. They require less water, and typically produce a higher yield in these controlled, humid environments.

By constructing 46 greenhouse tunnels at the university – six for research and 40 for training, 50 men and 30 women graduates have access to fertile land and livelihood opportunities for three years, after which they will be transferred to newer graduates.

This project also provided a practical session on greenhouse farming at the university, seeds, tools, irrigation, and water tanks.

In 2020, our first graduates had begun to harvest vegetables from these greenhouses, meeting their domestic food requirements, with the space and opportunity to scale up production for profit going forwards.

These graduates continue to maintain ties with the university, where they can receive regular technical support on improved cultivation and water conservation.

# Lebanon

In 2020, we supported 22,535 people.

The 1.5 million Syrian refugees in Lebanon are facing significant food insecurity. Most struggle to find employment outside of day labour in the agricultural field, which provides insufficient income to lift them out of poverty, and often not even enough to cover the costs of sustaining their living standards, particularly with the financial crisis and devaluation of the local currency.

Education amongst Syrian refugee children in Lebanon continued to be in crisis in 2020, with 60 per cent of children not enrolled in school prior to the pandemic. School closures and the financial downturn caused by COVID-19 resulted in thousands more pushed out of formal learning, and many have not since re-enrolled.

On August 4, 2020, a huge explosion ripped through Lebanon's capital, Beirut, killing 218 people and injuring over 7,500. It damaged homes, blew out windows, filled streets with rubble, and left 300,000 people without a home. As an import-dependent country already facing financial crisis, the explosion cast insecurity across the capital, with concerns for access to essentials, particularly food and medical supplies.

## Our 2020 sector priorities:

- > Emergency response
- > Seasonal food aid and NFIs
- > Improving education rates amongst Syrian refugee children
- > Housing rehabilitation

## Our impact in numbers

- **1,740** people supported with blankets, clothes, and mattresses during winter.
- **1,000** families supported with fuel and food parcels during winter.
- **2,616** protected in the Beirut blast aftermath with food, water, and PPE.
- **10,980** received bread deliveries for three months.
- **6** homes repaired after the Beirut explosion.
- **1,175** Syrian refugee children sponsored with education.

## Highlights from our work

### Bread for Syrian refugees

Before the pandemic, a UN survey found that 73 per cent of Syrian refugees in Lebanon were living below the poverty line, and for those living in temporary shelters and camps, that figure soared. That figure is estimated to have increased during the pandemic due to job scarcity and the dangers of searching for daily labour. A staggering 94 per cent of Syrians in northern Lebanon are food insecure.

Between September and December 2020, we provided bread deliveries to Syrian refugees settled in Aarsal, northern Lebanon, in partnership with Islamic Welfare Association (ISWA). We provided 1,830 vulnerable Syrian families with three bundles of bread twice a week for a total of eleven weeks.

Overall, we delivered 120,780 bundles of bread through 22 distribution events, helping 10,980 people to remain food secure throughout three months of extreme insecurity caused by unemployment during the pandemic and by winter, which brings extreme weather and sickness.

### **Emergency packs and home repair for survivors of Beirut Explosion**

In the immediate aftermath of the Beirut explosion, families struggled to access food and clean water. We provided 654 families who were acutely at risk with emergency parcels containing bread, chickpeas, beans, processed meat, tuna, noodles, halva, water, and cutlery. Each parcel also contained five surgical masks, five pairs of gloves and two bars of soap to help protect families from the spread of COVID-19 during the explosion aftermath.

Altogether, this project protected 2,616 people from immediate dangers including the spread of infection and hunger.

We also supported six families with the repair of their homes damaged during the explosion. We installed glass, and repaired plumbing, electrical networks, and wood and tiled surfaces, helping a total of 24 people to return safely to repaired homes.

### **Education for Syrian children**

Of the 1.5 million Syrians in Lebanon, 63 per cent are of school-going age. The presence of a large refugee population in a small country facing economic crisis, high unemployment, pressure on infrastructure, and environmental challenges risks affecting inter-community relations and social stability. With more than 75 per cent of refugee households now living under the poverty line, many vulnerable families are resorting to negative coping mechanisms which sometimes includes child labor and child marriage.

For the 2019-2020 school year, Human Appeal, in partnership with ISWA, sponsored 1,175 Syrian children across 10 Lebanese schools, covering the cost of their tuition, uniforms, books, transportation, and schoolbags. The schools were located in Bekaa, Beirut, Mount Lebanon, as well as in northern and southern Lebanon, and children sponsored were between the ages of 6 and 18.

# Pakistan

In 2020, we supported 391,304 people.

The outbreak of COVID-19 had a huge impact on Pakistan in 2020. The widespread lack of access to clean water and sufficient sanitation facilities created a major problem in the fight against the virus. Around 20% of the population – some 44 million people – does not have access to a handwashing facility with soap and water. Just under 10% of the population (21 million) lack access to clean drinking water close to their homes. 18% of people (39 million) do not have a toilet facility at all.

Though the number of pandemic-related deaths in the country was lower than in neighbouring countries, Pakistan's economy was hit hard as numerous people lost their jobs. Before the outbreak of COVID-19, 35% of the population was working, a figure that dropped to 22% after a lockdown was implemented. 74% of people who lost their jobs worked in the informal sector, mostly daily wagers, who are often the most vulnerable and lack financial safety nets.

Severe food insecurity in the country increased from 3% to 10% during the pandemic, and 60% of households in Pakistan remained food insecure.

## Our 2020 sector priorities:

- > Education
- > WASH
- > Sustainable livelihoods
- > Orphan and child welfare

## Our impact in numbers

- **202,680** people supported through education projects
- **121,705** supported with water and sanitation
- **31,085** people supported through Ramadan
- **28,828** people supported through Qurbani
- **3,229** orphans sponsored
- **3,777** people supported with livelihood skills, training, and equipment

## Highlights from our work

### Quality education in Rahim Yar

In rural Rahim Yar, in the Punjab province of Pakistan, the quality and quantity of public schools has diminished in recent years, with a lack of teachers, training, and learning aids, as well as an absence of hygiene facilities. In this marginalised community, most families can't afford to send their children to schools further afield, and instead engage their children in casual labour. By improving the teaching

standards at 20 schools, as well as providing awareness sessions to teachers, children, and parents, we helped to revitalize education in Rahim Yar.

We provided 40 teachers with workshops on training techniques, counselling skills, modern schooling techniques and teaching aids. We helped to establish school management committees and supported educational authorities in updating their syllabuses, and we conducted awareness walks, seminars, and sessions with the local community over this 12-month project.

In all, this project helped 202,680 people, including teachers. Most project activities were carried out in 2020, but some rolled over to 2021.

We further supported student enrolment and retention by providing handwashing facilities in 20 schools, benefiting 2,304 students, and distributing school bags to 300 vulnerable children.

Additionally, we installed handwashing facilities in all 20 participating schools to support good hygiene, enrolment, and boost confidence among parents.

### **COVID-19 kits for orphans and their families**

Human Appeal supported 3,229 orphans in Pakistan in 2020. During the height of the pandemic, we assessed an urgent need in one community we work in for protection against COVID-19. We provided 220 orphans and their families with hygiene kits containing soap, hand sanitizer, masks, gloves, tissues, toilet cleaner, detergent, and sponges. We delivered awareness sessions to help these families and others in the community to understand the methods of transmission and protection.

### **Solar-powered water and hygiene awareness in Sindh and Kashmir**

Over 70 million people in Pakistan don't have access to improved water sources and sanitation. Contaminated water is linked to 40% of all deaths in Pakistan, killing 100,000 people per year – half of which are children. Cyclical drought hits key agricultural regions, and even when water is available it is often chronically contaminated.

Working in two villages in Thatta, Sindh, and Bhimber, Pakistan administered Kashmir, we're improving sustainable access to clean water, alongside our existing deep water well projects.

In Ibrahim Maree village, Thatta, we conducted water quality testing, assessments and consultations. We installed a community water storage tank, a deep borehole and a solar-powered water pump, providing all 484 village members with ongoing access to clean water.

In Nakka Thalla village, Bhimber, we upgraded an existing degraded water supply system and installed a solar-powered pump, helping 1,500 villagers and their livestock with access to sustainable clean water. Previously, water availability depended on electricity, which the community had to pay for.

In both villages we established a water committee that were trained to troubleshoot, repair, and maintain the new technology, and we conducted health and hygiene sessions, including COVID-19 prevention and control.

### **Transforming entire villages in Tharparkar**

Across Tharparkar, Sindh families struggle daily with a severe lack of access to healthcare, education, electricity and other basic necessities. The absence of clean water, sanitation and good hygiene significantly impacts the health of the communities.

71% of families in Sindh are moderately food insecure, experiencing cyclical drought and flooding, which impacts crop cultivation and open water sources.

In 2020, we launched our integrated project, replicating the success of Sarrah village in 2019, and began expanding it to 14 more villages in Tharparkar. Once complete – in 2021 – each village will have 12 toilets, a solar-powered clean water pump, solar-powered street lighting, training on climate-smart farming and livestock farming, livestock vaccination and livelihood training.

We will also be providing 80 vulnerable families – those headed by women or older people – with a pair of milking goats to allow them to sell milk to earn a living.



# Palestine

In 2020, we supported 2,084,312 people.

In 2020, the humanitarian situation in the Gaza Strip continued to deteriorate. Levels of food insecurity increased from 68 per cent in 2019 to 73 per cent in 2020, according to the Palestinian NGO Network. Approximately 75 per cent of the population of Gaza relies on external humanitarian assistance to survive. Unemployment rates are skyrocketing, particularly among youth and people with disabilities, reaching 60 per cent and 90 per cent respectively, according to the World Bank.

## Our 2020 sector priorities:

- > Emergency health and medical interventions
- > Sustainable clean water
- > Disaster preparedness
- > Regular food aid campaigns
- > Seasonal NFI support

## Our impact in numbers

- **17,380** people received food parcels during the height of the pandemic.
- **2,047,971** people supported with clean water.
- **6,761** orphans sponsored, including 1,339 in Jerusalem
- **50,000** people helped through our new disaster-preparedness fund.
- **260** students have access to a nursing lab
- **44,704** people helped during Ramadan, through Feed the Fasting, Eid Gifts, and Zakat al-Fitr.
- **23,574** people received nutritious Qurbani meat

## Highlights from our work

### Jerusalem COVID-19 relief

One in three Palestinians are food insecure, and as COVID-19 spread through the country, the Palestinian government declared a lockdown, while borders with Israel were closed to Palestinian workers. These measures severely exacerbated the humanitarian situation in the West Bank and Jerusalem, making it even harder for Palestinian families to make a living.

In partnership with the Zakat Al Quds Committee, we provided 17,380 people from 3,476 families with food parcels to last them a month, beginning during the peak of the first wave of the virus, in late April, helping to mitigate the strain on families struggling with food insecurity.

### Disinfecting Gaza's entire water network

Almost 1.5 million Palestinians in Gaza face daily struggles to access clean water and sanitation, according to UN OCHA. The blockade on construction materials, deterioration, and cyclical bombings creates obstacles to the repair of water facilities, putting the most vulnerable groups at risk of waterborne

diseases, as well as making them vulnerable to COVID-19. The water authorities urgently requested assistance in the chlorination of Gaza's water in order to prevent the outbreak of disease and to mitigate the risk for Gaza's 2 million residents.

Between March and November, Human Appeal chlorinated Gaza's entire water network, which included 288 water wells, 55 water reservoirs, 26 water lifting and booster stations, over 2,987 km of water network, and 48 small and medium sized desalination plants.

We also conducted critical maintenance of 11 wells across Gaza, and distributed 200 COVID-19 hygiene kits to protect technical staff working on this project. To ensure the safety of the water, we tested samples from 580 locations each month.

In all, this project helped 2,047,971 people – the entire population of Gaza – with ongoing access to clean water, protecting them from waterborne diseases, the spread of COVID-19 and sicknesses associated with poor water quality.

### **Enhancing disaster preparedness**

In 2020, we provided a modest emergency reserve fund to our Gaza office, which will help them to react immediately to any escalations in Gaza. This fund will allow them to save lives in the aftermath of an attack or emergency without having to wait for funding clearance and transfers, which are often delayed or blocked during escalations in Gaza. This amount is reviewable, but we aim to continue to provide this fund every year as a minimum, given the frequency of emergencies in Gaza.

### **Emergency response**

Through three smaller projects, in 2020 we helped to holistically support communities in Gaza to cope with emergencies. Following a request from Gaza's health officials, we provided 13 public hospitals with urgent medical supplies, such as critical medicine for organ transplant, tumour symptom relief, and stomach issues, which were at zero stock. This project helped approximately 5,000 people to receive medical care.

We also supported the urgent needs of families experiencing extraordinary hardship, on a case-by-case basis. 14-year-old Abdul Rahman has severe kidney failure and, since we met him, he has lost the ability to walk. His father must carry him from his home and onto public transport to a hospital over 20 miles away three times per week for dialysis. Our fund provided him with an electric wheelchair, helping him to have independence, mobility, and dignity in his daily life, and on his dialysis journey.

### **Improving nursing education at Al Aqsa University**

Medical facilities in Gaza struggle to cope with the number of patients. After a decade of blockade, Gaza's universities, which train the doctors and nurses of the future, lack the equipment to adequately teach students the practical elements of healthcare.

Human Appeal is working to provide the nursing department at Al Aqsa University with 46 pieces of practical equipment, chiefly mannequins and models of human body parts that allow them to learn to perform procedures on patients in a no-risk environment.

This equipment will allow lecturers to practically teach 260 students, bridging the gap between theory and practice so that nurses can graduate as capable, experienced practitioners who can proficiently treat patients, boosting Gaza's medical capacity.

# Somalia

In 2020, we supported 209,364 people.

In 2020, ongoing conflict, climate disasters, drought, and the pandemic deepened the scale and scope of the humanitarian crisis in Somalia. 5.2 million people required humanitarian assistance, an increase of 25 per cent from the previous year. Decades of recurrent climate shocks further eroded community resilience, and the past three years have recorded the highest number of people internally displaced within the country. A swarm of locusts, which eat crops and strip farmland decimated the livelihoods of around 685,000 people, and nearly 1 million people were impacted by severe flooding in 2020 alone.

## Our 2020 sector priorities

- > Seasonal food and NFIs
- > Shelter rehabilitation
- > Child protection and welfare
- > Improving access to essential medical supplies
- > Livelihood generation

## Our impact in numbers

- **938** orphans sponsored.
- **5,509** people supported in winter through shelter and NFIs.
- **12,120** people supported with medical supplies.
- **2,100** people received protection support.
- **42,248** people supported during Ramadan
- **41,586** people supported during Qurbani

## Highlights from our work

### Medical supplies for flood-hit communities

In 2020, almost 1 million people were affected by flooding in Somalia, and 400,000 were displaced. The district of Beledweyne was most affected, where 25 villages were hit, including the town of Beledweyne, where 85 per cent of people were affected. In Jawhar, 40 per cent of residents were also displaced from their homes.

In cooperation with our donor partner Americares, we delivered medical supplies to flood-affected clinics and hospitals in Somalia, including Beledweyne and Jawhar, as well as Bardere, Baidao, and Mahaday. This helped to mitigate and treat the effects of the flooding, including waterborne diseases and poor sanitation, and helped a total of 12,120 people.

## **Protecting displaced children**

Since 2018, we've been working in Banadir and Lower Shabelle, Kahda district, which host 68 per cent of Somalia's internally displaced people. During our assessment in Kahda district, 68 per cent of children we spoke to said that they feel afraid almost every day, and 24 per cent of women said that they had experienced GBV or had endured sexual exploitation.

We supported displaced families and their children by establishing two mobile protection teams in Banadir and Lower Shabelle in 2020. The teams visited vulnerable families and provided them with legal, psychosocial and social support, including helping them to recover documents that were lost when they fled their homes.

Our child protection team established an inclusive, child-friendly space which organised activities for different age groups, and we reached out to include marginalised children, such as those who are out of school, working, unaccompanied, minorities, or those who have disabilities.

We also trained local NGOs to be able to continue our protection activities after this project is complete. We monitored those who were evicted from camps, or who are returning home, and have provided them with information and support.

In all, this project supported 2,100 people including 470 children to have access to psychological, legal, and social support.

## **Agricultural training and irrigation**

In addition to regional floods, Somalia also experienced severe drought, which deteriorated farmlands, killed livestock, and caused food prices to skyrocket. The Gedo region was one of the worst affected, with severe water shortages, critical crop shortages and urgent levels of malnutrition. Around 46 per cent of jobs in Somalia depend on agriculture, and those who cannot afford to irrigate their land often see their crops going to waste.

To help communities develop resilience to drought, we provided 2,500 farmers across 50 farms in Luuq and Bardere in the Gedo region with training on drought-resistant farming. We also ploughed 600 hectares and installed 50 irrigation pumps to help combat drought, and we trained 500 people as farmer leaders, giving them the skills to continue to teach these skills to others, even after the project ends.

This project helped vulnerable families to break the cycle of drought and poverty, and giving farmers the means to cultivate their land, sell their crops and support their families through a sustainable livelihood.

## Turning drought and devastation into a family farm

Khadija (left) at her local market, selling the vegetables she grew at her farm.

In Luuq and Bardere in the Gedo region of Somalia, we installed 50 irrigation pumps to support 2,500 farmers at 50 farms.

39-year-old Khadija lives with her husband, Omar, and their nine children in Musawa village, Bardere. She used to sell vegetables and Omar used to farm; they have 7 hectares of land but they had been unable to work since last year's drought, which devastated farmland, killed livestock, and resulted in severe water and crop shortages.

"Our land was bare and dry due to the drought," Khadija explained. "I didn't have the tools and resources to prepare the land for crop production."

Human Appeal provided Khadija with drought-resistant farming training, and installed an irrigation pump nearby. Khadija passed on what she learnt to her husband, and, today, Khadija and Omar grow chilies, tomatoes, pumpkins, lemons, bananas, beans and sweet potatoes.

"I didn't know about irrigation, and I used to use old farming tools. With the land preparation and irrigations pumps, I'm more confident in my work and I'm able to grow crops and feed my family.

"I'm also able to sell my fruits and vegetables at the market to earn an income... I go to the market on a daily basis, while my husband works on the farm, and my children help him.

"I'm also able to share our produce with my relatives and teach my fellow farmers the knowledge I've learnt."

"[Now] I'm self-reliant and don't depend on anybody."

# Sudan

In 2020, we supported 11,310 people in Sudan.

In September 2020, heavy rains and flooding overwhelmed all of Sudan's 18 states, damaging homes, infrastructure, agricultural land, devastating livelihoods, and displacing over 330,000 people.

## Our 2020 sector priorities

- > Seasonal food
- > Emergency response

## Our impact in numbers

- **5,310** people supported with emergency flood response.
- **6,000** people helped with Qurbani meat

## Emergency flood and COVID-19 protection

The flooding in September 2020 left people in urgent need of shelter and household supplies, clean water, and sanitation. Working in Algaily, northern Khartoum, Human Appeal provided 135 families with mosquito nets and month-long food parcels containing flour, rice, tea, salt, noodles, and sugar.

167 families (1,002 people) also received waterproof sheeting to strengthen their shelters against upcoming rains. Each family also received COVID-19 hygiene kits containing hand sanitizers, masks, soap, and dishwashing liquid.

We also launched an environmental and sanitation campaign to combat outbreaks of waterborne diseases that often accompany flooding,, disinfecting around 21 miles of land with insecticide, benefiting a total of 5,310 people.

# Syria

## In 2020, we supported 206,684 people

More than half the 4.2 million people living in northern Syria are from displaced communities, and some 2.8 million people need humanitarian assistance. In 2020, the resilience of local and host communities was further eroded by the ongoing economic and political crises, COVID-19, and the steep devaluation of the Syrian Pound, which caused food prices to skyrocket. These developments not only deepened existing humanitarian needs, but also created completely new crises, which increased dependence on humanitarian support.

Between December 2019 and March 2020, a staggering 960,000 people fled conflict in northwest Syria, many of whom had already been displaced multiple times before. The spread of COVID-19 put pressure on an already vulnerable population to maintain livelihoods, which was reported to compel some to hide symptoms, avoid treatment and self-isolation, increasing the risk to public health. Vulnerable communities affected by chronic displacement were unable to adequately protect themselves from transmission due to a lack of hygiene and sanitation facilities.

### Our 2020 sector priorities

- Improving access to quality maternal, paediatric and primary health services
- Improving vaccination status amongst displaced communities
- COVID-19 emergency response
- Seasonal food and NFI relief

### Our impact in numbers

- **85,157** people benefited from access to maternal, paediatric, nutrition and primary health services
- **14,741** women and children vaccinated against tetanus
- **1,826** people supported via our COVID-19 emergency response
- **20,291** people reached with winter support
- **83,849** people reached with seasonal and emergency food aid campaigns
- **820** children received Eid gifts

### Highlights from our work

#### Immunising children and women against tetanus

In 2020, we joined forces with the Syrian Immunization Group (SIG), a consortium within the health cluster co-chaired by WHO and UNICEF, to respond to the growing demand for vaccines amongst increasing numbers of IDPs in north-west Syria.

Throughout the year, we helped to support two vaccination centres in north-west Syria to carry out WHO's Expanded Programme of Immunization (EPI), targeting children under one year of age, school-age children and women aged 15-49. In total, we reached 14,741 women and children with vaccinations.

Through this collaborative effort, we tackled the precarious immune status of children and women of childbearing age in internal displacement, helping stop the spread of preventable diseases.

## **Emergency food for families fleeing conflict in Idlib**

Between December 2019 and early March 2020, almost 1 million Syrians were displaced, seeking safety in Idlib. Many left with only what they could carry, or with basic items. Our emergency food project provided 600 families fleeing in Salqin, Idlib, with easy-to-prepare food, including water, noodles, processed meat, biscuits, bread, fava beans, hummus, jam, nuts, olives, and cheese triangles. This helped to meet the immediate food security needs of 3,485 people.

Once families had settled in Idlib, we provided a further 2,187 families in Salqin with food parcels to last 6 people 10 days, helping a total of 13,122 people. Each family received a parcel containing 33 kilograms of food, including rice, bulgur, lentils, oil, sugar, tea, flour, chickpeas, olives and dates.

## **Al Imaan hospital, primary healthcare centre, and mobile clinic**

Almost half of all health facilities in Syria are either partly operational, or completely out of service. This reduced capacity has led to compromised services and the outbreak of disease, putting the most vulnerable people at even greater risk.

Throughout 2020, our Al Imaan Hospital, which reopened in a new location in Idlib in December 2019, continued to provide specialised services for maternal and paediatric health as well as treatment for malnutrition, protection services, winter support, and emergency surgery. It also has an ambulance service, and between July 2020 and March 2021 was partially funded by UN OCHA.

Our attached mobile clinic provides 2,000 people living in displacement camps in Sarmada with direct access to essential medical care each month, and provides an ambulance to those who need it. In Hir Jamus, our new Samidoon primary healthcare centre provides consultations and trauma care to the local community.

In all, these facilities supported 83,049 people throughout 2020, ensuring conflict-affected and displaced communities in Idlib could continue to access vital health services.

## **Enhancing community resilience to COVID-19 in Idlib and Aleppo**

Internally displaced communities are some of the most ill-equipped to protect themselves against COVID-19. The overcrowding of camps, informal settlements and lack of sanitation facilities are making it impossible for the most vulnerable to practice social distancing or safe hygiene. That's why since the first recorded case of COVID-19 inside Syria, we mobilised to support efforts to control the virus.

We began by delivering essential family hygiene packs directly to the most vulnerable IDP communities across Idlib containing PPE and items to improve hygiene practices, such as handwashing soap, household cleaning materials and detergent. In all, 600 people were helped to stay safe from the spread of COVID-19.

In November, we set up three community-based isolation centres in Idlib and Aleppo, in partnership with UN OCHA and Qatar Charity, to improve access to COVID-19 isolation and supportive therapy services. With global statistics indicating that 95 per cent of confirmed COVID-19 cases can improve with adequate isolation and supportive care, the centres are acting as a first line of defence to help alleviate the burden on existing health facilities in the region, helping to increase their capacity to receive patients requiring intensive healthcare.

We staffed, furnished and fully equipped each centre to cope with fluctuating numbers of suspected and confirmed cases of COVID-19, and provided round the clock care. Each centre consists of six tents with capacity for 48 beds, oxygen tanks, water storage facilities and solar power sources.

In 2020, 1,226 people were supported through the centres.



# Turkey

In 2020, we supported 25,099 people

Turkey is home to around 4 million migrants, including 3.6 million Syrian refugees - of whom over 1.6 million are children. More than 400,000 migrant children in Turkey are not in school, without access to an education. In 2020, refugee children continued to be at risk due to the ongoing disruption of essential services, including education and child protection, in addition to the new hardships brought about by COVID-19. The pandemic dramatically affected school attendance and retention, particularly for the most vulnerable children. 2020 further saw the nation shaken by two devastating earthquakes affecting those residing in Elazig and Izmir, both of which resulted in multiple fatalities and injuries, and damaged infrastructure.

## Our 2020 sector priorities

- Emergency response
- Seasonal food aid for Syrian refugees
- Enhanced education amongst Syrian refugee children

## Our impact in numbers:

- **3,700** people supported with meals and blankets after the Elazig earthquake
- **19,074** people received cash vouchers or food parcels in Ramadan
- **2,325** children benefitted from access to a computer lab

## Highlights from our work

### Computer labs for Syrian children

Before the war, 99 per cent of Syrians had primary education, and 82 per cent had attended lower secondary school. Today, over 400,000 refugee children in Turkey are out of school. Many Syrian child refugees depend on their schools for access to information, and most do not have access to an internet connection.

To support education quality and pupil attendance among Syrian children, we provided two schools in Elbelyi refugee camp in Kilis, southern Turkey, with a computer lab each. These labs supported 2,325 Syrian children in 2020, and new students will continue to benefit every year. We also installed a further seven computers for staff across seven schools, allowing teachers to have access to online resources and up-to-date teaching methods.

### Elazig earthquake emergency response

On Friday 24 January 2020, a 6.8 magnitude earthquake hit Elazig, southern Turkey, killing 41 people, and injuring over 1,600. The tremor was so powerful that it was felt as far away as Syria, Lebanon and Iran. Homes were flattened and people were trapped in rubble for hours as temperatures plummeted, amid forecasts of snow and sub-zero temperatures.

In the aftermath of the earthquake, our local team in Gaziantep responded rapidly and immediately travelled to Elazig, distributing emergency hot meals, water, and blankets to 3,700 affected people.

# Yemen

## In 2020, we supported 358,011 people

After six long years of brutal conflict, during which families were wiped out by famine, cholera, and war, Yemenis are facing the worst humanitarian crisis in the world. In 2020, the UN declared that malnutrition had never been worse, and that 20 million Yemenis didn't have access to sufficient nutrition. With weakened immunity, Yemenis were vulnerable to the many diseases plaguing communities – such as dengue fever, Chikungunya fever, cholera, and COVID-19.

### Our 2020 sector priorities

- Emergency response
- Community resilience through health
- Food security
- Clean water
- COVID-19 emergency response

### Our impact in numbers

- **7,700** received COVID-19 hygiene kits
- **4,764** people treated at our health facilities
- **1,282** people received warm winter clothing, blankets and mattresses
- **1,285** children treated for malnutrition
- **7,272** people supported with food parcels in Taiz
  
- **4,955** people supported with food parcels via Zakat al-Fitr
- **23,230** people supported through Feed the Fasting in Ramadan
- **77,350** people supported with fresh meat through Qurbani.

### Highlights from our work

#### Protecting families from COVID-19

Yemeni families were already facing a health crisis when COVID-19 hit. With persistent cases of cholera, malnutrition, Chikungunya virus, as well as ongoing violence and displacement, Yemenis were among the most vulnerable in the world when it came to pandemic risks.

Working in Aden and Lahj, we distributed 1,164 family-sized COVID-19 hygiene kits, containing hand sanitizer, soap, 50 surgical masks, 100 gloves, tissues, disinfectant, body wash, shampoo, toilet paper, bleach, wet wipes, and sponges.

In all, this project helped to protect 7,700 people from the spread of COVID-19 in the spring of 2020.

#### Improving health access for IDPs in Taiz

A staggering **19.7** million Yemenis need some sort of health assistance, of which **14** million urgently need healthcare. Half of Yemen's health facilities have been affected by the war, with only **50%** currently fully functioning. In 2020, there were **163** attacks on health facilities in Yemen.

Working in Mukha, Demnat Khadir, and As Silw, we provided healthcare for displaced communities across a hospital, a healthcare centre, six health units, and a mobile outreach team, covering a total of 14 localities. We also provided training to 13 healthcare workers.

These health facilities provide urgent and basic healthcare, including treatment for diseases, child illnesses, cholera, dengue fever, and tuberculosis. They also provide outpatient services, prescriptions, lab testing, trauma care, and reproductive healthcare.

At each of these eight healthcare points, we renovated water systems, including installing water tanks. We also provided medical equipment and furniture for each site, and supplied cleaning materials.

In all, 4,764 people received treatment in 2020, and 59,660 displaced people had access to our services.

### **Medical care, water, and food in Taiz and Sana'a**

Continuing our health priority and COVID-19 resilience in Yemen, we supported a total of 29,459 people in Taiz and Sana'a.

We supported one hospital in each governorate for a total of 10 weeks, providing medicines, laboratory items, as well as PPE for 150 health workers, helping to protect staff and patients at both medical centres.

In Taiz, we also provided 13,000 people with clean drinking water for two months during the pandemic, and a further 500 families with a food parcel to last a month.

### **Nutrition in Taiz and Al Dhale'e**

In partnership with UN OCHA, we supported 15,320 people with nutrition services in Qatabah, Mukha, and Dhoubab, in the governorates of Al Dhale'e and Taiz. We provided emergency nutrition services to 807 children and delivered training and awareness sessions on improved feeding to 709 mothers.

We also helped a further 13,804 people by supporting 15 health facilities and three mobile units to assess, manage, and treat malnutrition among children and infants, by providing them with equipment, medication, and ready-to-eat calorific food.

We continued to support people affected by malnutrition and food insecurity by providing 1,212 families in Salh, Qahira, and Mudhaffa with food parcels to last a month. Each family received over 40 kilograms of dried food, including flour, rice, sugar, beans, pasta, and milk powder.

### **Water and health awareness in Taiz**

In order to combat cholera and COVID-19, we supported 126,000 people directly and indirectly in Salh, Mudaffar and Qahirah, Taiz by providing regular clean water trucks, hygiene promotion, and hygiene kits.

In partnership with Mercy Relief, 39,000 people benefited from clean water for three months and a further 12,100 received COVID-19 protection hygiene kits. 33,600 people were supported by hygiene promotion through door-to-door visits, posters, promotion boards, videos, and mobile loudspeakers, with a focus on health facilities, displacement centres, and community centres.

# UK

## In 2020, we supported 15,516 people in the UK.

In the UK, 700,000 people were driven into poverty by the pandemic, and 7.8 million adults struggled with food insecurity. Almost a quarter of young adults had to use a food bank during the pandemic, and 67% of young people thought the pandemic would have a long-term effect on their mental health.

In the UK, there were an average 32,000 extra deaths between December and March, as compared to the rest of the year. Winter cuts lives short, with Britain's rates of excess winter deaths being among the worst in Europe.

### Our 2020 sector priorities

- Seasonal
- COVID-19 emergency response

### Our impact in numbers:

- **10,050** people supported with food parcels or hot meals
- **69,000** bottles of juice distributed
- **5,466** coats collected, sorted, and distributed to vulnerable people
- **77** local partners

### Highlights from our work

#### COVID-19 emergency response

During the first lockdown, there was a 700% increase in calls to the UK's largest domestic charity helpline. **67%** of women in abusive relationships said that the violence worsened during lockdown, and it also made it harder for them to escape the abuse.

Families in the UK faced unprecedented hardship in 2020. As the country went into lockdown, the most vulnerable groups struggled with food insecurity and unemployment as existing inequalities deepened.

Human Appeal supported around 200 people with essential food and household items by working with Age UK, as well as providing hot meals to homelessness charities, domestic violence refuges, NHS staff, and vulnerable groups across the UK. In all, we worked with 50 charities and partners to deliver 2,400 food parcels, 4,610 hot meals, and 69,000 bottles of juice.

Working with the Roshni refuge for women fleeing domestic violence, we provided vulnerable women with support packages to last two to four weeks, providing immediate, life-preserving food and s NFIs to women at their most vulnerable moments.

In all, we supported 10,050 people in the UK with our COVID-19 response.

## **Wrap Up winter campaign**

As families struggled to balance winter, food insecurity, and COVID-19, we helped 5,466 people in the UK to stay warm through winter, in partnership with Hands On London.

By asking our supporters to donate their spare coats to Human Appeal, we provided 30 local charities in Manchester, Birmingham, Leicester, London and Glasgow with winter jackets and coats for people who are homeless, escaping domestic violence, reliant on foodbanks, or refugees.

We did this while adapting to pandemic restrictions. Many of our usual drop off points – such as schools and businesses – were closed during the winter of 2020. Despite this, we collected 1,566 more coats than the previous year.

Supporters donated their coats at our 12 contact-free points, which our 85 volunteers sorted, isolated, and quality checked over a combined total of 242.5 hours.

# Orphan sponsorship

In 2020, 12,563 orphans were sponsored across nine countries.

Worldwide, there are an estimated 163 million orphans - children who have lost either their father or both parents. In many countries, the father is still the main breadwinner. When mothers are widowed and suddenly cast into that role, they often struggle to cover the cost of basic necessities for their children due to social, and educational restrictions. Often this results in negative coping mechanisms, such as orphaned children dropping out of school to find low-paid, manual work. In some cases, they are manipulated into a life of crime or abuse, falling victim to drug trafficking, armed conflict, and even child prostitution. Without support, protection, or financial stability, orphaned children are robbed of their childhood.

## Our Orphan Sponsorship Programme

Human Appeal's Orphan Sponsorship Programme supports the basic needs of orphaned children in nine countries: Iraq, Lebanon, North Macedonia, Pakistan, Palestine, Somalia, Sri Lanka, Turkey, and Yemen.

The Orphan Sponsorship Programme provides a quarterly monetary stipend to the orphan's parent or guardian, relieving the financial burden, often on the whole family. This stipend assists them in meeting the cost of food, shelter, clothing, healthcare, and learning materials, helping to ensure that orphaned children have a safe and healthy childhood. Since eligibility for orphan sponsorship depends on the child being enrolled in school, our programme also helps to provide the skills and tools for a brighter future.

Through direct financial support, families are empowered to spend sponsorship money in a way that fulfils the needs of each individual child. Our strict safeguarding and protection requirements that monitor and regulate this programme further provide significant non-financial support to the child by ensuring their safety and protection.

## Adapting to COVID-19

With schools in many countries around the world closed for parts of 2020, education became even harder for the most vulnerable children, and put extra pressure on caregivers to provide for children, and to stay at home to care for them. We maintained contact with families throughout the year, and visited in-person with protective clothing once it was safe to do so. In some communities we provided COVID-19 protection kits to vulnerable orphaned children. When we were unable to safely visit homes, we conducted phone calls and video calls with children and guardians.

We integrate our orphan sponsorship with seasonal projects, including Feed the Fasting, Qurbani meat, winter protection, and Eid Gifts.

In 2020 we began rolling out a safeguarding hotline for beneficiaries, and we have a safeguarding advisor oversees our Orphan Sponsorship Programme.

## **Geographical breakdown of all 12,563 sponsored orphans:**

Iraq: 370

Lebanon: 1,161

North Macedonia: 166

Pakistan: 3,229

Palestine: 4,871

Somalia: 977

Sri Lanka: 325

Syrian refugees in Turkey: 717

Yemen: 747



# Sustainable development through Special Requests

277,203 people supported through Special Requests in 2020.

Human Appeal's Special Requests projects allow donors to give a one-off charity gift to a vulnerable person, family, or community, providing beneficiaries a sustainable charity, such as olive trees that bear fruit, a livelihood and skills, or a deep water well. The project types vary widely but are united in their practicality, sustainability, and transformative potential.

These projects are considered a form of ongoing Islamic charity – Sadaqah Jariyah – providing continuous benefit to those in need and a chance for the donor to gain ongoing reward – and they also contribute to the UN's Sustainable Development Goals 5, 6, and 8.

Our Special Requests projects supported 128,136 people in Pakistan, 36,780 people in Bangladesh and 112,287 people in Palestine in 2020.

Here are some highlights of our special request interventions from 2020:

## Deep water wells

We installed 504 deep water wells in Pakistan, and 336 wells in Bangladesh, benefiting a total of 89,700 people, with each well supporting an average of 107 people.

In Pakistan, we worked in areas hit by drought and where household water comes from unsafe sources. In Tharparkar and Thatta, Sindh, our deep water wells helped to alleviate the effects of drought by sourcing safe groundwater. In rural areas of Punjab, our wells help to combat high levels of hepatitis, and in Pakistan-administered Kashmir, our wells help communities who often have to spend hours fetching water.

When families struggle for water, it doesn't just mean that they don't have clean water to drink; without water, families can't grow food, feed their livestock, stay clean, or have produce to sell. Our deep water wells are installed and overseen by expert water engineers, and we undertake rigorous water testing in laboratories to ensure water quality and safety.

## School water coolers

In 2020, we installed 20 water coolers in schools in Pakistan, helping a total of 3,000 people. A lack of clean water deters parents from sending their children to school. 55% of Pakistan's public schools have fallen into disrepair and are considered unsatisfactory or unsafe, and 32% don't have drinking water. By installing watercoolers in schools, we helped to meet clean water needs, while boosting school attendance.

## Hand pumps in remote communities

Throughout 2020, we worked in remote areas of Pakistan, including Rahim Yar Khan, Rajanpur, and Thatta to install 930 hand pumps. This project brought sustainable clean water to 65,301 people, with each pump providing safe water to 70 people from 10 families, on average. Our water specialists worked with local community volunteers to select the most marginalised communities where the hand pumps would create the most impact.

## **Tuck shop**

As part of our livelihood support series, we helped two Pakistani families to recover their livelihoods by providing in-kind donations to allow them to establish a tuck shop in Taxila, Rawalpindi. Business ideas were submitted and reviewed according to the applicant's skillset and need, as well as local demand. In all, this project helped 12 people from two families.

## **Wheelchairs**

In 2020, we provided 34 wheelchairs to people with disabilities in the districts of Thatta in the Sindh province of Pakistan. We prioritised people who needed help with routine tasks and basic mobility and who belong to families that are already vulnerable and unable to purchase a wheelchair. This project promotes inclusion, dignity, mobility, and safety of people with disabilities. The wheelchairs helped to promote independence, facilitating routine tasks, hospital visits, and day-to-day activities.

## **Kitchen gardens**

In 2020, we introduced 90 kitchen gardening projects in Tharparkar, Sindh, Pakistan, which help vulnerable families to grow, harvest, and replant nutritious seasonal vegetables on unused land near their homes. We provided families with training, tools, and seeds, helping to reduce their food insecurity and empowering them to bring in an income by selling some produce at the local market.

In all, this project helped 221 people from 90 families, which were selected according to need and the availability of agricultural land near their homes.

## **Pair of milking goats**

We provided 20 pairs of milking goats to vulnerable families, which provides a family with protein-rich milk and the opportunity to sell excess milk to generate an income for the family. This project focused on families headed by women.

## **Sewing machines**

In 2020, we provided 241 women with a sewing machine as well as the skills and training to launch a tailoring business. This initiative enabled women to overcome adverse economic circumstances, and lift themselves and their dependents into financial security.

## **Honeybee farming**

Human Appeal helped 165 Pakistani farmers to launch honey farms in 2020. We provided thorough training, technical support, and four bee hives to help them start a stable business. We supported 60 new farmers in Mansehra, Khyber Pakhtunkhwa, Pakistan and 105 farmers in Bagh, in Pakistan-administered Kashmir.

To date, we've helped 552 farmers to open honey bee farms since the project inception. 90% of our honey farmers have expanded their farms to open more hives.

Each farm benefits the whole household – around five to seven family members – by generating a sustainable income.

## **Chicken farm**

In 2020, we helped 18 families with orphans to establish chicken farms in Mansehra, Khyber Pakhtunkhwa, Pakistan. Our focus was on families that were led by women after losing their breadwinner. Each woman received 40 organic chickens, training, and chicken feed to last a month. They're also trained on household management, hygiene, and accounting.

All of the 40 chickens that each farmer receives will be over the age of six months, and fully vaccinated.

## **Tunnel farm**

In 2020, we helped 11 farmers in Murree and Dhrikot by providing agricultural tunnels, which allow families to grow produce all year round, no matter the climate, while also conserving water.

Each farmer received a tunnel that covers 27 square metres and guidance on farming. We also provided seeds for a variety of produce including squash, tomatoes, peppers, and watermelons. This project helps farming families to increase their farming knowledge, yield, income and nutrition.

## **Aqiqa**

An Aqiqa is the Sunnah of sacrificing one or two animals to celebrate the birth of a new baby. In 2020, we performed 353 Aqiqas in Pakistan, providing a total of 12,355 people with fresh nutritious goat's meat. For each Aqiqa, 5 families receive 2 kilograms of meat, helping a total of 35 people per sacrificed goat.

## **Olive trees**

We've been planting olive trees in Palestine for 15 years. For each donation, we deliver healthy trees of around 1.6 to 2 metres in height that are mature enough to already produce fruit. This project helps marginalised farmers to cultivate their land, and to earn a livelihood from a traditional farming practice.

In 2020, we provided a total of 7,000 olive trees in Palestine.

# Seasonal campaigns

We supported 718,855 people through our Ramadan, Qurbani and winter campaigns in 2020.

Our seasonal campaigns are inspired by Islamic principles, and serve all vulnerable communities regardless of belief. Each year, we run three flagship seasonal campaigns. Feed the Fasting provides iftar to fasting people around the world during Ramadan. Through our Qurbani campaign, donors sacrifice an animal to feed vulnerable families during Eid al-Adha. Finally, our winter programme provides shelter, warm clothing and NFIs to communities struggling to survive the harsh conditions of winter.

## Feed the Fasting

In 2020, we supported **201,309 people** across seven countries: Bangladesh, Iraq, Pakistan, Palestine, Somalia, Syria, and Yemen.

The holiest month of the Islamic calendar, Ramadan is a season of generosity, compassion, and piety. For this reason, many people give the obligatory Zakat charity and voluntary Sadaqah donations during Ramadan. In 2020, with the help of our partners and donors, Human Appeal carried out three types of interventions during Feed the Fasting. We provided food parcels, food vouchers, hot meals and cash vouchers, in addition to Fidya and Kaffarah, which are separate interventions which provide staple foods to the most vulnerable populations.

The contents of each Feed the Fasting food parcel varied in each country to suit local diets and preferences, but each included staples, such as rice, pasta, pulses, lentils, flour, oil salt, sugar, tea, and dates.

When Ramadan ended, we also distributed the obligatory Zakat al-Fitr donations as staple foods, and we provided vulnerable children with Eid gifts.

### Feed the Fasting in numbers

- **201,309** vulnerable people supported across seven countries.
- **23,793** nutritious family food parcels delivered.
- **9,760** hot iftar meals provided.
- **1,927** food vouchers distributed.
- **4,024** children received Eid gifts.

### Highlights from Ramadan 2020

- In Pakistan, we supported 31,085 people with 3,750 nutritious food parcels and 7,710 hot meals.
- 44,704 people in Palestine were supported in Ramadan, including 27,082 in Gaza, and 17,622 in Jerusalem.
- 30,670 people living in displacement camps in Mogadishu, Somalia, received month-long food parcels during Ramadan, and 5,759 people were supported through Zakat al-Fitr.
- 29,549 Syrians in Idlib and Aleppo supported through 3,589 month-long family food parcels, and 6,789 received Zakat al-Fitr support.

- 23,240 Yemenis supported through 3,320 month-long family food parcels, and 4,955 received Zakat al-Fitr support.

## Qurbani

In 2020, Human Appeal distributed an average of 4.17 kilograms of meat to 70,636 families, helping a total of **401,006 people across 10 countries**.

Eid al-Adha is a day of celebration that coincides with the end of the Hajj pilgrimage. Around the world, Muslims mark the day by performing Qurbani, commemorating the devotion of the prophet Ibrahim (AS) through the sacrifice of an animal and the distribution of its meat to vulnerable families. Each year, Human Appeal helps Muslims fulfil this duty by performing this sacrifice in their name throughout the countries in which we work.

### Highlights from Qurbani 2020

- We addressed undernourishment in India, providing 38,880 families with 11.4 kilograms of fresh nutritious beef, helping a total of 174,400 people.
- We distributed a small amount of Qurbani in Morocco to cater to our France supporters' interests.
- In Somalia, we provided 41,568 displaced people with fresh beef or veal.
- In Syria, we supported 17,641 people with fresh mutton across nine displacement camps in Idlib.
- We supported 77,350 people in Yemen, where 47% of children are malnourished. 11,050 families received 6 kilograms of fresh mutton or beef.

## Winter

This year, we supported **116,540 people** across seven countries: Lebanon, Pakistan, Palestine, Somalia, Syria, Yemen, and the UK.

For 30 years, Human Appeal has been providing winter assistance to communities struggling through the harshest months of the year. From December to February, we run projects that help to protect already vulnerable families from seasonal weather changes. During winter 2019 to 2020, we provided winter kits, which contain critical items, such as warm clothing, blankets, fuel for heating, and shelter reinforcement.

### Highlights from our winter 2019/20 interventions:

- We distributed 155,200 litres of heater fuel to displaced Syrians.
- We provided 10,351 people with warm winter clothing in Syria, Palestine, Yemen, and Pakistan.
- 4,581 people received thick winter blankets in Lebanon, Syria, and Somalia.
- In Lebanon, we provided blankets, food, and heating fuel to help 18,692 Syrian refugees.
- We distributed 5,466 winter coats to vulnerable people in the UK through our Wrap Up campaign.

# Institutional funding and partnerships

In 2020, we continued to expand our impact by building new partnerships and reinforcing existing cooperations in order to achieve the shared goal of serving vulnerable people across the globe. We worked to improve our programmes, reporting mechanisms, visibility, and communications, and to enhance our relationships with global and local organisations, forums, and clusters.

## Institutional funding in figures

- **4,591,313** beneficiaries reached
- **£4,591,213** raised in grants
- **19** projects implemented across 7 countries
- **10** global partnerships
- **7** sectors received funding
- **13** new grants secured

## Highlights in 2020

- Our Sudan office secured their first institutional grant, funded by UNDP, with a value of over £50,000. The project contributed to the revitalisation of rural economy resilience by providing agricultural support and capacity building to 450 vulnerable families in the Blue Nile state. It also promoted women's empowerment, social cohesion and peace-building through literacy and leadership training.
- Our Palestine office secured their first institutional grants, as UN OCHA supported both phases of our Gaza water disinfection project worth around £350,000.
- Improved quality of reports submitted to institutional donors and enhanced visibility.
- We launched our innovation challenge grant resulting in two pilot innovative solution projects in Pakistan and Palestine, focusing on online businesses and aquaponics respectively. The initial projects were funded by Human Appeal, but with the option for scalability by institutional funders.

## Institutional funding and COVID-19

The outbreak of the virus exacerbated the vulnerability of crisis-hit communities, and drastically affected funding and donor priorities. The pandemic and its restrictions required us to develop a contingency plan for the new context, tailoring our sector priorities to meet developing needs and establishing new safety guidelines and operating procedures.

Our institutional funding unit led our global COVID-19 response, in close collaboration with our country teams and in accordance with the global humanitarian response plan (GHRP) launched by WHO. Key project highlights included:

- securing funding for four COVID-19 response projects.
- the disinfection of Gaza's entire water network, reaching over 2 million people. In one of the largest water interventions of its kind, the project helped to prevent the spread of waterborne diseases and COVID-19.

- Participating in the WHO COVID-19 taskforce in Syria and running three community-based isolation centres for patients with the virus in the north-west region.
- supporting 98,640 people in Pakistan with hygiene kits, food, PPE, awareness sessions, and cash transfers,
- the extension of UNDP's support for our cash-for-work project in Iraq to allow us to safely adapt to COVID-19 measures.
- The development of standard operating procedures for minimizing the risk of exposure to COVID-19 in Iraq, which was adopted by cluster groups.

## Global funding partners

Allan and Nesta Ferguson Charitable Trust (Pakistan)

Americares (Somalia, Syria)

Federal Ministry of Humanitarian Affairs and Disaster Management (Somalia)

UN OCHA (Iraq, Yemen and Syria)

UNDP (Iraq)

UNICEF (Iraq)

World Food Programme (Iraq)

World Health Organisation (Syria)

## Implementing partners

As part of our continued efforts to partner with local organisations and support capacity-building, in 2020, we joined forces with partners to implement a broad range of humanitarian and sustainable development projects in the following 13 countries:

Morocco

India

Bangladesh

Yemen

Pakistan

Lebanon

Palestine

Macedonia

Sri Lanka

Myanmar

Turkey

Syria

Senegal

## Membership and networks

In 2020, we continued our membership of several international platforms and forums to improve our learning, networking, efficiency, and information-sharing. We continued to enhance our active participation in local clusters and strengthened our relationships with local authorities and stakeholders. As part of our commitment to promote localisation, we continued to expand our relationships with local implementing partners, ensuring best practice and capacity building.

In 2020, we signed partnerships memorandum of understanding with the Turkish Red Crescent, permitting successful project implementation in Syria and Turkey. We are working to strengthen our rapport with existing donors and partners, as well as expanding our reach to new donors in our countries of operation.

Our Pakistan office became members of the National Disaster Management Authority, a governmental organisation based in the Pakistani Prime Minister's office.

We're also invested in remaining proactive on the ground by engaging with humanitarian and development stakeholders, and we are always actively learning, sharing knowledge, and expanding our reach and access to provide essential services to people when and where they need it most.

## Institutional funding projects in focus

### 1) COVID-19 isolation centres in north-west Syria

This project, funded by UN OCHA, provided isolation for Syrians with COVID-19 at three community-based isolation centres, which were first established by Qatar Charity. Located in Deir Samaan, Darkoush, and Qunniyeh, the centres helped 1,900 patients to isolate and provided supporting therapy to improve their conditions, while protecting the wider community from infection.

### 2) Disinfection of Gaza's water network

With funding from UN OCHA, Human Appeal Palestine disinfected the entire water network of the Gaza strip, helping its over 2 million residents to stay protected from COVID-19. In addition to chlorinating the water for eight months, we carried out continuous testing of the water, repaired 11 water wells and a storm water facility in Beach Refugee Camp to mitigate the imminent risk of flooding.

### 3) Cash-for-work in Dohuk, Iraq

Funded by UNDP, our cash-for-work project in Dohuk provided 686 out-of-work labourers with employment for three months during the height of the outbreak. Workers renovated and painted roads, restored footpaths, collected rubbish, planted and maintained trees, rehabilitated a children's playground, and installed park benches. Throughout the project, a minimum of 30 per cent of hired labourers were women, and 30 per cent were people with disabilities; all employees were ensured equal pay and provided with tasks that meet their capacities.

### 4) Quality education for marginalised people in Pakistan

With funding from Allan and Nesta Ferguson Charitable Trust, we provided training to 40 female primary school teachers and 35 school management committees and promoted the enrolment of out-of-school girls through awareness campaigns, helping a total of 202,680 people. This project supported marginalised communities in Punjab, primarily those in Rahim Yar. We also supported the safe reopening of 20 schools during the pandemic, providing safe hygiene measures and awareness.



# Community fundraising

Our community fundraisers raised £5,256,022 in 2020.

Engaging with and mobilising our communities is an essential component of all of our campaigns and causes. Despite the challenges presented by COVID-19, which restricted our community events, our fundraising team adapted to these challenges, finding new ways to engage with our supporters. In all, they raised £5,256,022 in 2020, a growth of £1,922,282 from 2019.

In 2020, our community fundraising partnerships were more vital than ever due to the absence of in-person events. In all, we worked with 16 partners in the UK to fundraise for our global projects throughout the year. Furthermore, together with our 991 active volunteers, we developed and implemented a new, online-based strategy that harnessed the skills and networks of our supporters and partners, while monitoring its success with an income tracking system. This included working with a larger portfolio of social media figures as well as fundraising partners.

Human Appeal utilises a wide range of fundraising techniques to meet objectives agreed with the Board of Trustees. These include the following:

- Online fundraising
- Events
- Direct mail
- Sponsored challenges
- Community fundraising
- Live television appeals
- Volunteer activities
- Private donations

During 2020 the charity adhered to all relevant statutory regulations and codes including the Data Protection Act 2018 and the Charities Act 2011. We are registered with the Fundraising Regulator. Some of our fundraising involves working with third party fundraising agencies. We apply the same standards to the third parties we work with as we do to our own fundraising activity, providing training and routine monitoring to ensure they represent Human Appeal appropriately. For information on complaints during the year see below.

Human Appeal respects the Fundraising Regulator's Code of Fundraising Practice and ensures staff, partners and volunteers are fully briefed about the protection of vulnerable people. All fundraisers follow best practice guidelines for dealing with adults at risk or in vulnerable circumstances, and young people. We aim to make giving to Human Appeal a positive experience for all.

## Highlights from our community fundraising in 2020

### New regions and partnerships

- We launched new volunteer teams of 15-40 members in 16 new areas: Reading, Haringey, Camden, Enfield, Croydon, Wandsworth, Lambeth, Southwark, Hounslow, Waltham Forest, Tower Hamlets, Redbridge, Newham, Chigwell, Herefordshire, and Middlesbrough.
- We began partnering with new fundraisers, Freshly Grounded, Waldoc, and SKN Chartered Accountants.

## Social media

- We worked with over 70 influencers on social media to raise the profile of our projects in a uniquely online year.
- Beauty blogger Yaz Rehman raised significant funds for our orphans' fund, Lebanon and Yemen emergency appeals, Feed the Fasting, and winter.
- Food blogger Shummi Shah raised funds supporting our support centre for street children in Dhaka.

## At home and in the field

- Our London team exceeded their fundraising target by 113%.
- The use of Ramadan Giving platform for our North team compensated for the absence of face-to-face events.
- We successfully carried out our inaugural Kilimanjaro trek with 10 participants.
- Two joint field trips consisting of our fundraisers and fundraising partner, Anzal Begum Foundation, to Pakistan in January and October strengthened ties and connection, helping us to raise funds for our Tharparkar integrated village project.

## Notable partnerships

- Sheikh Yusuf Abdul Jobbar raised funds for Feed the Fasting and deep water wells.
- We partnered with the University of Sheffield during Ramadan.
- We partnered with the Freshly Grounded podcast throughout the year, including for our Syria Emergency Appeal, and our seasonal Ramadan, Qurbani, and winter campaigns.
- We held radio live appeals with Luton-based Inspire FM, raising funds for our COVID-19 Appeal, Feed the Fasting, and our orphan sponsorship programme.
- Anzal Begum Foundation, Emaan Foundation, Desi Lols, and Waldoc all contributed to our Tharparkar integrated village project.
- Al Noor Foundation supported our post-Ramadan Yemen Emergency Appeal.
- Partnered with boxer Amir Khan's foundation to pack and distribute food parcels.

## Training

In January 2020, all fundraising staff completed mandatory online safeguarding training custom designed for Human Appeal, which they completed on our internal staff training platform Humentum. Further details on this course can be found in the People and Culture section of this report.

Prior to our Ramadan campaign, all staff received cash handling training delivered by our finance department to ensure all staff were fully equipped and qualified to handle and collect cash donations from events, stalls, and collections.

## Complaints

Two complaints were received in relation to community fundraising in 2020. Both were fully resolved in line with our complaints policy and procedures.

# Communications and Public Relations

Over the course of 2020, Human Appeal expanded its communications, assuming a proactive role in media coverage through increased press coverage, innovative expansion, and engagement, which allowed us to continue making an impact during the pandemic.

This year, we launched our quarterly magazine *Every Human*, showcasing our projects, impact, staff and beneficiaries. We also published a suite of impact reports which aimed to improve our campaign feedback to supporters and foment transparency and accountability.

We continued to develop and improve our website, including updating all pages relating to our challenges, publications, and policies.

We strived to improve our communications, reporting, and transparency, both in our field offices to HQ, by establishing a new campaign committee, with terms of reference to improve and streamline the planning, execution, and analysis of all campaigns, and by recruiting a dedicated communications officer in every field office.

## Appeals and campaigns

The year began with a series of emergency appeals. When a deadly earthquake struck Elazig, Turkey we launched our first appeal, and when violence escalated in northern Syria, we relaunched our Syria appeal, for which we appeared on media outlets, and pledged an additional £160,000 to support affected Syrians.

As the UK entered lockdown, we launched our COVID-19 emergency appeal, with the goal of supporting people in the UK and across the countries in which we work. Our global and UK impact was highlighted in a number of local and regional outlets, including Refinery29.

In 2020 we also launched our online brand campaign in an effort to improve our brand awareness and impression, and we continued to build on the success of our annual Trust campaign, which de-mystifies the development sector and admin fees.

Because of the pandemic and lockdown, we worked efficiently and strategically to revise our Ramadan campaign. In the absence of our annual events – iftars, lectures, and community events, we pivoted our fundraising to almost entirely virtual platforms, and launched a new family of automation tools to help supporters to automate their charity during Ramadan and Dhul Hijjah.

During these periods we also devised new formats for direct marketing, including a Ramadan booklet and a Hajj board game.

As COVID-19 threatened to push Gaza's healthcare system past breaking point, we launched an emergency appeal to great success. Throughout the year, we launched a series of campaigns supporting traditional projects – such as water wells, Aqiqa, and olive trees.

November saw the return of our annual Wrap Up campaign, which improved on our success of 2019 while implementing social distancing, collecting 1,599 more coats than the previous year, and increasing page visitors by 130% compared to 2019.

## Advocacy and PR

Human Appeal's website was shortlisted for the Northern Development Awards out of thousands of entries in the third sector website category.

In the spring of 2020, we released our report, *Risking Death to Give Birth: The consequences of conflict on the health needs of women and girls in Syria*, which detailed the detrimental impact on reproductive healthcare during the nine years of conflict in Syria.

We redeveloped our orphan sponsorship programme, which helped to boost orphan sponsorship from 11,845 in 2019 to 12,563 in 2020.

During our Ramadan campaign, we partnered with notable figures, including Liam Byrne MP, and our COVID-19 emergency work continued to be highlighted in news outlets across the nation. ITV News covered our partnership with boxer Amir Khan as we packed 1,000 food parcels, which were later distributed across the North West.

Human Appeal was featured in the *Making a Difference* section of the Metro newspaper for our work with The Myriad Foundation, delivering meals to hundreds of homeless people in Manchester. In the summer, we began working with the team from CNBC's *Advancements with Ted Danson*, a documentary show that highlights organisations using technology to transform lives. Our honey bee and solar water projects were featured, and our segment aired later in 2021.

In July, we submitted a response to the All-Party Parliamentary Groups' call for evidence on British Muslim responses to COVID-19. We launched our Humanitarian Leadership Programme, supported by the Greater Birmingham Chambers of Commerce, which provides training to the next generation of humanitarian leaders.

Human Appeal was one of the first organisations to respond to the tragic Beirut explosion, and our work was featured on BBC Radio Manchester and the Metro newspaper. During the summer, our Iraq country director discussed in Open Access Government how the pandemic disproportionately affected vulnerable women and girls, and our CEO penned an article in Civil Society on charity leadership in a post-pandemic world.

In partnership with other charities, we advocated for renewed efforts to end the humanitarian crisis in Yemen, and released our report, *Half a Decade of Hunger: How Conflict Has Starved Yemen's Future Generations*, which demonstrated the devastating impact that the conflict and COVID-19 have had on Yemen's children.

During the winter, our Wrap Up campaign was featured in prominent outlets, including Glamour magazine and BBC radio.

The year ended with our CEO appearing on the Christmas Day episode of Muslim Reflections on BBC radio where he stressed the importance of reaching across faiths to work together to save and transform more lives in 2021, particularly after the difficult year for the whole global community.

# Volunteering programme

In 2020, our dedicated volunteers gave their time to raise £300,000.

Volunteers are an indispensable pillar of the Human Appeal family. They help us to save and sustain lives in the field by supporting our work at home, through fundraising, event support, internships and more. They share their time and skills, helping help us to increase our capacity, while benefiting from valuable experience and the opportunity to develop new skills in return.

## A new volunteering landscape

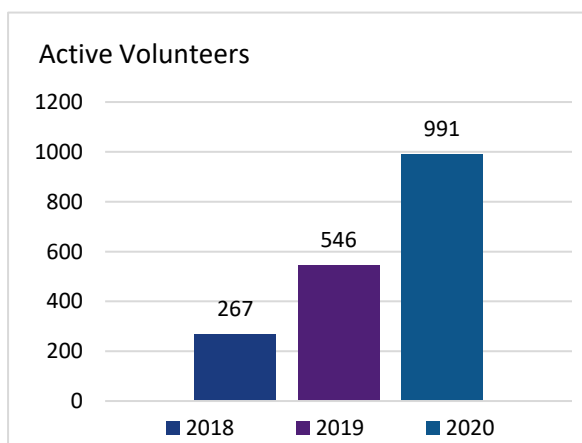
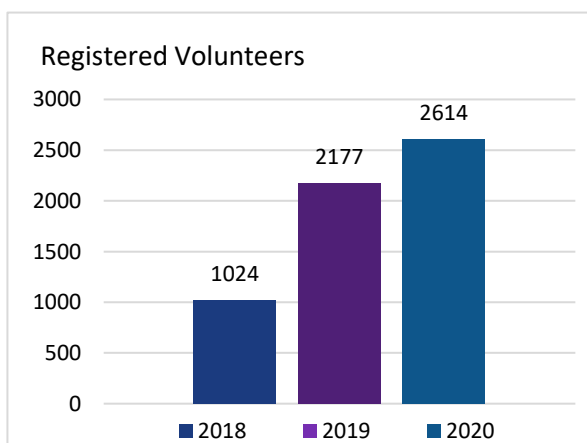
In 2020, our volunteering programme grew and adapted to accommodate pandemic restrictions. Our volunteers answered the global call for altruism, dedicating their time to supporting those worst affected by the spread of the virus, and by other disasters and conflicts.

As the country went into lockdown, all events were cancelled, including our flagship Ramadan iftars, lectures, and fundraising activities. As a core segment of our funding, it was essential to adapt and innovate, finding new ways to connect with our supporters. Our volunteers rose to the challenge, supporting our online fundraising activities, and helping to keep our projects saving lives.

## Highlights

Our volunteers in the Midlands assembled food parcels for families facing food poverty in the UK, our teams in the North supported the Didsbury Mosque foodbank initiative, and sold and delivered meals to raise funds for clean water sources in the field. Teams in London raised funds for orphaned children, and in Scotland, they went door-to-door leafleting for our Wrap Up campaign, to help keep vulnerable and homeless people warm through winter.

Meanwhile, our 17 interns supported our efforts across four departments in our head office, providing support to our Communications, Finance, People and Culture, and Programmes departments.



## Online volunteer events

In April, our volunteers participated in the #TogetherWeCan campaign, a collaboration between members of the Muslim Charities Forum (MCF). Our Volunteers' Manager co-hosted a webinar with her counterpart

from Islamic Relief on behalf of the MCF. The webinar was broadcast live on Facebook and discussed volunteer guidelines, health, wellbeing, and isolation, and guest included speakers from the British Medical Association and the Muslim Youth Helpline.

We hosted five in-house webinars for our volunteers in the second half of the year, covering the topics of human rights, peace and conflict, modern-day slavery, the refugee crisis, and employability. 128 volunteers attended, with more than one in four people attending multiple seminars. The webinars provided our volunteers with in-depth knowledge on our projects, on global issues, and skills to take their volunteerism forward into the workplace.

# People and Culture

How we advanced staff wellbeing, learning, and development.

## COVID-19 response

At the very start of March, the very first business day following the first UK transmission of COVID-19, we held a People and Culture meeting to discuss precautions. The following day, on 3 March, we began to issue daily email updates including context and cases. By 5 March we had established a sickness reporting process and shared it with all staff to ensure that any suspected cases were isolated before transmission.

We implemented measures to prevent and prepare for a possible transmission, including:

- Staff wiped down work stations at least once daily with provided wipes
- Hand sanitizer freely available and restrooms and kitchen kept clean
- Staff saved their work on a cloud drive in case of need to work from home
- Meetings replaced by emails or phone calls where possible
- Evacuation drill practiced

-

## Improving staff wellbeing during the pandemic

By 17 March all vulnerable staff were asked to work from home, and by 23 March all staff were working remotely from home. For the first 3 months, staff were provided with a monthly support briefing which included tips for working from home, safeguarding mental health, e-learning resources, and safeguarding helpline information. All UK staff received wellbeing phone calls to address any concerns or queries about the new circumstances, and follow-up calls were provided for those requiring them.

In April, 59 per cent of staff were furloughed gradually, while still receiving 100 per cent pay. These staff continued to be furloughed throughout 2020. No staff were furloughed at the time of publication.

Staff continued to receive briefing documents addressing measures relating to virus protection, new working mechanisms, furlough, lockdown, and returning to office. We also regularly shared the Employee Assistance Programme with all staff, which is a free, confidential 24/7 online and phone service through which staff and their families can access guidance on various issues, including stress and anxiety, and to gain support including counselling, legal, financial and medical support.

We also organised staff lunches and quizzes to help colleagues to engage and socialise while working from home.

## Staff wellbeing outlook

Most staff have worked from home for over a year, and in 2021, we're looking to address this success and replicate lessons and impact on work-life balance. We're also looking to address the mental health implications of 2020 to offer extra support, engagement, and recognition for all staff.

## **Staff training**

We conducted a full two-day re-induction for all staff which covered the following topics:

- Competencies
- Equality and diversity
- Financial conduct
- GDPR
- Performance management
- Policies
- Recruitment
- Rewards
- Vision, Mission, and Values.

Managerial level staff also received training on implementing these topics within their teams.

Further training days and sessions were carried out in the year, covering the topics:

- Safeguarding
- Leadership and project management - delivered to directors and department leads
- Cash handling - delivered to all fundraisers
- Leaders and prospect training – continued from 2019 and concluded in early 2020

## **Investors in People silver status**

In 2020, we achieved silver standard in the Investors in People (IIP) global accreditation, awarded for organisations' people management. They conducted a forensic audit of our work, surveyed all staff, and conducted one-to-one interviews with randomly selected staff.



# Principal risks and uncertainties

Human Appeal divides risks into two categories: strategic risks and operational risks. Strategic risks present a significant threat to us achieving our long-term ambitions. They are monitored closely by both the senior leadership team and the Board of Trustees. Operational risks concern mainly internal processes and controls. These are managed through effective systems and good practices and are monitored weekly by the Board of Directors.

There is some fluidity between the risk registers, with severe operational risks being elevated to the strategic risks register if deemed appropriate or if they require specific attention. Risks are scored according to the likelihood of their occurrence and their potential impact on the organisation. The Board of Trustees considers the tolerance the organisation has for the risk and management examines options to mitigate the risk.

Since 2017, Human Appeal has operated with an in-house Internal Audit department comprising a team of three. Plans have been formulated to engage additional team members based in overseas offices, although the global pandemic has delayed the roll-out of this plan. In 2022, the establishment of team members from overseas offices will commence in order to provide the Trustees with increasing levels of assurance regarding the effectiveness of policies, procedures and controls. These activities will be augmented by external auditors to provide wider coverage.

The Internal Audit department draws up an annual Internal Audit plan in accordance with the Chartered Institute of Internal Auditors internal audit standards. This plan follows a risk-based mitigation approach to identify areas requiring internal audit coverage and is created by completing a comprehensive needs assessment for the year in question. This programme is in addition to the internal audits conducted in-house by the operational functions such as audits in Finance, Programmes, People and Culture, in accordance with ISO 9001 by the effectiveness, accountability, and learning department.

The Executive Team focuses closely on the Strategic Risk Register to identify areas of risk to the organisation and to ensure that effective action is being taken to mitigate those risks. They are charged with identifying potential strategic risks and ensuring these are managed appropriately. The Internal Audit department is governed by the principles of transparency, accountability and effectiveness. They also work closely with the Compliance department, and both are represented at the weekly Board of Directors meetings and at the periodic Finance and Audit committee.

# Major risks

The following risks were identified at an organisational level. For each risk, specific actions and performance indicators relating to them are monitored proactively by senior management and the Board of Trustees.

Risks and uncertainties	Current and planned mitigating actions
<p><b>Sufficient oversight of country offices</b></p> <p>Human Appeal’s financial and reputational survival relies upon strong control and oversight over country office operations. Should a serious problem occur and enter the public domain due to mismanagement, the organisation may suffer a major backlash, damage to reputation, and loss of donor confidence.</p> <p>There are inherent risks in providing humanitarian aid in the most marginalised regions of the world. These include political instability, distance from HQ, working with displaced communities, and many other difficult circumstances. These factors create pressures on individuals who are delivering our work and carries the risk of wrong decisions being made or incorrect action being taken.</p>	<ul style="list-style-type: none"> <li>• The management of Human Appeal is focused on ensuring appropriate policies and procedures are in place and that these are implemented and observed by all staff both in the UK and overseas.</li> <li>• The global People and Culture department focuses on the recruitment of high quality staff and their training and development.</li> <li>• Our field office monthly information pack has recently been upgraded to incorporate more detailed information on the performance of offices, including the management and control of funds.</li> <li>• Significant changes in leadership positions both in the UK and in overseas offices have strengthened management oversight.</li> <li>• Performance management of all staff is carried out bi-annually with the implementation of Human Appeal’s values, monitored and rated along with the attainment of objectives.</li> <li>• A number of financial software applications are currently being implemented in the UK and field offices to strengthen our oversight of financial management controls.</li> </ul>
<p><b>Compliance with fundraising regulations</b></p> <p>Ensuring adequate compliance with fundraising regulations through offline and online marketing e.g. data protection, Privacy and Electronic Communications Regulation (PECR), fundraising regulations and Gift Aid. Potential impact includes: Fines, penalties, reputational risks, employee action for negligence, loss of data or income due to breaches.</p>	<ul style="list-style-type: none"> <li>• Human Appeal continues to identify key legal and regulatory requirements and ensure regular review against charity activities. Policies and procedures are updated in line with these changing requirements.</li> <li>• We allocate responsibility for key compliance procedures via the Communications department.</li> <li>• There is regular compliance monitoring and reporting via HA’s risk management system to ensure management consider action at appropriate departmental levels.</li> <li>• IT are assisting with an online system for programme implementation, policies, processes and procedures, which is shared with the Fundraising department.</li> </ul>

<p><b>Human Appeal’s reliance on financial services</b></p> <p>Human Appeal’s ambitions can only be realised with the support of appropriate financial services partners to support the collection of donations and onward transfer of humanitarian aid to the field. The recently closed Charity Commission inquiry damaged Human Appeal’s image for a number of years as did the resulting delay in filing accounts with Companies House. Both have prevented the charity from putting in place the much needed financial partners to de-risk these essential aspects of our work.</p>	<ul style="list-style-type: none"> <li>• Human Appeal continues to enjoy an excellent working relationship with its primary banking partner, a relationship which has been of immeasurable help to beneficiaries across the globe</li> <li>• This relationship is augmented by a highly effective financial partner specialising in foreign currency transactions. However, the Charity’s secondary banker has reduced the range of services it offers NGOs over the past year and therefore a replacement will be appointed during the first half of 2022.</li> <li>• At present Human Appeal is over-reliant on a single merchant services provider to carry out card processing activity. In the second half of 2022, a second supplier will be appointed</li> <li>• Both of the above appointments have only recently become possible due to the closure of the Charity Commission inquiry and the filing of the 2020 audited accounts.</li> </ul>
<p><b>Human Appeal system reliability, including cyber security</b></p> <p>Human Appeal could potentially lose income and as a consequence be unable to conduct day-to-day activities if one of the systems was inaccessible. There is also potential for data loss if the system does not have adequate back-up or if an unauthorised user were to breach security and gain access.</p>	<ul style="list-style-type: none"> <li>• The shift to remote working necessitated by the COVID-19 pandemic has resulted in increased use of technology. Cyber threats continue to pose a significant risk to the confidentiality, integrity, and availability of Human Appeal’s information systems and data. Action has been taken as follows:</li> <li>• Implementation of a cloud-based backup system for Human Appeal systems data.</li> <li>• Replacing in-house systems with off-the-shelf systems that will be easier to support, maintain, and customise.</li> <li>• Implementing an in-house system containing a version control element, allowing us to access previous versions when necessary.</li> <li>• Our cyber security arrangements are regularly tested, including checks by independent organisations.</li> </ul>
<p><b>Staff not adhering to internal and external policies and procedures</b></p> <p>The consequences of this could include breaching legal or Charity Commission requirements and could lead to a loss of confidence from stakeholders and may highlight low staff engagement.</p>	<ul style="list-style-type: none"> <li>• We have developed and revised all relevant Human Appeal policies and procedures. These have been reviewed, updated and approved.</li> <li>• All staff have been re-inducted over the past twelve months to emphasise the importance of adherence to policies and processes.</li> <li>• Breach response training has been completed with all senior management.</li> </ul>

	<ul style="list-style-type: none"> <li>• A tough stance continues to be taken by the People and Culture department on breaches of policy and process.</li> <li>• The current Trustees have absorbed the recent comments by the Charity Commission regarding the failings of the previous Trustees. In particular, the criticism regarding the oversight of the charity's executive has resulted in considerably tighter reporting requirements to prevent future mismanagement.</li> </ul>
<p><b>Governance and safeguarding</b></p> <p>Potential danger to the safety of beneficiaries, staff and stakeholders. Loss of grants and partnerships, lack of staff and beneficiary confidence in safeguarding.</p>	<ul style="list-style-type: none"> <li>• The People and Culture department has recently updated a revised Safeguarding Policy which has been approved by the Trustees.</li> <li>• Human Appeals safeguarding campaign is now complete and implemented, including a 24-hour global staff helpline.</li> <li>• Online safeguarding training has been completed by all UK staff.</li> <li>• All staff have to be re-inducted with a major emphasis on safeguarding.</li> <li>• The safeguarding campaign has also been successfully launched in our country offices.</li> </ul>
<p><b>Negative publicity</b></p> <p>Potential impact includes loss of donor confidence, loss of influence with key stakeholders, potential negative impact on staff morale. Additionally, potential for loss of beneficiary confidence thereby impacting our ability to access grants or contract funding which could lead to the deterioration in relationships with funders, including institutional bodies.</p>	<ul style="list-style-type: none"> <li>• Human Appeal's complaints procedure has been reviewed and improved.</li> <li>• A crisis management strategy devised by the Communications department, which includes demonstrating consistency with key messages and the appointment of a nominated spokesperson.</li> <li>• Key spokespeople for Human Appeal are to undertake public relations training.</li> <li>• The Communications department is charged with ensuring good quality reporting of the charity's activities and financial situation.</li> <li>• Human Appeal has taken steps to tackle the specific reputational issues it faces. Investigating past events and reclaiming the narrative on unfounded accusations that may have impacted our reputation. However, the Trustees recognise that the opportunity was missed many years ago to directly challenge unfounded allegations at the time they were made.</li> </ul>

# Structure, governance, and management

## Governing document

Human Appeal is an international non-governmental organisation (NGO) incorporated in the United Kingdom as a company limited by guarantee at Companies House in England. It is registered as a charity with the Charity Commission of England and Wales as well as with the Office of Scottish Charity Regulator (OSCR).

Human Appeal works across the globe to strengthen humanity's fight against poverty, social injustice, and natural disaster, through the provision of immediate relief and the establishment of self-sustaining and long-term development programmes.

Human Appeal was formerly known as Human Appeal International and was legally established in 1991 by a trust deed and registered in 2013 with the Charity Commission under registration number 1005733. In 2014, Human Appeal changed its legal structure, registering as a company limited by guarantee at Companies House in England 22 March 2014, and with the Charity Commission 21 October 2013 under registration number 1154288. The funds in the original trust were transferred to the newly incorporated company, and thereafter the original trust was de-registered on 26 February 2014. Human Appeal has been operating under the company structure to this day. Human Appeal's name change was reflected by Companies House 1 October 2016.

Human Appeal's objectives as enshrined in its governing document are:

- The prevention or relief of poverty anywhere in the world by providing grants, items, and services to vulnerable individuals and/or charities or other organisations working to prevent or relieve poverty.
- The prevention or relief of poverty or financial hardship anywhere in the world by providing or assisting in the provision of education, training, healthcare, or the necessary support to enable individuals to generate a sustainable income and be self-sufficient.
- The relief of financial vulnerability and suffering for survivors of natural or other disasters in the form of money or other means, deemed suitable for persons, bodies, organisations and/or countries affected, including the provision of medical aid.

From its origins in the UK, Human Appeal has established operations in a number of countries across the globe. Today it conducts its operations in one of three ways:

- By establishing a permanent presence through a separate local entity, which is independent of the UK Human Appeal entity.
- By establishing a branch of the UK Human Appeal entity and all operations in that country being carried out by that entity.
- Emergency, seasonal and short-term responses performed by a team from an existing Human Appeal office or through a partner organisation. Prior to being contracted by Human Appeal, any partner organisation is subject to rigorous due diligence checks (the procedure includes screening through Thomson Reuters World-Check) before being entrusted to implement projects for Human Appeal.

## **Human Appeal's vision is a just, caring, sustainable world, and its mission statement is to:**

- emerge as a leading international humanitarian and development agency,
- develop immediate and long-term sustainable interventions,
- empower local communities through inclusive development to build local capacity,
- champion peace and justice through effective advocacy,
- ensure the protection and security of our stakeholders.

## **Human Appeal undertakes its work with the following values in mind:**

- Excellence, professionalism and commitment
- Trust and respect for all
- Integrity and transparency
- Empowerment and equality

## **Key risk management, financial policies, and procedures:**

- Risk Management Policy
- Serious Incident Reporting Policy
- Counter-Terrorism and Anti-Money Laundering Policy
- Finance Manual – regulating controls and procedures over income and expenditure including financial management and reporting
- Child Protection and Safeguarding Policy
- Field Security and Field Reporting Policies
- Aid Diversion Policy
- Monitoring and Evaluation Policy
- Logistics and Procurement Policy
- Beneficiary Selection Policy

## **Board of Trustees**

The Board of Trustees directs and oversees the charity. The Board appraises the CEO and the executive management team, and oversees strategic planning, governance and regulatory requirements.

### **Recruitment and appointment of Trustees**

New Trustees are nominated by members of the Board of Trustees, interviewed and then appointed if they have the necessary skills and knowledge to contribute to the charity's development and management. All Trustees are volunteers that dedicate their time, skills, knowledge, and experience to Human Appeal.

### **Trustee induction and training**

To ensure Human Appeal benefits from a professional, appropriate board, Trustees are provided with a comprehensive induction and ongoing training in new or emerging areas of responsibility. New Trustees receive a full overview of the strategic and operational functions, their legal obligations under charity laws and regulations (including the charity's Memorandum and Articles of Association), the decision-making process, recent financial performance, future plans, and objectives of the charity. They also meet other Trustees, the leadership team, and key employees.

The CEO and Executive Director keep Trustees up-to-date with changes in regulatory standards and training possibilities. We continually evaluate the board's effectiveness. The Board of Trustees receives regular performance reports and annual financial reports, plans, and budgets.

## Organisation leadership

The CEO is accountable to the Board of Trustees and, along with other senior staff, is responsible for the day-to-day management of the organisation. The CEO chairs the leadership executive team, which is made up of key functional leaders. The leadership team ensures the policies agreed by the Board of Trustees are implemented and they also support the work of other staff and volunteers.

## Responsibilities of leadership

The Trustees - who are also directors of Human Appeal for the purposes of company law – are responsible for preparing the Trustees' Report. This includes the Strategic Report, and the financial statements in accordance with applicable law and the United Kingdom Generally Accepted Accounting Practice.

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and group, of incoming resources and application of resources, and of including income and expenditure. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and apply them consistently,
- observe the methods and principles in the Charity Commission Statement of Recommended Practice (SORP 2015),
- make judgments and accounting estimates that are reasonable and prudent,
- state whether applicable UK accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements,
- prepare the financial statements on the going concern basis, unless it is inappropriate to presume that the charitable group will continue in operation.

The Trustees must maintain proper accounting records that, at any time, disclose with reasonable accuracy the financial position of the charitable company and group that enables them to ensure that the financial statements comply with the Companies Act 2006. They are responsible for safeguarding the assets of the charitable company and group and therefore for taking reasonable steps to prevent and detect fraud and other irregularities. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

## Statement on disclosure of information to the auditors

Under Section 418, in the case of each director in office on the date the Trustees' Report is approved, the reports include a statement that declares that:

- to the best of their knowledge, there is no relevant audit information of which the auditors are unaware,
- they have taken all the steps that they should have taken to make themselves aware of any relevant audit information, and to establish that our auditors are aware of that information.

## Company limited by guarantee

Members of the charity guarantee to contribute an amount not exceeding £1 to the net assets of the charity in the event of winding up. The total number of such guarantees at 31st December 2020 was 4. The Trustees are members of the charity but this entitles them to voting rights. The Trustees have no beneficial interest in the charity.

## Public benefit

The Trustees have taken into account the statutory duties of public benefit. This report highlights examples of Human Appeal's activities that illustrate how our work fulfils public benefit and the positive impact it brings to individuals and communities globally, irrespective of their race, religion, or creed. We develop strategic plans to make certain that we provide maximum public benefit and achieve our strategic objectives, which fall under purposes defined by the Charities Act 2011. In setting the charity's objectives and planning activities, the Trustees have given careful consideration to the Charity Commission's general guidance on public benefit.

## Remuneration policy for key management personnel

None of the Trustees receive remuneration or other benefit from their work with the charity. Any connection between a Trustee or senior manager with a key donor, beneficiary, supplier, or contractor must be disclosed to the full Board of Trustees in the same way as any other contractual relationship with a related party would be declared. In the past year, no such related party transactions were reported.

We believe that the opportunity to have a positive impact on the lives of vulnerable people is an important part of the total reward of working for Human Appeal, especially at management level.

In setting appropriate pay levels for key personnel, our remuneration policy reflects and takes into consideration specific matters such as the assignments and responsibilities undertaken. In addition, the remuneration policy helps promote long-term goals for safeguarding our company's interests. Benchmarking is undertaken to ensure that the remuneration of key personnel matches the level in comparable organisations, whilst also taking into consideration the required competencies, effort, and the scope of work.

## Standards, principles, and codes

We are committed to industry-specific standards, principles, and codes in addition to Investors in People and the ISO 9001 management system. We are committed to applying the Sphere Humanitarian Charter and Minimum Standards in responding to humanitarian crises. We also adhere to:

- **Code of Conduct for the International Red Cross and Red Crescent**
- **Core Humanitarian Standard on Quality and Accountability**
- **Keeping Children Safe**
- **The core principles of the UN Task Force on Preventing Sexual Exploitation and Abuse in Humanitarian Crises 2002**

## Policy of employment of people with disabilities

Our policy for employment of people with disabilities and its adherence to the Equality Act 2010 ensures that our strong commitment to developing the diversity of our staff and volunteers. We work to achieve this through equal opportunity policies, training, and practical action. This includes encouraging applications from people with disabilities, developing their skills, and taking every reasonable measure to adapt our premises and working conditions to enable them to work or volunteer with us.

We will continue to ensure that:

- we make reasonable adjustments wherever required,
- our policies and practices do not disadvantage people with disabilities,
- we provide equal training and career development for all employees.



# FINANCIAL REVIEW

## Income

During 2020, the COVID-19 pandemic presented significant uncertainties in world economies. Lockdowns were a common feature of governmental response in many countries in which we raise funds. Despite this, Human Appeal's total income of £29.6 million was 53.0% higher than 2019's amount of £19.4 million. Overall donations from individual giving, community fundraising, and some corporate income represented 83% of our income compared with 73% in 2019. We would like to thank our supporters for not just maintaining, but dramatically increasing the generosity of their support in the face of such extraordinary circumstances. It is encouraging to report that this trend has continued in 2021, enabling us to continue the pursuit of our growth ambitions to fund more projects for more beneficiaries in increasingly diverse parts of the world.

There was a modest increase in institutional funding to £5.2 million from £5.1 million last year, reflecting an understandable desire to switch funds to pandemic projects. On top of health concerns, the escalating impact of climate change will also produce growing vulnerability to disasters and shocks in the future for which we are already devising a response.

As highlighted in our report last year, the contents of our long-term strategy have indeed begun to bear fruit during 2020, enabling us to report a dramatic growth in total income. We are also pleased to report that the Trustees have agreed to open new partner offices in the USA and Canada in 2022, strengthening the diversification of income streams. This will provide greater financial support for more beneficiaries in the future.

## Expenditure

In 2020, we spent £18.5 million on charitable activities, an increase of 17% from £15.8 million in 2019. Major areas of expenditure were humanitarian response (£1.8 million), food security (£6.0 million) and orphans and child welfare (£4.7 million). Combined, these areas accounted for 67% of our charitable spending in 2020. Our specific achievements by geographical area with this expenditure are described throughout this report.

Our expenditure on raising funds during 2019 rose from £5.4 million to £7.3 million in 2020, as we attempted to offset the negative impact of the factors outlined in the above paragraphs.

In 2019, we spent £0.2m on developing our fundraising partners' capabilities across Europe, who in turn raised funds enabling projects to be delivered by the Human Appeal family to change and save lives around the world. As outlined above, we plan to increase spending on the development of additional overseas partner offices in the USA and Canada.

## COVID-19

During 2020, the world experienced months of intermittent lockdown and unprecedented loss of life. Human Appeal responded early, identifying the potential for massive disruption to everyday life, global economies, and the operating environment for charities. We also undertook a variety of COVID-19 related projects in the UK which were aimed at alleviating the problems experienced by vulnerable people from all communities across the nation. A minority of our staff have continued to work from the office albeit within a significantly adapted environment designed to meet governmental health recommendations. The majority of our staff switched seamlessly to homeworking in early 2020. We are now assessing the latest information on virus variants with a view to updating employees' working arrangements.

# TRUSTEES ASSESSMENT OF GOING CONCERN

## Closure of the Charity Commission inquiry

Readers of last year's annual report will recall the Charity Commission was conducting an inquiry into Human Appeal throughout 2019. This activity continued throughout 2020 with the Trustees and newly appointed management team working closely with the Commission to provide the information required to bring the inquiry to a close.

**It is therefore heartening to report that the Charity Commission formally closed its inquiry on 28 October 2021 and published a full report of its findings on the events in 2017 that led to the opening of the inquiry.** The conclusions in the report were as follows:

- The inquiry concluded that there had been misconduct and/or mismanagement in the administration of the charity. These relate mainly to a lack of adequate controls and oversight of its overseas field offices.
- A significant factor in the misconduct and/or mismanagement was insufficient oversight of the charity's executive by the then Trustees which contributed to or facilitated the mismanagement.
- Due to the progress made during the inquiry by the current Trustees, the charity is in a stronger position going forward but there remain improvements to be made.
- The Commission acknowledges that the Trustees full cooperation with the inquiry throughout, as they are expected to.

The Trustees acknowledge the historical events that occurred in 2017. These events and shortcomings have been shared widely by the Trustees with all staff within the charity to encourage the creation of appropriate policies and robust systems to ensure similar mistakes cannot be made in the future.

Since the recent publication of the report there have been very minor instances of negative publicity in the media and the charity is pleased to report no adverse impact on donation levels, suggesting no significant reputational damage.

## Dealing with the COVID-19 pandemic

The Trustees have considered the impact of COVID-19 on both income and expenditure and have a reasonable expectation that the group has adequate resources to continue in operational existence for the foreseeable future. The 2021 income was budgeted to accommodate the likelihood of continued pandemic-related restrictions on fundraising and social distancing. The ongoing future impacts have also been considered and the anticipated effects have been built into our 2022 budgets and forecasts. We have obtained and relied upon the best available knowledge at the time and potential income has been stress-tested to ensure that expenditure levels can be maintained within a variety of income streams. We have also relied on the recent evidence of our staff maintaining performance levels whilst working from home, secure cloud-based IT systems operating efficiently, and our new approach to fundraising proving attractive to donors.

## Summary

The Board of Trustees has considered the latest information and evidence available and are of the view that there is a reasonable expectation that Human Appeal will have the resources to continue in operational existence for the foreseeable future. Cash inflows have continued to grow in 2021 with UK fundraising currently running at 27.5% ahead of the same period last year.

The Trustees believe that neither of the uncertainties referred to above cast doubt on our ability to continue as a going concern. The Trustees are confident there are sufficient reserves held at the year end and at the time of publication to manage any foreseeable downturn in the UK and global economy and impacts of the global pandemic. In addition the team of executives charged with responsibility for increasing unrestricted reserves have achieved success in 2020 and this has continued into 2021.

The annual financial statements have therefore been prepared on the basis that the charity is a going concern. These financial statements do not include the adjustments that would result if Human Appeal was unable to continue as a going concern.

# STATEMENT OF RESERVES

## General reserves (unrestricted)

Unrestricted reserves are generated when there is no donor stipulation on how funds are utilised. This provides the Trustees with discretion as to how these funds are spent to further Human Appeal's charitable objectives. The Trustees recognise the need to hold sufficient unrestricted reserves to protect core activities and allow implementation of long-term strategic programmes. Consideration is also given to the fact that disasters and crises are increasing around the world and there is often a need to act swiftly to meet humanitarian objectives. With this specifically in mind, the charity maintains an emergency fund with a minimum of £100,000 available. In summary, the reserves policy ensures that the delivery of our vital programmes across various sectors is not disrupted by unforeseen circumstances, such as a fall in income or rise in expenditure.

## Restricted funds

These funds are tied to a particular purpose, as specified by the donor or as identified at the time of a public appeal. These are spent in accordance with their particular purposes.

## Reserves policy

Our reserves policy requires that reserves are maintained at a level that ensures our core programme work (including adequately responding to humanitarian disasters and emergencies) could continue during a period of lack of funds, while at the same time ensuring we do not retain income for longer than required, thereby balancing the needs of present and future beneficiaries.

As at 31 December 2020 the charity had total reserves of £8.5m (2019: £5.1m), restricted reserves of £7.4m (2019: £4.9m) and unrestricted funds of £1.1m (2019: £0.2m). After allowing for fixed assets held as unrestricted funds, the charity had £Nil free reserves at the balance sheet date, although the position is improving year on year.

The Trustees have a strategy to accumulate unrestricted reserves to a level acceptable to beneficiaries and partners. A team of executives continues to identify campaigns and tactics required to support the Trustees ambitions in this regard. This team reports regularly on progress. At present, all funds held overseas are treated as restricted funds although they may not be so restricted by the donor or by the ask. This is because in practice, these funds will be used in the specific country. Going forward, the Trustees will continue to focus on building a reserve over time sufficient to cover at least 6 months' operating costs and field offices running cost expenditure.

The Trustees' Annual Report which includes the Strategic Report has been approved by the trustees and signed on their behalf by

Dr Kamil Omoteso Chair of the Board of Trustees  
21 December 2021

# Independent auditor's report to the members of Human Appeal

## Opinion

We have audited the financial statements of Human Appeal (the 'charitable company') for the year ended 31 December 2020 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 December 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended)

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Human Appeal's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## Other Information

The other information comprises the information included in the trustees' annual report, including the strategic report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report, including the strategic report, has been prepared in accordance with applicable legal requirements

## Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report, including the strategic report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

## Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

### Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, internal audit and the audit and risk committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the

events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Orchard (Senior statutory auditor)  
21<sup>st</sup> December 2021  
for and on behalf of Sayer Vincent LLP, Statutory Auditor  
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006



# Human Appeal

## Statement of financial activities for the year ended 31 December 2020

(incorporating income and expenditure account)

	Note	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
<b>Income</b>					
Donations and legacies	2	4,555,474	19,537,869	24,093,343	14,224,086
Charitable activities	3	-	5,228,943	5,228,943	5,091,681
Other trading activities	4	30	-	30	48,860
Investments	5	63,259	-	63,259	30,112
Other income	6	293,480	-	293,480	-
<b>Total income</b>		<b>4,912,243</b>	<b>24,766,812</b>	<b>29,679,055</b>	19,394,739
<b>Expenditure</b>					
Raising funds	7	737,064	6,515,363	7,252,427	5,357,293
Charitable activities	8	2,986,172	15,562,520	18,548,692	15,833,330
Charitable capacity building	10	243,632	-	243,632	176,355
<b>Total expenditure</b>		<b>3,966,868</b>	<b>22,077,883</b>	<b>26,044,751</b>	21,366,978
<b>Net income / (expenditure) and net movement in funds for the year</b>	12	945,375	2,688,929	3,634,304	(1,972,239)
<b>Reconciliation of funds</b>					
Total funds brought forward		226,001	4,916,173	5,142,174	7,114,413
<b>Total funds carried forward</b>		<b>1,171,376</b>	<b>7,605,102</b>	<b>8,776,478</b>	5,142,174

All of the Charity's activities are derived from continuing activities.

The statement of financial activities includes all gains and losses recognised in the current and prior year.

The notes on pages 76 to 93 form part of these financial statements.

**Balance sheet  
as at 31 December 2020**

	Note	£	2020 £	£	2019 £
<b>Fixed assets</b>					
Intangible assets	16		229,113		336,696
Tangible fixed assets	17		1,903,325		2,097,884
Investment properties	18		600,000		600,000
			<u>2,732,438</u>		<u>3,034,580</u>
<b>Current assets</b>					
Debtors	19	1,129,884		2,500,664	
Cash at bank and in hand		7,580,232		3,156,980	
			<u>8,710,116</u>	<u>5,657,644</u>	
<b>Creditors:</b> amounts falling due within one year	20	(2,666,076)		(3,550,050)	
<b>Net current assets</b>			<u>6,044,040</u>		<u>2,107,594</u>
<b>Net assets</b>			<u>8,776,478</u>		<u>5,142,174</u>
<b>The funds of the Charity</b>	21				
Unrestricted funds			1,171,376		226,001
Restricted funds			7,605,102		4,916,173
<b>Total Charity funds</b>			<u>8,776,478</u>		<u>5,142,174</u>

The financial statements on pages 73 to 93 were approved by the Board of Trustees on 21<sup>st</sup> December 2021 and were signed on their behalf by:

**Dr Kamil Omoteso**  
**Chair of the Board of Trustees**

The notes on pages 76 to 93 form part of these financial statements.

# Human Appeal

## Statement of cash flows as at 31 December 2020

	Note	2020 £	2019 £
<b>Net cash generated from / (used in) operating activities</b>	23	<b>4,415,430</b>	(2,115,510)
<b>Cash flows from investment activities</b>			
Bank interest received		1,646	12,112
Investment property rental income received		61,613	18,000
Purchase of tangible fixed assets		(56,030)	(178,172)
Proceeds from the sale of tangible fixed assets		593	-
<b>Net cash generated from / (used in) investing activities</b>		<b>7,822</b>	(148,060)
<b>Increase / (decrease) in cash and cash equivalents in the year</b>		<b>4,423,252</b>	(2,263,570)
Cash and cash equivalents at the beginning of the year	24	3,156,980	5,420,550
<b>Cash and cash equivalents at the end of the year</b>	24	<b>7,580,232</b>	3,156,980

The notes on pages 76 to 93 form part of these financial statements.

# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

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### 1. Accounting policies

#### Charity information

Human Appeal (the "Charity") is a company registered and incorporated in England and Wales, limited by guarantee, without share capital. The company registration number is 08553893. The Charity is registered with the Charity Commission under registration number 1154288 as well as with The Office of the Scottish Charity Regulator under registration number SC046481.

Its registered office and principal place of business is Pennine House, Carrs Road, Cheadle, SK8 2BL.

The Charity is an international humanitarian and development organisation working across 16 countries in Asia, Africa, the Middle East, and Europe.

#### Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

#### Reconciliation with previous Generally Accepted Accounting Practice

In preparing these accounts, the Trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 the restatement of comparative items was required.

No restatements were required.

#### Going concern

As outlined in the Financial Review section of the trustees' annual report, the Charity Commission's inquiry, which commenced on 18 April 2018, closed on 28 October 2021 with the publication of a final report. The conclusions were that in 2017 there had been misconduct and/or mismanagement by the former trustees in the areas of administration and oversight. The closing of the Inquiry has removed a source of material uncertainty over the going concern basis of the charity. The trustees have reviewed the financial forecasts and budgets that have been prepared and are confident it is appropriate to prepare the annual financial statements for the Charity on a going concern basis.

#### Company status

The Charity is a company limited by guarantee. The members of the Charity are the Trustees named on page 5. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

#### Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received, and the amount of income receivable can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

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### 1. Accounting policies (continued)

#### Income (continued)

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Donated facilities are included at the value to the Charity where this can be quantified, and a third party is bearing the cost. No amounts are included in the financial statements for services donated by volunteers.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

#### Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Governance costs are those incurred in connection with administration of the Charity and compliance with constitutional and statutory requirements.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and governance costs are costs incurred on the Charity's operations, including support costs and costs relating to the governance of the Charity apportioned to charitable activities.

Support costs and governance costs are allocated to costs of raising funds, charitable activities and other expenditure including capacity building based on the number of administrative employees for each activity. The analysis of support costs by each activity is set out in note 11.

All expenditure is inclusive of irrecoverable VAT.

#### Intangible fixed assets and amortisation

Intangible assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably. Intangible assets are initially recognised at cost and are subsequently measured at cost net of amortisation and any provision for impairment.

The intangible assets which comprise software are amortised over a period of 10 years.

#### Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the statement of financial activities incorporating income and expenditure account.

# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

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### 1. Accounting policies (continued)

#### Tangible fixed assets and depreciation (continued)

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment.

Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

- |                                    |                        |
|------------------------------------|------------------------|
| - Freehold property                | Over 50 years          |
| - Fixtures, fittings and equipment | Between 4 and 15 years |
| - Motor vehicles                   | Over 5 years           |

#### Investment properties

Investment properties are included in the balance sheet at their open market value and are not depreciated.

#### Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the bank.

#### Operating leases

Rentals under operating leases are charged to the statement of financial activities incorporating income and expenditure account on a straight-line basis over the lease term.

#### Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

#### Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

#### Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

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### 1. Accounting policies (continued)

#### Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

#### Taxation

As a registered charity, the Charity is exempt from income and corporation tax to the extent that its income and gains are applicable to charitable purposes only. Value added tax (VAT) is not recoverable by the Charity and is therefore included in the relevant costs in the statement of financial activities (as stated in Note 1 - Expenditure).

#### Foreign currencies

Monetary assets and liabilities denominated in foreign currencies are translated into sterling at rates of exchange ruling at the balance sheet date.

Transactions in foreign currencies are translated into sterling at the rate ruling on the date of the transaction.

Exchange gains and losses are recognised in the statement of financial activities incorporating income and expenditure account.

#### Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

The Charity operates a group personal pension scheme, which effectively means that all employees who join the scheme have their own pension plan, which is a defined contribution scheme. The assets of the pension scheme are held separately from those of the Charity in an independently administered fund. The total contribution owing at 31 December 2020 was £83,084 (2019: £69,756).

#### Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustee in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

#### Gifts in kind

Gifts in kind for use by the Charity are included in the accounts at their approximate market value at the date of receipt. Gifts in kind for distribution are included in the accounts at their approximate market value at the date of distribution.

# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

### 2. Income from donations and legacies

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total Funds 2020 £
Donations	2,099,197	16,602,101	18,701,298
Gift and tax reclaimed	2,413,300	-	2,413,300
Donated goods and services	-	305,240	305,240
Donations from fundraising events	42,977	2,630,528	2,673,505
	<b>4,555,474</b>	<b>19,537,869</b>	<b>24,093,343</b>

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total Funds 2019 £
Donations	920,012	8,129,127	9,049,139
Gift and tax reclaimed	1,805,136	-	1,805,136
Donated goods and services	-	118,355	118,355
Donations from fundraising events	453,890	2,797,566	3,251,456
	<b>3,179,038</b>	<b>11,045,048</b>	<b>14,224,086</b>

### 3. Income from charitable activities

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total Funds 2020 £
Charitable activities	-	5,228,943	5,228,943

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total Funds 2019 £
Charitable activities	-	5,091,681	5,091,681



# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

### 4. Other trading activities

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Ticket sales	30	-	30
	<u>30</u>	<u>-</u>	<u>30</u>

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Ticket sales	48,566	294	48,860
	<u>48,566</u>	<u>294</u>	<u>48,860</u>

### 5. Investment income

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Property rental income	61,613	-	61,613
Bank interest receivable	1,646	-	1,646
	<u>63,259</u>	<u>-</u>	<u>63,259</u>

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Property rental income	18,000	-	18,000
Bank interest receivable	12,112	-	12,112
	<u>30,112</u>	<u>-</u>	<u>30,112</u>

# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

### 6. Other income

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Government grants	322,434	-	322,434
Loss on the sale of intangible assets	(26,431)	-	(26,431)
Loss on the sale of tangible fixed assets	(2,523)	-	(2,523)
	<b>293,480</b>	<b>-</b>	<b>293,480</b>

There was no other income in 2019.

### 7. Costs of raising funds

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Fundraising costs	79,349	701,419	780,768
Publicity costs	358,242	3,166,721	3,524,963
Event costs	35,866	317,037	352,903
Fundraising staff costs	263,607	2,330,186	2,593,793
	<b>737,064</b>	<b>6,515,363</b>	<b>7,252,427</b>

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Fundraising costs	46,079	344,768	390,847
Publicity costs	220,889	1,652,732	1,873,621
Event costs	136,795	1,023,526	1,160,321
Fundraising staff costs	227,830	1,704,674	1,932,504
	<b>631,593</b>	<b>4,725,700</b>	<b>5,357,293</b>

# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

### 8. Analysis of expenditure on charitable activities

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Education	-	53,623	53,623
Humanitarian response	-	1,787,670	1,787,670
Food security	-	5,972,068	5,972,068
Healthcare	-	313,671	313,671
Orphans and child welfare	-	4,743,321	4,743,321
Water, sanitation and hygiene	-	874,344	874,344
General country restricted income	2,986,172	1,817,823	4,803,995
	<b>2,986,172</b>	<b>15,562,520</b>	<b>18,548,692</b>

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Education	-	603,117	603,117
Humanitarian response	-	2,729,789	2,729,789
Food security	-	2,376,007	2,376,007
Healthcare	-	910,512	910,512
Orphans and child welfare	-	5,403,038	5,403,038
Water, sanitation and hygiene	-	223,607	223,607
General country restricted income	2,759,382	827,878	3,587,260
	<b>2,759,382</b>	<b>13,073,948</b>	<b>15,833,330</b>

# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

### 9. Grants to institutions

	2020	2019
	£	£
Al Ihsan Company	-	28,067
Al-Aqsa University	-	52,520
ALZakat Committee of Jerusalem	<b>792,327</b>	423,358
Al-Tawasol Forum Society	-	55,000
Atfaluna Society for Deaf Children	-	5,805
Bicklang Avam Upekshit Seva Sadan	-	150,000
Dhaka Ahsania Mission	<b>93,237</b>	40,000
Esmael Alawa and Co	<b>171,996</b>	-
Human Appeal International Australia	<b>34,650</b>	-
Human Appeal International Gaza	<b>900,768</b>	544,556
Human Appeal Kenya	-	1,208
International Learning Movement	<b>105,000</b>	35,000
Islamic Welfare Association	<b>572,844</b>	529,909
Islamic Zakat Society	<b>463,615</b>	261,176
Jordan Hashemite Charity Organization	-	21,083
Kalliri I Miresise (Spike of Goodness) Macedonia	<b>54,035</b>	50,700
Manchester Central Foodbank	-	5,000
Mercy Relief	<b>164,625</b>	-
Minhaj-ul Quran Welfare Foundation	<b>17,545</b>	-
Multi-Aid Programs	<b>10,000</b>	-
Muslim Foundation for Culture & Development	<b>24,474</b>	62,460
Myittar Resource Foundation	<b>18,240</b>	1,530
Novo Jibon	<b>233,657</b>	15,595
Qatar Charity	-	10,000
Sabalambay Unnayan Samity	<b>40,000</b>	17,865
Tahseen Rehan Company	-	70,374
The Boaz Trust	-	8,267
Welfare Association	-	6,873
White Hands	<b>52,900</b>	-
Yemen Humanitarian Forum	<b>53,951</b>	-
ZamZam Foundation	<b>9,864</b>	-
	<b>3,813,728</b>	<b>2,396,346</b>

### 10. Charitable capacity building

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Ireland	<b>100,000</b>	-	<b>100,000</b>
Spain	<b>143,632</b>	-	<b>143,632</b>
	<b>243,632</b>	-	<b>243,632</b>

# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

### 10. Charitable capacity building (continued)

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Ireland	44,556	-	44,556
Spain	131,537	-	131,537
Holland	262	-	262
	<u>176,355</u>	<u>-</u>	<u>176,355</u>

### 11. Analysis of support costs

	Total funds 2020 £	Total funds 2019 £
Costs of raising funds	1,922,274	1,990,122
Charitable activities	107,647	175,131
Other expenditure including capacity building	707,397	764,206
	<u>2,737,318</u>	<u>2,929,459</u>

#### Support costs by type

	2020 £	2019 £
Staff costs	1,718,822	1,228,466
Depreciation and amortisation	328,625	146,979
Other	689,871	1,554,014
	<u>2,737,318</u>	<u>2,929,459</u>

#### Governance costs

Included within support costs are governance costs as follows:

	2020 £	2019 £
Auditor's remuneration	59,880	46,851
Audit fees to previous auditors in respect prior year financial statements	10,506	-
Non-statutory auditor fees	24,693	-
Audit fees in respect of the overseas branches	42,609	-
Legal and professional other fees	295,895	(62,377)
	<u>433,583</u>	<u>(15,526)</u>

# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

### 12. Net income / (expenditure)

The net income / (expenditure) is stated after charging:

	2020 £	2019 £
Depreciation of tangible fixed assets:		
- owned by the Charity	247,473	110,108
Amortisation of intangible fixed assets	81,152	44,058
Operating lease rentals	86,244	121,000
	<u>414,869</u>	<u>275,166</u>

### 13. Auditor's remuneration

	2020 £	2019 £
Fees payable to the Charity's auditor and its associates for the audit of the financial statements	59,880	77,000
Fees payable to the Charity's auditor and its associates in respect of all other services	-	10,400
	<u>59,880</u>	<u>87,400</u>

### 14. Staff costs

	2020 £	2019 £
Staff costs were as follows:		
Wages and salaries	5,917,343	6,214,622
Social security costs	317,138	229,681
Other pension costs	83,084	69,756
	<u>6,317,565</u>	<u>6,514,059</u>

The above staff costs include termination payments of £38,206 (2019: £9,167) made during the year.

The average number of persons employed by the Charity during the year was as follows:

	2020 No	2019 No
	<u>455</u>	<u>548</u>

The number of higher paid employees was:

	2020 No	2019 No
In the band £60,001 - £70,000	3	1
In the band £70,001 - £80,000	-	1
In the band £90,001 - £100,000	1	-

# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

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### 14. Staff costs (continued)

The key management personnel of the Charity, comprising of the leadership team and the executive directors team. The total employee benefits of the key management personnel were £537,758 (2019: £544,599).

### 15. Trustees' remuneration

No Trustees received any remuneration during the financial year (2019: £Nil). No Trustees received any benefits in kind (2019: £Nil). Trustees received reimbursement of expenses of £41 (2019: £65) during the year.

### 16. Intangible assets

	<b>Software £</b>
<b>Cost</b>	
At 1 January 2020	446,165
Disposals	(42,576)
	<hr/>
At 31 December 2020	<b>403,589</b>
	<hr/>
<b>Amortisation</b>	
At 1 January 2020	109,469
Charge for the year	81,152
Disposals	(16,145)
	<hr/>
At 31 December 2020	<b>174,476</b>
	<hr/>
<b>Net book value</b>	
<b>At 31 December 2020</b>	<b>229,113</b>
	<hr/>
At 31 December 2019	336,696
	<hr/>

The intangible assets, which comprise software, are amortised over a period of 10 years.

# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

### 17. Tangible fixed assets

	Freehold property £	Fixtures, fittings and equipment £	Motor vehicles £	Total £
<b>Cost</b>				
At 1 January 2020	1,871,924	684,281	68,486	<b>2,624,691</b>
Additions	-	56,030	-	<b>56,030</b>
Reclassification of investment property	(340,317)	340,317	-	-
Disposals	-	(6,351)	(3,105)	<b>(9,456)</b>
At 31 December 2020	<b>1,531,607</b>	<b>1,074,277</b>	<b>65,381</b>	<b>2,671,265</b>
<b>Depreciation</b>				
At 1 January 2020	146,265	357,817	22,725	<b>526,807</b>
Charge for the year	33,269	185,762	28,442	<b>247,473</b>
Reclassification of investment property	(23,662)	23,662	-	-
Disposals	-	(4,322)	(2,018)	<b>(6,340)</b>
At 31 December 2020	<b>155,872</b>	<b>562,919</b>	<b>49,149</b>	<b>767,940</b>
<b>Net book value</b>				
<b>At 31 December 2020</b>	<b>1,375,735</b>	<b>511,358</b>	<b>16,232</b>	<b>1,903,325</b>
At 31 December 2019	1,725,659	326,464	45,761	2,097,884

All of the above assets are used for charitable purposes.

Included within freehold property is land of £530,000 which is not being depreciated.

### 18. Investment properties

	2020 £	2019 £
Investment properties at market value	<b>600,000</b>	600,000

The Charity owns the freehold of two commercial properties that are held for rental out as office space. The investment properties are valued based on formal valuations in April 2021 by W T Gunson and 2015 by members of the Royal Institute of Chartered Surveyors who have the relevant experience in the investment properties being valued. The valuation of the Manchester property and Bristol property are on the basis of open market value. The Charity has taken steps to review the market value of the investment properties included in the financial statements at the year to ensure they are in line with the valuations and remain materially accurate.

The historical cost of the investment properties is £497,004 (2019: £497,004).



# Human Appeal

## Notes to the financial statements for the year ended 31 December 2020

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### 19. Debtors

	2020 £	2019 £
Other debtors	763,043	2,474,479
Prepayments and accrued income	366,841	26,185
	<u>1,129,884</u>	<u>2,500,664</u>

### 20. Creditors: amounts falling due within one year

	2020 £	2019 £
Trade creditors	949,869	1,743,439
Other taxation and social security	366,751	439,616
Other creditors	909,304	365,205
Accruals and deferred income	440,152	1,001,790
	<u>2,666,076</u>	<u>3,550,050</u>

# HUMAN APPEAL

## Notes to the financial statements for the year ended 31 December 2020

### 21. Statement of funds

	At 1 January 2020	Income	Expenditure	Transfers in/out	At 31 December 2020
	£	£	£	£	£
<b>Unrestricted funds</b>					
General funds	226,001	4,912,244	(3,474,382)	(492,487)	1,171,376
<b>Restricted funds</b>					
Education	19,371	68,298	(92,748)	148,286	143,207
Humanitarian response	1,348,817	5,072,424	(3,288,202)	(1,464,305)	1,668,734
Food security	679,163	8,509,183	(7,662,700)	407,574	1,933,220
Healthcare	372,764	684,335	(595,381)	31,973	493,691
Orphans and child welfare	477,982	6,021,813	(6,786,889)	972,533	685,439
Water sanitation and hygiene	1,353,205	2,207,179	(1,641,810)	-	1,918,574
Other	664,871	2,203,579	(2,502,639)	396,426	762,237
	<b>4,916,173</b>	<b>24,766,811</b>	<b>(22,570,369)</b>	<b>492,487</b>	<b>7,605,102</b>
<b>Total of funds</b>	<b>5,142,174</b>	<b>29,679,055</b>	<b>(26,044,751)</b>	<b>-</b>	<b>8,776,478</b>

# HUMAN APPEAL

## Notes to the financial statements for the year ended 31 December 2020

### 21. Statement of funds (continued)

	At 1 January 2019 £	Income £	Expenditure £	Transfers in / out £	At 31 December 2019 £
<b>Unrestricted funds</b>					
General funds	535,615	3,257,716	(3,567,330)	-	226,001
<b>Restricted funds</b>					
Education	65,726	709,140	(855,130)	99,635	19,371
Humanitarian response	1,920,698	3,739,852	(3,627,499)	(684,234)	1,348,817
Food security	986,170	2,808,511	(3,346,783)	231,265	679,163
Healthcare	439,919	1,194,671	(1,284,984)	23,158	372,764
Orphans and child welfare	1,325,144	6,324,128	(7,171,290)	-	477,982
Water sanitation and hygiene	1,053,374	872,969	(573,665)	527	1,353,205
Other	787,767	487,752	(940,297)	329,649	664,871
	6,578,798	16,137,023	(17,799,648)	-	4,916,173
<b>Total of funds</b>	<b>7,114,413</b>	<b>19,394,739</b>	<b>(21,366,978)</b>	<b>-</b>	<b>5,142,174</b>

# HUMAN APPEAL

## Notes to the financial statements for the year ended 31 December 2020

### 22. Analysis of net assets between funds

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Intangible assets	229,113	-	229,113
Tangible fixed assets	1,704,956	198,369	1,903,325
Investment properties	600,000	-	600,000
Net current assets / (liabilities)	(1,362,693)	7,406,733	6,044,040
	<b>1,171,376</b>	<b>7,605,102</b>	<b>8,776,478</b>
	Unrestricted Funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Intangible assets	335,672	1,024	336,696
Tangible fixed assets	1,733,916	363,968	2,097,884
Investment properties	600,000	-	600,000
Net current assets / (liabilities)	(2,443,587)	4,551,181	2,107,594
	<b>226,001</b>	<b>4,916,173</b>	<b>5,142,174</b>

### 23. Reconciliation of net movement in funds to cash flow from operating activities

	2020 £	2019 £
Net income / (expenditure) and net movement in funds for the year	<b>3,634,304</b>	(1,972,239)
<b>Adjustment for:</b>		
Depreciation and amortisation charges	<b>328,625</b>	154,166
Dividends, interest and rents from investment properties	<b>(63,259)</b>	(30,112)
Loss on the sale of intangible assets	<b>26,431</b>	-
Loss on the sale of tangible fixed assets	<b>2,523</b>	-
Decrease / (increase) in debtors	<b>1,370,780</b>	(377,125)
(Decrease) / increase in creditors	<b>(883,974)</b>	109,800
<b>Net cash generated from / (used in) operating activities</b>	<b>4,415,430</b>	(2,115,510)

# HUMAN APPEAL

## Notes to the financial statements for the year ended 31 December 2020

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### 24. Analysis of cash and cash equivalents

	2020 £	2019 £
Cash at bank and in hand	<u>7,580,232</u>	<u>3,156,980</u>

### 25. Pension commitments

The Charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £83,084 (2019: £69,756).

### 26. Operating lease commitments

At 31 December 2020, the Charity had future minimum lease payments due under non-cancellable operating leases as follows:

	2020 £	2019 £
Not later than one year	65,576	86,244
Later than one year and not later than five years	90,576	147,296
	<u>156,152</u>	<u>233,540</u>

### 27. Related party transactions

Donations from Trustees totalling £4,515 (2019: £20) were received during the year.

There are no other related party transactions to disclose for the year (2019: none).